



FINANCE & REIMBURSEMENT OFFICERS

"It's not just for Finance and Reimbursement anymore!"

NC FARO 2009 SPRING CONFERENCE

REGISTRATION AGENDA

APRIL 26 - APRIL 29, 2009

***HILTON WILMINGTON RIVERSIDE
301 NORTH WATER STREET
WILMINGTON, NC 28401
Phone: 910-763-5900***

NC FARO Spring 2009 Conference
April 26 – 29, 2009
Wilmington, NC

CONFERENCE INFORMATION: PLEASE READ!

Important Registration Info:

- **Payment must be received with completed registration form.** Individuals will not be registered for conference until payment is made.
- Please be sure to include (*please print clearly*) your email address on registration form so confirmation can be made (Note: All confirmations will be made by email).
- **If you think you are registered but have not received a confirmation by email,** contact Alice Matthews at abmcms@aol.com or by phone at 910-488-5170. Otherwise, **if payment has not been received (regardless that you think it is in the mail), you will be required to pay registration fee upon arrival at conference.**
- **Mailed registrations must be “received” by noon on April 23, 2009** (be sure to mail your registration and payment in advance to ensure receipt by this date).
- **On-site registration will be available at conference – payment by check or cash** (see rates below for on-site registration).
- There will be a \$25 returned check fee.

On-line Registration:

- On-line registration will be available by March 6, 2009 on NC FARO website at www.ncfaro.org.
- Follow on-line instructions to register.
- Mailed registrations / payments **MUST** be received by April 23, 2009.

NOTE: A full conference registration cannot be shared among multiple individuals. One-day registrations are designed to accommodate one-day attendees. Each individual attending conference must be registered either as a one day or for full conference.

ATTENTION: Each person registered for conference must individually pick up his or her registration packet at FARO check-in.

Registration Fees:

| | <u>Postmarked Early Registration by 4/1/09</u> | <u>Postmarked 4/2/09-4/21/09</u> |
|---|--|--------------------------------------|
| FARO Member (LME/AP, Provider, DHHS) – <u>be sure you are a “2009” member*</u> | \$ 150.00 | \$ 175.00 |
| Non-Members (LME/AP, Provider, DHHS, others) | \$ 180.00 | \$ 205.00 |
| One Day (LME/AP, Provider, DHHS) | \$ 95.00 | \$ 120.00 |
| | <u>On-site Rates</u> | |
| <u>On-site “Full” Registration (member or non-member) – Payment in hand only.</u> | \$ 225.00 | |
| <u>On-site “One-Day” Registration (member or non-member) – Payment in hand only.</u> | \$ 125.00 | |

*If you are unsure as to your “2009” membership status, please contact the membership committee member listed before registering.

Cancellation Policy:

- Registration fees less a \$15 administrative fee will be refunded if request is received by 5 p.m. April 3, 2009.
- April 4-15, 2009 refunds less a 50% cancellation fee will be honored at your request. No requests for refunds will be accepted after 5 p.m. beginning April 15, 2009.
- To discuss a cancellation, call Alice Matthews at 910-488-5170 (phone) or by e-mail at abmcms@aol.com.

Hotel Information:

- The NC FARO Spring 2009 Conference will be held at the Hilton Wilmington Riverside, 301 North Water Street, Wilmington, NC 28401.
- **Phone 910-763-5900 for reservations.** Please state that you are with NC FARO – NC Finance and Reimbursement Officer’s Association. A block of 250 rooms has been reserved for the NC FARO conference **on a first come first reserved basis.** Of the 250, 175 rooms are available at the Hilton Wilmington Riverside and 25 rooms are available at the Riverside Suites and 50 rooms are available at Shell Island.
- The room rate is \$115 per room plus sales/room occupancy taxes.
- Failure to cancel your reservation within 72 hours prior to your arrival or failure to show on your day of arrival will result in charge.
- Parking (\$5.00/day overnight guests, \$5.00/day daily attendees, \$12.00/day valet parking).
- The reservation cut off date is Wednesday, March 25, 2009 or until the block of 250 is filled, so make your reservations NOW.
- All reservations must be accompanied by a first night room deposit or guaranteed with a major credit card. Hotel will not hold any reservations unless secured by one of the above methods.
- Guest room check-in/Check-out time is as follows:
 Check-in Time 4:00 PM Checkout Time: 11:00 AM

Contact Information: If you need further information on the conference, please contact the following:

Hotel/reservation questions contact: Cathy Macemore, Cathy.Macemore@ncmail.net, 336-874-2798
Exhibitor/Vendor questions contact: Pat Myers, pat_myers@ocbhs.org, 910-219-8003
Membership questions contact: Debbie Barnett, dbarnett@eastpointe.net, 910-298-7135
Conference Registration questions contact: Alice Matthews, abmcms@aol.com, 910-488-5170
Provider questions contact: Gayle Mahl, gmahl@pathmhdds.org, 704-842-6349
NC FARO 2009 President: Jay Taylor, jtaylor@pathmhdds.org, 704-842-6480

Additional Information: Should you need additional registration information, forms, or agenda, they are available on our website at www.ncfaro.org. You may also make copies of the registration packets for use by others in your agency as well as providers with whom you contract. All updates concerning the conference (i.e., agenda changes, weather) will also be posted on our website.

TUESDAY EVENING CHANGE:

Rather than increasing registration rates, to help defray some costs, and to give attendees the opportunity to enjoy the Wilmington cuisine, the NC FARO Planning Committee has decided to forego having the Tuesday evening banquet for the Spring Conference. In lieu of the banquet, a casual reception with hors d'oeuvres will be provided from 6:45 – 8:15 p.m. Stop by to visit with friends and associates and enjoy a light meal.

Directions to the Hotel: Visit our website at www.ncfaro.org for directions.

IMPORTANT NOTE TO ALL IN ATTENDANCE:

- **NO AUDIO or VIDEOTAPING** of sessions without written permission from speaker and prior approval of NC FARO Executive Committee.
- **NO SOLICITATION** verbally or distribution of company materials in sessions or at other sponsored FARO events unless you are a **registered** vendor.
- Conference room temperatures vary. **Please wear layered clothing to ensure your personal comfort.**

Visit the FARO website at www.ncfaro.org for conference updates and/or changes

***NORTH CAROLINA FINANCE, REIMBURSEMENT AND
MIS OFFICER'S (NC FARO) SPRING 2009 CONFERENCE***

SUNDAY, APRIL 26, 2009

5:00 – 7:00 P.M. **EARLY REGISTRATION** – Lower Lobby

9:00 – 11:30 P.M. **HOSPITALITY SUITE** – Room 331 North Tower, Exhibitor / Vendor Sponsored Event
“Visit with friends and meet new FARO participants”

MONDAY, APRIL 27, 2009

7:00 – 7:55 A.M. **CONTINENTAL BREAKFAST**
Exhibitor / Vendor Sponsored Event

7:15 – 8:15 A.M. **REGISTRATION** – Lower Lobby

8:15 – 9:00 A.M. **WELCOME**
Jay Taylor, Pathways LME
2009 NC FARO President

VENDOR INTRODUCTIONS

9:00 – 10:15 A.M. – JOINT SESSION

Keynote Address

NC MHDDSA System: Thoughts on the Near Future of the System

Lanier Cansler, Secretary NC Department of Health and Human Services

North Carolina has undergone tremendous change over the past several years. We have all experienced these changes first hand. In the current environment, we expect more changes to this system, which has such positive impact on so many lives. Secretary Cansler will provide thoughts on where he sees the system moving over the coming months and years. Much of our future is unknown, but this session will focus on the vision that exists for current improvement to the system and most importantly the vision for the continuation of positive impact on the lives of consumers who are at the center of the services that we offer.

10:15 – 10:45 A.M. **BREAK: EXHIBITOR / VENDOR VISITATION**

10:45 – 12:00 P.M. – BREAKOUT SESSIONS
(Choice of 5 Breakout Sessions)

Track 1

SESSION: **Balance Business vs. Clinical Dollars**

SPEAKER: Niels Eskelsen, MBA, CPA, CFO / Director of Business Operations, PBH

DESCRIPTION: How to monitor your service dollars against service authorizations on a routine basis to determine if you are maintaining financial viability. LMEs need to implement a method or guidelines for tying Authorizations to service dollars. UM must know its financial limitations of the amount of service dollars it can authorize and Finance must be able to monitor and report timely the risk of over spending its service budgets. What is the routine working relationship between UM and Finance to ensure this is taking place?

Track 2

SESSION: **Management: Worker 2.0**

SPEAKER: Willow Jacobson, Assistant Professor, UNC School of Government

DESCRIPTION: Managers supervise employees ranging in age and interest from people who can't miss American Idol on television to those for whom the only real American Idol is FDR. In order to get the most from this multi-generational workplace, it's important to begin by understanding some general traits that employees in different age groups tend to share. This session will review the main values and approaches to work of the four generations in your workplace and discuss strategies and techniques to better meet the needs of the different generations as well as minimize workplace conflict.

Track 3

SESSION: State Data

SPEAKER: Shealy Thompson, Quality Management Team Leader
Division of MH/DD/SAS

DESCRIPTION: This session will provide an overview of the state's community-based services system today, based on data submitted to the Division of MH/DD/SAS by service providers and LMEs. Trends in service availability and utilization will be presented. The session will highlight information about current systems initiatives, such as crisis services.

Track 4

SESSION: CAP-MR/DD Waivers Update

SPEAKER: Rose Burnette, Project Manager-CAP-MR/DD Tiered Waivers
Division of MH/DD/SAS

DESCRIPTION: An update on the implementation of the 2 new CAP-MR/DD Waivers (Supports Waiver, Comprehensive Waiver), including; progress with the Self-Direction component of the Supports Waiver, and a review of the service definitions and Utilization Review Guidelines/process.

Track 5

SESSION: Just the Facts...or Something Like That – Part I

SPEAKER: Amigo R. Wade, Senior Attorney
Virginia Division of Legislative Services

DESCRIPTION: Local management entities are charged with monitoring compliance by providers with rules and standards and are also in many instances required to mediate concerns and complaints. In trying to resolve a concern or a complaint the LME is often in the position of conducting what seems to be an investigation. What are the preparations, tactics and procedures that an LME should follow to develop objective, factual information that can be used to reach a fair resolution for all involved? How does all of this change if the inquiry or investigation is internal, dealing with behavior within the LME organization, rather than external? This session will focus on developing methods, tactics and procedures for conducting an inquiry or investigation of a concern or complaint in a fair and objective manner with the goal of ensuring compliance and leaving the critical LME-provider relationship intact.

12:00 – 1:30 P.M.

LUNCH ON YOUR OWN

1:30 – 2:30 P.M. – BREAKOUT SESSIONS
(Choice of 4 Breakout Sessions)

Track 1

SESSION: Uniform Co-Payment Schedule for MH/DD/SAS

SPEAKERS: Thomas Aldridge, Manager, Public Consulting Group, Inc.
Kevin Hutchinson, Senior Consultant, Public Consulting Group, Inc.
Michelle Comeaux, Consultant, Public Consulting Group, Inc.

DESCRIPTION: Public Consulting Group, Inc. will discuss its research and findings surrounding a new statewide uniform fee schedule for services delivered to families with income over 300% of the federal poverty level. Discussion will include the manner in which LMEs and providers determine patient ability-to-pay; standard collection method for self-pay clients; and PCG's specific recommendations for a standardized, graduated flat fee co-payment schedule.

Track 2

SESSION: Medicaid / UM

SPEAKER: Jim Jarrard, Division of MH/DD/SAS

DESCRIPTION: This session will provide an update from the Division on the transition of Utilization Management (UM) to the LMEs and what LMEs can expect in the next phase of transition.

Track 3

SESSION: Updates, Changes and Division Use of the CDW Data

SPEAKERS: Deborah Merrill, Division of MH/DD/SAS
Judy Boone, Division of MH/DD/SAS
Jeannette Barham, Division of MH/DD/SAS

DESCRIPTION: A discussion of changes/updates to the CDW reporting requirements as well as the uses of CDW data for reporting requirements. There will also be a review of CDW and the Performance Contract Measures and tips on how to stay in compliance.

Track 4

SESSION: Just the Facts...or Something Like That – Part II

SPEAKER: Amigo R. Wade, Senior Attorney
Virginia Division of Legislative Services

DESCRIPTION: This session will continue the discussion from Part I.

2:30 – 3:00 P.M. **BREAK: EXHIBITOR / VENDOR VISITATION**

| |
|---|
| <i>3:00 – 4:30 P.M. – BREAKOUT SESSIONS (Choice Of 4 Breakout Sessions)</i> |
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Track 1

SESSION: What is the Deal with all these Audit Findings?

SPEAKER: Bryan Starnes, CPA/ABV
Partners with Martin Starnes & Associates, CPAs, of Hickory, NC

DESCRIPTION: A session to discuss actual audit findings related to compliance with Federal and State expenditures as well as internal controls. We will discuss actual findings from audits, discuss what caused them and how to correct them. Be prepared with any findings your unit may have received and have an auditor explain them to you in layman's terms so you can improve your internal controls.

Track 2

SESSION: Provider Ethics

SPEAKERS: Gene Rodgers, MSW, VP-Governmental and Community Relations with Universal MH/DD/SAS
Bob Hedrick, NC Providers Council

DESCRIPTION: The NC Providers Council representative will provide a presentation on Ethics. The NCPC puts an emphasis on Ethics throughout the organization and has created standards, principles, and policies to ensure that provider members of the organizations understand the emphasis and insistence of ethics as a member organization of the NC Providers Council. The presentation will provide you an overview of the core values, principles and expectations of ethical practices as a member organization of the NC Providers Council.

Track 3

SESSION: OMMIS+ Replacement

SPEAKERS: Thelma Hayter, Division of MH/DD/SAS
Cheryl McQueen, Division of MH/DD/SAS

DESCRIPTION: DMA, DMH, and DPH are working on a joint project to replace the MMIS and IPRS claims payment systems. This new system will provide state-of-the-art claims entry and processing capabilities and will be a multi-payer system. This session will provide an update on this project.

Track 4

SESSION: The Basics of Establishing a Website

SPEAKER: SkillPath Seminars

DESCRIPTION: This session will show you the basics of laying the foundation for a website and provide the pros and cons of professional web hosting and how it can save you a lot of money. You will also learn the steps you need it takes to initially set up a website and get it right the first time.

4:30 – 5:30 P.M. – NETWORKING SESSIONS
(Choice of 5 Networking Sessions)

Track 1

SESSION: **Finance Officers Networking**

FACILITATOR: Kelly Goodfellow, The Durham Center

DESCRIPTION: Discussion of financial and operational issues that are daily challenges in your agency. Share concerns and learn what others have done or are doing to work through those same type issues. What are your training needs for the Fall 2008 conference? Do you know of topics and speakers that you would like to see on the fall agenda? Share those with your facilitator.

Track 2

SESSION: **Reimbursement Officers Networking**

FACILITATOR: Brenda Pittman, Eastpointe

DESCRIPTION: Open forum for reimbursement staff in your agency to discuss the many issues and challenges in reimbursement departments across the state. Discussion will include billing multiple services on the same day, billing group therapy, service referral, billing with NPI and other new requirements. Bring your questions and concerns to discuss with your peers. What are your training needs for Fall 2008 conference? Do you know of topics and speakers that you would like to see on the fall agenda? Share those with your facilitator.

Track 3

SESSION: **Provider Networking**

FACILITATOR: English Albertson, Universal MH/DD/SAS

DESCRIPTION: Join your fellow providers to discuss current issues pertinent to private providers. Share your experiences and learn from others. What are your training needs for Fall 2008 conference? Do you know of topics and speakers that you would like to see on the fall agenda? Share those with your facilitator.

Track 4

SESSION: **IT Roundtable**

FACILITATOR: George Scott, Western Highlands

DESCRIPTION: Join in this roundtable discussion on the many issues facing IT Directors and their staff. Come and share ideas and take the opportunity to participate in open discussion with your peers across the state. What are your training needs for Fall 2008 conference? Do you know of topics and speakers that you would like to see on the fall agenda? Share those with your facilitator.

Track 5

SESSION: **QM Roundtable**

FACILITATOR: Anna North, Eastpointe

DESCRIPTION: Join your fellow peers across the state to discuss issues and concerns in the QI and Provider Relations Networking area. What are your training needs for Fall 2008 conference? Do you know of topics and speakers that you would like to see on the fall agenda? Share those with your facilitator.

5:30 – 6:15 P.M. **HOSPITALITY SUITE** – Room 331 North Tower – Exhibitor / Vendor Sponsored Event
“Visit with friends – make dining plans”

9:00 – 11:30 P.M. **HOSPITALITY SUITE** – Room 331 North Tower – Exhibitor / Vendor Sponsored Event
“Come, relax and visit with other participants. Make new friendships and partnerships.”

TUESDAY, APRIL 28, 2009

7:30 – 8:20 A.M. **CONTINENTAL BREAKFAST**
Exhibitor / Vendor Sponsored Event

7:45 – 8:30 A.M. **REGISTRATION** – Lower Lobby

8:30 – 10:00 A.M. – BREAKOUT SESSIONS
(Choice Of 5 Breakout Sessions)

Track 1

SESSION: **Winners Never Cheat**

SPEAKER: Bryan Starnes, CPA/ABV
Partner with Martin Starnes & Associates, CPAs, of Hickory, NC

DESCRIPTION: A session on personal ethics that explores lessons we learned in playschool that still apply in the workplace as adults. Be prepared to be challenged by old lessons to change the way you make decisions at work. Nothing new will be introduced in this session, but you will leave with a new way of thinking.

Track 2

SESSION: **Risk Management – Financial, Clinical and Administrative Risk**

SPEAKER: Niels Eskelsen, MBA, CPA, Director of Business Operations, PBH

DESCRIPTION: Risk Management in Healthcare is a set of ongoing interrelated activities designed to identify, assess, manage, and monitor inherent risk related in organizations operations. You will learn how to identify the risks inherent in each area of our organizations and how do they interrelate; develop tools to identify risks, assessing the risk and using the tools, integrating risk data into management activities, and monitoring risk management activities.

Track 3

SESSION: **Taking System of Care to New Heights: Implementing and Sustaining SOC for Child and Adult Services**

SPEAKERS: Dawn Manus, Pathways LME
Ann Oshel, The Durham Center

DESCRIPTION: In a time of budget constraints and reduction of services, the values and principles of SOC become even more relevant. Establishing partnerships and collaborative relationships is essential to designing a system that is more efficient, coordinated and increases the quality of life for vulnerable citizens. This workshop will share the experiences of two established Child SOC programs and how we have expanded the SOC framework to the Adult service system. We will discuss how to promote community buy-in, engage non-traditional partners and define a common purpose to promote long-term sustainability and system change.

Track 4

SESSION: **Ways to Keep Your Business Functioning After a Disaster**

SPEAKER: Secure Enterprises Computing

DESCRIPTION: This session will discuss how to keep your business (small or large) up and running in a disaster. What would you do if your server crashed? Can you get your system back up and running quick and easy? This session will give you options of how to plan and develop ways to ensure your agency stays up and running when the time is critical.

Track 5

SESSION: **HR - Credentialing**

SPEAKER: Marvin Sanders, Accountability Team, Division of MH/DD/SAS

DESCRIPTION: This session will address issues around determining the credentials for a qualified profession by discussing how to determine if a university degree meets requirements, how to verify primary source information, how to determine if there are sufficient human service credit hours for non-human service degrees, and related topics. It will also touch on the credentialing of Associate Professionals and Paraprofessionals.

10:00 – 10:30 A.M. **BREAK: EXHIBITOR / VENDOR VISITATION**

10:30 – 12:00 P.M. - BREAKOUT SESSIONS
(Choice of 4 Breakout Sessions)

Track 1

SESSION: **State Services Requirements**

SPEAKERS: Jim Jarrard, Division of MH/DD/SAS
Starleen Scott-Robbins, Division of MH/DD/SAS
Beth Brown, Pathways LME

DESCRIPTION: Review of information on IPRS services for LMEs and Providers who deliver these services. Get the State and LME perspective on the technical clinical requirements for services billed to IPRS for payment. Service Definition review along with other requirements such as Plans or Orders needed, staffing, and documentation requirements. Questions answered for Medicaid eligible consumers receiving IPRS only services as well as Medicaid billable services received by IPRS only funded consumers.

Track 2

SESSION: **Care Review and Beyond: It's all about the Teams and their Outcomes**

SPEAKERS: Dawn Manus, Pathways LME
Ann Oshel, The Durham Center

DESCRIPTION: Care Review Teams brings together community professionals, the individual and members of their family/support system to increase access to needed services and supports and to create a unified plan of care. The goal is to empower the person in their own care and improve their quality of life. This workshop will discuss a strength-based approach to facilitating the Care Review process, establishing Child and Family teams or a support team for adults and using outcomes to inform and create system change. We will also discuss strategies to engage non-traditional partners to be active participants in the process. Two established SOC programs will discuss what data elements they are gathering and how to analyze for system trends and outcomes.

Track 3

SESSION: **NC-TOPPS: Let's Get Technical**

SPEAKERS: Becky Ebron, NC-TOPPS Project Coordinator for DMH/DD/SAS
Jaclyn Johnson, Center for Urban Affairs, NCSU
Kathryn Long, Center for Urban Affairs, NCSU

DESCRIPTION: The North Carolina Treatment Outcomes and Program Performance System (NC-TOPPS) is a web-based system that collects information on the life outcomes of individuals, ages 6+, receiving publicly funded mental health and substance abuse services. This session is designed to facilitate participants' understanding of the technical workings of NC-TOPPS and what administrative tools are available to users within NC-TOPPS and how these tools can be used to improve data quality. In addition, participants will get a brief introduction into the latest on-line tools that have been developed within recent months. (Note: Participants who are fluent in NC-TOPPS and are regular users of the administrative tools are encouraged to *not* attend the session.)

Track 4

SESSION: **Changes Impacting Personnel Administration**

SPEAKERS: Kim Newsom, Personnel Director, Randolph County
Mel Crocker, Retiree, State of NC

DESCRIPTION: With a new President and a new Congress there is a new agenda in Washington. The impact is changing the face of Personnel rules and regulations. This session will focus on providing you an update on what those changes already in place will require including major revisions with FMLA, ADA, and I-9's. Also, we will project some of the "hot" button issues to watch for such as ENDA, Fair Pay Act, EFCA, Civil Rights Act of 2008, Healthy Families Act, Health insurance initiatives, and the Forewarn Act. Reference will be made to recent court actions impacting Personnel such as the Lilly Ledbetter case before the Supreme Court. Things are a changing, and this session will give you the latest info available affecting Personnel.

12:00 – 1:30 P.M. **LUNCH ON YOUR OWN**

12:00 – 1:30 P.M. **Consultants Roundtable:** Informal lunch meeting with consultants across the state to discuss resource sharing, standards of practice, and increased collaboration. This will be a facilitated discussion with participant interaction. The group will meet in the hotel's restaurant (each person will be responsible for their own meal).

1:30 – 2:45 P.M. – BREAKOUT SESSIONS
(Choice of 4 Breakout Sessions)

Track 1

SESSION: **The Formation and Functions of an Audit Committee for Your Local Management Entity or Provider Organization**

SPEAKER: H. Wayne Terry, CPA, LarsonAllen LLP

DESCRIPTION: Any organization using public funds is accountable for the services it provides and the way those resources are used. Fiscal accountability is demonstrated through strong internal controls, budgetary and legal compliance, accurate and timely financial reporting, sound business practices, and a culture of strong moral and ethical behavior. This session is intended to discuss the benefits of forming an Audit Committee as well as some practical thoughts on the organization and operation of that Committee.

Track 2

SESSION: **IPRS Updates**

SPEAKERS: Cheryl McQueen, Division of MH/DD/SAS
Thelma Hayter, Division of MH/DD/SAS
Spencer Clark, Division of MH/DD/SAS

DESCRIPTION: This session will cover many of the recent changes surrounding IPRS, including County Funds Reporting, Non-UCR Reporting, the Veteran's target populations, and 3-Way Contracts.

Track 3

SESSION: **NC-TOPPS: A Tool for Change**

SPEAKERS: Deena Murphy, Ph.D., Principal Research Associate, National Development Research Institute
Marge Cawley, Ph.D., Project Director, National Development Research Institute

DESCRIPTION: The North Carolina Treatment Outcomes and Program Performance System (NC-TOPPS) is a web-based system that collects information on the life outcomes of individuals, ages 6+, receiving publicly funded mental health and substance abuse services. This interactive session is designed to facilitate participants' understanding of how NC-TOPPS can be used by multiple stakeholders to improve programs and services in the public treatment system. Attendees will learn about some new on-line tools in addition to being guided through an exercise that uses real data to demonstrate the type of reports available and potential uses of these reports and data. Attendees should leave the session with an understanding of how to frame a question, how to access the appropriate data, how to approach analysis, and how to present this data to different stakeholders. Attendees are *not* expected to have any prior data skills to participate in this session.

Track 4

SESSION: **Being Successful with National Accreditation**

SPEAKER: Sue Creighton, CWBH Consultants LLC

DESCRIPTION: These sessions are geared to provide organizations with information on the "nuts and bolts" of preparing for their national accreditation review. National Accreditation is a mandate for most service providers and the sessions are designed to assist agencies in successfully completing accreditation the first review. The presenter will review the key areas that are needed for accreditation and discuss areas that have been problematic for agencies; to include Health and Safety, Performance Indicators, Quality Improvement, Risk Management, Training and Supervision, Record Keeping; and Finance. Recommendations on how to meet these standards will be provided. The presenter encourages open communications, questions, and sharing of ideas by the participants.

2:45 – 3:00 P.M.

BREAK: EXHIBITOR / VENDOR VISITATION

3:00 – 4:30 P.M. – BREAKOUT SESSIONS
(Choice of 4 Breakout Sessions)

Track 1

SESSION: **DMA Update**

SPEAKER: Catharine Goldsmith, Division of Medical Assistance

DESCRIPTION: This session will be an update from Division of Medical Assistance. Discussion will take place around any upcoming changes, issues, and plans for the upcoming year. Time will be allotted for questions and answers.

Track 2

SESSION: Crisis Clinics and Telepsychiatry

SPEAKERS: Michael Lancaster, Division of MH/DD/SAS
Art Eccleston, Division of MH/DD/SAS

DESCRIPTION: The presentation will focus on efforts to improve access to services via walk-in clinics and the use of telepsychiatry. The purpose and establishment of recently funded walk-in clinics in North Carolina will be described. The presenters will also address the development and growth of the use of telepsychiatry in North Carolina; in particular, the use of telepsychiatry at the walk-in clinic sites.

Track 3

SESSION: Confidentiality in the Era of Integrated Care

SPEAKER: Mark F. Botts, J.D., Associate Professor of Public Law and Government, School of Government
UNC-Chapel Hill

DESCRIPTION: Increasingly, the state is looking to coordinate the primary health care and behavioral health care of Medicaid patients in a manner that requires greater information sharing between providers. In particular, the state’s policy objectives are to have LMEs, LME providers, and CCNC’s (Community Care of NC, the managed care organization for Medicaid patients) to share client information. This session looks at how HIPAA, GS 122C, and 42 CFR Part 2 apply to this information sharing, as well as possible changes in state law intended to facilitate this information sharing.

Track 4

SESSION: Being Successful with National Accreditation, continued

SPEAKER: Sue Creighton, CWBH Consultants LLC

DESCRIPTION: This is a continuation of previous session.

4:30 – 6:00 P.M.

NC-TOPPS Advisory Meeting:

- 1) If you are attending “ONLY” the advisory meeting, you must register with Marge Cawley, NC–TOPPS Project Director, Cawley@ndri-nc.org (there will be no cost to those only attending this meeting and **not** attending other parts of the conference).
- 2) If you are attending all or part of the NC FARO Conference, you must register and submit payment using FARO registration process and, in addition, you must register with Marge Cawley, NC-TOPPS Project Director, Cawley@ndri-nc.org.

4:45 – 6:15 P.M.

HOSPITALITY SUITE – Room 331 North Tower - Sponsored by Exhibitors / Vendors
“Visit with friends”

6:45 – 8:15 P.M.

CASUAL RECEPTION - Rather than increasing registration rates, to help defray some costs, and to give attendees the opportunity to enjoy the Wilmington cuisine, the NC FARO Planning Committee has decided to forego having the Tuesday evening banquet for the Spring Conference. In lieu of the banquet, a casual reception with hors d’oeuvres will be provided from 6:45 – 8:15 p.m. Stop by to visit with friends and associates and enjoy a light meal.

8:30 – 12:30 A.M.

ENTERTAINMENT – TBD
Sponsored by Exhibitors / Vendors

WEDNESDAY, APRIL 29, 2009

7:45 – 8:40 A.M.

CONTINENTAL BREAKFAST

8:45 – 10:00 A.M. – BREAKOUT SESSIONS
(Choice of 4 Breakout Sessions)

Track 1

SESSION: LMEs: Are You in Compliance?

SPEAKER: David R. Nance, CPA, Audit Manager, NC State Auditor’s Office

DESCRIPTION: What role does the Board play in oversight of the LME? Are you giving your county partners the information they need? The importance of monitoring – state level and LME level.

Track 2

SESSION: **Records Retention and Disposition**

SPEAKERS: NC Department of Cultural Resources Representative
Marilyn Brothers, RHIA, CWBH Consultants LLC

DESCRIPTION: Get the latest information on the retention and disposition requirements for behavioral health records. What you need to ensure you are in compliance with State Retention Regulations and best practices regarding policies and procedures, record storage and destruction, types of storage media and requirements. Get answers to questions such as: What happens to my records if I go out of business? What happens when a disaster happens? Helpful information from the experts to keep you on the right track.

Track 3

SESSION: **Quality Management: QI Projects, Making Good Better**

SPEAKERS: Maria “Ging” Fernandez, Division of MH/DD/SAS
LME Representatives

DESCRIPTION: This session will focus on recommended components and processes that are essential in conducting QI projects. The presenters will describe general guidelines in ensuring successful QI projects, pitfalls to avoid, the importance of pre-and post-intervention data, and how to report on QI projects. Two representatives from Local Management Entities will report on their QI projects.

Track 4

SESSION: **2009 Federal Stimulus Legislation: Key Provisions Affecting HIPAA Privacy**

SPEAKER: Mark F. Botts, J.D., Associate Professor of Public Law and Government, School of Government
UNC-Chapel Hill

DESCRIPTION: The new federal stimulus legislation includes several provisions that will have a direct impact on health care providers’ privacy practices. Many of the provisions will not go into effect until the U.S. DHHS issues new regulations. However, it is important to be aware of the changes that are on the horizon. This session will summarize many of the key provisions of the new legislation, including new requirements for providers.

10:00 – 10:30 A.M. **BREAK**

10:30 – 11:45 A.M. – JOINT SESSION

CLOSING SESSION

Division Update

Jim Jarrard, Division of MH/DD/SAS

This session will address those policy and implementation issues, which are most current, from the Division management perspective. These may include status of current legislative proposals, collaboration with LMEs and the provider community in improving services to persons with disabilities, and other current issues.

11:45 – 12:00 P.M. **CLOSING REMARKS / DOOR PRIZES**

THANKS FOR BRINGING DOOR PRIZES FROM YOUR AGENCY!

CONFERENCE REGISTRATION: Payment must be postmarked no later than April 1, 2009 to receive early conference rate. Completed registration form must accompany payment. A confirmation by email will be sent on receipt of registration and payment. Please call or email if you do not receive your confirmation to ensure you are registered.

Registration Fees:

| | Postmarked Early Registration by 4/1/09 | Postmarked 4/2/09 – 4/21/09 |
|--|--|--------------------------------|
| FARO Members (LME/AP, Provider, DHHS) – be sure you are a “2009” member | \$ 150.00 | \$ 175.00 |
| Non-Members (LME/AP, Provider, DHHS) | \$ 180.00 | \$ 205.00 |
| One Day (LME/AP, Provider, DHHS) | \$ 95.00 | \$ 120.00 |

On-site Rates

On-site “Full” Registration (members/non-members) – Payment in hand only. \$ 225.00
 On-site “One Day” Registration (members/non-members) – Payment in hand only. \$ 125.00

MAKE CHECK PAYABLE TO ‘NC FARO’ Mail to: **Alice Matthews** Amount to be Paid \$ _____
NC FARO
P O Box 9361
Fayetteville, NC 28311

Please help with seat planning. Place a check mark in the space to indicate sessions you plan to attend.

- | | |
|--|---|
| <input type="checkbox"/> NC MHDDSA System: Thoughts on Future of System | <input type="checkbox"/> State Services Requirements |
| <input type="checkbox"/> Balance Business vs. Clinical Dollars | <input type="checkbox"/> Care Review and Beyond: It’s all about Teams ... |
| <input type="checkbox"/> Management: Worker 2.0 | <input type="checkbox"/> NC-TOPPS: Let’s Get Technical |
| <input type="checkbox"/> State Data | <input type="checkbox"/> Changes Impacting Personnel Administration |
| <input type="checkbox"/> CAP-MR/DD Waivers Update | <input type="checkbox"/> Consultants Roundtable |
| <input type="checkbox"/> Just the Facts...or Something Like That – Part I | <input type="checkbox"/> The Formation & Functions of an Audit Committee |
| <input type="checkbox"/> Uniform Co-Payment Schedule for MH/DD/SAS | <input type="checkbox"/> IPRS Updates |
| <input type="checkbox"/> Medicaid / UM | <input type="checkbox"/> NC-TOPPS: A Tool for Change |
| <input type="checkbox"/> Updates, Changes and Division Use of CDW Data | <input type="checkbox"/> Being Successful with National Accreditation |
| <input type="checkbox"/> Just the Facts...or Something Like That – Part II | <input type="checkbox"/> DMA Update |
| <input type="checkbox"/> What is the Deal with all these Audit Findings? | <input type="checkbox"/> Crisis Clinics & Telepsychiatry |
| <input type="checkbox"/> Provider Ethics | <input type="checkbox"/> Confidentiality in the Era of Integrated Care |
| <input type="checkbox"/> OMMIS+ Replacement | <input type="checkbox"/> Being Successful with National Accreditation, continued |
| <input type="checkbox"/> The Basics of Establishing a Website | <input type="checkbox"/> NC-TOPPS Advisory Meeting (must also register w/Marge Cawley) |
| <input type="checkbox"/> Finance Officers Networking | <input type="checkbox"/> LMEs: Are You in Compliance? |
| <input type="checkbox"/> Reimbursement Officers Networking | <input type="checkbox"/> Records Retention and Disposition |
| <input type="checkbox"/> Provider Networking | <input type="checkbox"/> Quality Management: QI Projects, Making Good Better |
| <input type="checkbox"/> IT Roundtable | <input type="checkbox"/> 2009 Federal Stimulus Legislation affecting HIPAA |
| <input type="checkbox"/> QM Roundtable | <input type="checkbox"/> Division Update |
| <input type="checkbox"/> Winners Never Cheat | |
| <input type="checkbox"/> Risk Management: Financial, Clinical & Administrative | |
| <input type="checkbox"/> Taking System of Care to New Heights: Implementing & Sustaining SOC | |
| <input type="checkbox"/> Ways to Keep Your Business Functioning after a Disaster | |
| <input type="checkbox"/> HR - Credentialing | |

(Please print all information clearly)

NAME: _____

TITLE: _____

AGENCY: _____

MAILING ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

PHONE: _____ E-MAIL: _____

MEMBERSHIP STATUS:

(Note: check your “2009” membership status)

- FARO **MEMBER** (LME / AP / PROVIDER / DHHS)
 NON-MEMBER (LME / AP / PROVIDER / DHHS)
 OTHER **NON-MEMBER**

CONFERENCE ATTENDANCE:

- FULL CONFERENCE (cannot split w/others)
 ONE DAY (Mon Tue Wed) (check day)