



FINANCE & REIMBURSEMENT OFFICERS

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

**NC FARO**

**2006**

**FALL CONFERENCE  
REGISTRATION**

**NOVEMBER 12 – 15, 2006**

**Asheville Renaissance Hotel  
One Thomas Wolfe Plaza  
Asheville, NC 28801**

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Striving for Excellence / Providing Training / Promoting Professionalism

## ***SPECIAL NOTICE***

An admission ticket will be required to attend the session by Mark Knuckles, “Providers are Asleep at the Wheel with FLSA Compliance”.

This session will be limited to the **first 100 paid registrants**.

For those who get registered for this session, a confirmation will be made by email and the admission ticket will be included in nametag.

## **REGISTRATION**

Unfortunately, it has become necessary to change the way NC FARO does business in processing your registration. At the same time, we feel these changes will also benefit your agency. Please read the registration information closely on page 8 to ensure you are registered.

## **MEMBERSHIP**

To receive the membership conference rate, membership must be paid prior to registration or included in with the registration payment. If you are unsure about your membership, please contact the appropriate committee member listed on the conference information page.

**THANKS FOR  
BRINGING YOUR DOOR PRIZE**

**EARLY ARRIVALS - SUNDAY, NOVEMBER 12, 2006**

5:00 – 7:00 P.M.

**Registration** – *Ballroom Foyer*

9:00 – 11:30 P.M.

**Hospitality** – *Room 1114*  
Exhibitor/Vendor Sponsored**MONDAY, NOVEMBER 13, 2006**

7:00 – 7:55 A.M.

**Continental Breakfast** – *Windsor Ballroom*

7:15 – 8:15 A.M.

**Registration** – *Ballroom Foyer*

8:15 – 9:00 A.M.

**WELCOME & BUSINESS MEETING** – *Salon B & C**Debbie Hatley, Pathways, NC FARO President***VENDOR INTRODUCTIONS** – *Beth Brown, Pathways*

9:00 – 10:15 A.M.

**KEYNOTE SESSION****Re-framing Your Mind for Happiness: Engaging Your Powers of Positive, Creative & Humorous Thinking***Avery Henderson, Henderson and Associates*

Happiness is a choice and so is most misery. You have the power to control most things in your life. For those things you don't control, you do have the power over how you think about them and what you do about them. Staying optimistic (keeping hope), finding positive solutions to challenges and keeping a good sense of humor can help you meet your life's challenges. Attend this keynote as Avery will touch, move and inspire you to turn your mind away from misery and to empower yourself to go for the happiness you rightfully deserve. He promises fun and laughter in the process.

10:15 – 10:45 A.M.

**Break: Exhibitor/Vendor Visitation** – *Windsor Ballroom*

10:45 – 12:00 P.M.

**BREAKOUT SESSIONS****1-From Deputy Commissioner & Chief Spokesperson to Federal Inmate 23531-056 - Michael E. Blanton, Blanton Associates**

In June of 2003 Mike Blanton resigned as Deputy Commissioner and Chief Spokesperson of the North Carolina Department of Agriculture after Federal charges were filed against him for his role in helping his boss, the Commissioner of Agriculture, cover-up problems associated with campaign finances. On March 3, 2004, Mike Blanton was sentenced to one year and one day in Federal prison for his role in this scandal. His program is a gripping presentation of the details of his case, the lessons he learned and the price he paid during this incredible experience in his career. Mike seeks to share this experience with government officers, administrators, elected officials and leadership teams in an effort to teach others what he learned so they can avoid the mistakes he made.

**2-DMA Update** – *Carol Robertson, Division of Medical Assistance*

Session will include discussion centered around the roles between DMA and Value Options, rules around retro-authorizations and retro-Medicaid eligibility authorizations, CAP MR/DD authorization process, and the roles of the LME and Value/DMA.

**3-NCECSWeb / Medicaid Billing** – *Jamie Cox, Testing Coordinator, EDS-Electronic Commerce Services*

NCECSWeb is a web-based application available to North Carolina providers to create and submit claims to the MMIS+. This session offers a real-time demonstration of NCECSWeb for billing Medicaid including: list management, claims entry, claims submission and reports. Helpful on-line reference material will be discussed and session will end with a question and answer period with members of EDS Electronic Commerce Services and Provider Services.

**4-The Money Cycle – From Services Provided to Reimbursement - Gary Porter, CFA, NC Capital Management Trust**

Session will include cash flow forecasting, cash management and investment alternatives, minimizing banking costs – RFP's and other questions to ask.

**5-Update from the Budget & Finance Office** – *Wanda Mitchell, Division of MH/DD/SAS,**Rick DeBell, Division of MH/DD/SAS, Kent Woodson, Division of MH/DD/SAS*

This session will provide an update on the revised LME Cost Model and reporting of administrative expenditures. Discussion will also include any pending changes in allocations from the SFY 07 Final Continuation Allocation and future allocations.

12:00 – 1:30 P.M.

**Lunch on Your Own**

1:30 – 2:30 P.M.

**BREAKOUT SESSIONS****1-From Deputy Commissioner & Chief Spokesperson to Federal Inmate 23531-056 – Michael Blanton, Blanton Associates**

This session will be a continuation from previous session.

**2-Medicare / DMA /IPRS** – *Deanna Menshew, CIGNA; Carol Robertson, DMA;**Cheryl McQueen, Division of MH/DD/SAS; Thelma Hayter, Division of MH/DD/SAS*

Panel members will discuss the basic collaboration of benefits requirements for their funding sources, staff billing requirements for direct enrollment and differences in services available per funding sources with ample time for Q & A.

**3-Policies and Procedures: When do you need them? - Sue Creighton, MSW, President, CWBH Consultants, LLC**

This session will explore an important structural element that is required for a business to be successful. It will focus on creating, writing, content and tips for developing policies and procedures. What staff is involved? Participants will also have an opportunity to learn tools that will assist in the development process. Policies and procedures are a critical element for both LMEs and provider agencies.

**4-GASB Update – What You May Not Have Known - Greg Allison, CPA, University of North Carolina School of Government**

This session provides an overview of the most recent pronouncements of the Governmental Accounting Standards Board that may have affected you, as well as a summary of projects currently on the GASB's agenda.

**5-Humorous and Serious Sides of Stress - Avery Henderson, Henderson and Associates**

Making fun of our stress is one way to break the stress cycle. After a fun slide introduction, Avery Henderson will lead us through intervention and prevention strategies that help us deal with stress. In this session we will look at symptoms, causes, current and possible interventions, and current and possible preventions of stress. Come ready to analyze and discuss your stress and share your good ideas on how to deal with it. Be ready to try something new to manage your stress. Oh yes, be ready to laugh!

**6-Worksite Wellness & Health Promotion - Brian Flynn and Karen Brown, RN-Group Benefit Solutions, Inc.**

Keeping your employees healthy is of great importance to every employer. Healthy employees decrease medical costs, improve productivity, and helps to assist the employee with a better quality of life if they are fit and healthy. This session will show you important factors that contribute to loss of work time due to health issues and steps that your agency can take to address worksite wellness issues. This session is informative for everyone as it addresses the general health facts that affect and influence everyone.

2:30 – 3:00 P.M.

**Break: Exhibitor/Vendor Visitation – Windsor Ballroom**

3:00 – 4:30 P.M.

**BREAKOUT SESSIONS**

**1-New Local Business Plan Template – Dick Oliver, Division of MH/DD/SAS, Mark O'Donnell, Division of MH/DD/SAS**

As part of House Bill 2077 a new local business plan template will be provided to the area programs. This session will review the new requirements and the outline of the document.

**2-Medicare / DMA / IPRS, continued - Deanna Menshew, CIGNA; Carol Robertson, DMA;**

*Cheryl McQueen, Division of MH/DD/SAS; Thelma Hayter, Division of MH/DD/SAS*

This session will be a continuation of previous session.

**3-Use of NC-TOPPS as an Accountability and Quality Improvement Tool in Mental Health and Substance Abuse**

**Treatment – Mindy McNeely, Senior Project Manager-NC-TOPPS, NC State University; Dr. Marge Cawley, Project Coordinator-NC-TOPPS, Institute for Community Based Research; Dave Peterson, Wake County Human Services**

This presentation will highlight the SFY 05-06 outcomes findings from the North Carolina Treatment Outcomes and Program Performance System (NC-TOPPS) that have been presented in the MH/DD/SAS Statewide System Performance Report to the Joint Legislative Oversight Committee. Specific statewide outcomes data in mental health and substance abuse treatment services will be shared to illuminate key findings in National Outcomes Measures (NOMS) for improvement in client functioning including such critical domains as presentation of symptoms, substance abuse, employment/education, community participation, criminal justice involvement, emotional well-being, and family relationships. The presentation will include a significant focus on how LMEs can effectively integrate aggregate report findings at the LME and provider levels to monitor, evaluate, and improve provider performance as a part of a local quality improvement program.

**4-Internal Controls and Common Problems – Greg Allison, CPA, University of North Carolina School of Government**

This session will address some of the most common auditing and financial reporting issues facing governmental practitioners today. In addition, this session will also focus on internal controls – both the good and the bad.

**5-Lighten Up – Taking Your Job Seriously but Yourself Lightly: Humor & Creativity Belong in the Workplace**

*Avery Henderson, Henderson and Associates*

Most people need to lighten up in the workplace. There are perfectly good times and places in the workplace to be humorous, as there are important times and places to be serious. Obtaining a good balance is a key factor to positive employee morale and high productivity. You will go away from this session with many good ideas on how to be more humorous, more playful and more creative at work.

4:30 – 5:30 P.M.

**NETWORKING SESSIONS**

**1-Finance Officers Networking – Facilitator: Don Harrer, Cumberland County Mental Health Center**

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 next conference?

**2-Reimbursement Officers Networking – Facilitator: Terry Boyette, Eastpointe**

Open forum to learn how your peers are coping with the many issues and challenges in reimbursement departments across the state. What are your training needs for the next conference?

**3-Provider Networking – Richard Anderson, Executive Director, Footprints Carolina, Inc.**

Discuss current issues pertinent to private providers. Share experiences and learn from others. What are your training needs for the next conference.

#### **4-MIS Roundtable – Frankie Gouge, New River Behavioral Healthcare**

Discussion of IT issues facing IT Directors and their staff. Share your ideas and learn what others are doing to move forward. What are your training needs for next conference?

5:00 P.M.

#### **NC FARO COMMITTEE MEETING**

#### **Monday Evening Activities: Hospitality Suite and Entertainment sponsored by Exhibitors / Vendors**

5:30 – 6:30 P.M. **Hospitality Suite – Room 1114**

8:30 – 12:00 P.M. **Retiree Reception – Salon B & C**

*Light Hors d'Oeuvres will be served*

9:00 – 12:00 P.M. **Entertainment: “Blues by Soul”**

*Salon B & C*

*“Come hear the soothing sounds of the eclectic blues band “Blues by Soul”. They serve up a mix of R &B, Blues, with just a touch of top 40.*

### **TUESDAY, NOVEMBER 14, 2006**

7:30 – 8:20 A.M. **CONTINENTAL BREAKFAST – Windsor Ballroom**

7:45 – 8:30 A.M. **REGISTRATION – Ballroom Foyer**

8:30 – 10:00 A.M.

#### **BREAKOUT SESSIONS**

#### **1-2006 Mental Health Cost Reporting: What You Need to Know about FTE Estimation, etc. (Target Audience – Private Providers) - Paul Cole, DHHS Controller’s Office; Mike Thompson, DHHS Controller’s Office**

An informative presentation designed to enlighten providers on components of the cost reporting process, and addressing questions and issues brought up by the audience. Questions will be fielded by representatives of the DHHS Controller’s Office, as well as by members of DMA’s management and a LME representative present in the audience.

#### **2-Service Definition Update – Christina Carter, Division of MH/DD/SAS**

Session will be a discussion around coordination of the person centered plan, crisis planning, development of natural supports, best practice expectations with new service definitions (coordination with physicians, outpatient services, first responder activities, etc.)

#### **3-General Issues in Confidentiality – Mark Botts, Associate Professor of Public Law and Government, UNC Chapel Hill**

Session will focus on current and emerging issues regarding confidentiality, which may include information sharing, new STR form and other related issues.

#### **4-Role of IT in the Era of New Governance – Shannon Schelin, Institute of Government**

This session will focus on how to deal with changes in Information Technology systems when governance starts changing rapidly within your agency.

#### **5-Microsoft Access Shortcuts & Tips - Tommy Harrington, CompuHelp**

Learn the Access shortcuts and tips that save you time. Construct tables, queries, forms and reports the easiest way. Make your tables control input and prevent duplicates. Learn to set relationships and the rules that make them work. Build queries the easy way. Use queries to do calculations and save you work. Shortcuts and tips for anyone using Access. Make it easy to enter, edit and view data with forms. Create meaningful reports to summarize your information.

#### **6-Providers Are Asleep at the Wheel With FLSA Compliance! - Mark Knuckles, Mark Knuckles Associates, Inc.**

Investigations and court cases are disclosing that service providers are asleep at the wheel with the Fair Labor Standards Act, FLSA. FLSA class action law suits against employers now out number discrimination lawsuits. The issues of contractor v. employee, volunteer v. employee, trainee v. employee, joint employment with subcontractors, hours worked, salaried exemptions, improper deductions including charges for cell phones and similar equipment are catching employers by surprise and creating liabilities. A service provider in Maryland was ordered to pay more than \$500,000 in back pay for FLSA violations. Mark Knuckles is a former investigator with the USDOL Wage Hour Division and a recognized authority and trainer with FLSA compliance. He will keep you awake while covering these and other FLSA issues including the new state minimum wage. He will provide straight answers that you understand in order to achieve compliance.

**(Note: This session will be limited to the first 100 paid registrants)**

10:00 – 10:30

**Break: Exhibitor/Vendor Visitation – Windsor Ballroom**

10:30 – 12:00 P.M.

#### **BREAKOUT SESSIONS**

#### **1-2006 Mental Health Cost Reporting: What You Need to know about the Chart of Accounts, etc. (Target audience – Private Providers) - Paul Cole, DHHS Controller’s Office; Mike Thompson, DHHS Controller’s Office**

An informative presentation designed to enlighten providers on components of the cost reporting process, and addressing questions and issues brought up by the audience. Questions will be fielded by representatives of the DHHS Controller’s Office, as well as by members of DMA’s management and a LME representative present in the audience.

## **2-Magellan Health Services – Authorization Center for Blue Cross Blue Shield Claims**

*Kurt Boldt, Ph.D., Magellan Health Services; Joel Kostin, Senior Account Executive, Magellan Health Services*

This session will provide an overview of Magellan Health Services; core business and emerging opportunities; services provided to key customers in North Carolina and provide an overview of the Magellan provider network.

## **3-Impact of NPI on the IPRS System – Cheryl McQueen, Division of MH/DD/SAS; Thelma Hayter, Division of MH/DD/SAS; Eric Johnson, Division of MH/DD/SAS**

This session will discuss the impacts of NPI on the IPRS system. Specifically, changes to the attending provider screen and 837 transaction format will be covered along with the process that will be used to determine legacy provider numbers based on the NPI numbers submitted.

## **4-Basic Documentation and Record Keeping – Marilyn Brothers, CWBH Consultants, LLC**

This session is for those agencies that have recently opened or for an agency that wants to validate the consumer record system established at their agency. It will include basic documentation requirements. Why do we document? What should be included in good documentation? What should be considered when documenting in the consumer's record? This session will also discuss areas that should be developed and implemented to have a well organized medical record. How to design forms, develop a standard order and format sheet, etc. will be discussed.

## **5-Microsoft Access Shortcuts and Tips, continued - Tommy Harrington, CompuHelp**

This session will be a continuation of previous session.

## **6-Providers Are Asleep at the Wheel With FLSA Compliance! - Mark Knuckles, Mark Knuckles Associates, Inc.**

This will be a continuation of previous session.

**(Note: This session will be limited to the first 100 paid registrants)**

12:00 – 1:30 P.M.

**Lunch on Your Own**

1:30 – 2:30 P.M.

**BREAKOUT SESSIONS**

## **1-Single Audit Compliance Process & Accounting and Auditing Updates**

*Cline Comer, CPA, Larson, Allen, Weishair & Co.; Wayne Terry, CPA, Larson, Allen, Weishair & Co., LLP*

Each year, the Crosscutting Supplement for audits of mental health, developmental disabilities, and substance abuse authorities is posted on the North Carolina Local Government Commission website. The compliance requirements give auditors suggested procedures about which compliance requirements must be reviewed. If the "Crosscutting Supplement" is for auditors, why would anyone else – like your Local Management Entity – want to become familiar with it? You'll learn how the supplement is organized and how to make the compliance phase of your annual audit more efficient for both you and your auditor. You'll also learn what types of tests that the auditors might use, ways to improve your documentation to support compliance and what to do if a program is not covered by the Crosscutting Supplement. Join us, to get insights on the 2006 version of the Crosscutting Supplement and the need to be ready for your annual audit. In addition, attendees will be briefed on upcoming GASB, independence, and reporting changes that are likely to be implemented soon and the impact on audit reporting process.

## **2-Reaching Your Support Staff Potential – Beth Brown, CCS-P, Billing & Reimbursement Manager, Pathways LME**

This session has been developed for support staff as well as folks who would be hiring or running businesses. Learn what types of people make up the best business support staff. There are many different qualifications, degrees, and credentials that make for the best supporting staff for your business. Topic will include front desk, records, billing and collections, and also general and managerial staffing qualities to look for when hiring staff. Information on available education opportunities, expectations of a boss to be the best employee, as well as what to look for when on the hiring end will be given.

## **3-Divisional IT/IS Updates – Gary Imes Division of MH/DD/SAS, Deborah Merrill, Division of MH/DD/SAS; Lisa Haire, Division of MH/DD/SAS; Judy Boone, Division of MH/DD/SAS**

This session will include a discussion of the ongoing changing IT/IS environment within State Government. Status and updates to the New Psychiatric Hospitals being built in Butner, Goldsboro and Morganton; NCLeads/MMIS, and HIS. Changes to IPRS, CDW and other IT core functionality at the Division will be covered.

## **4-Leadership in Times of Transition – Kim Newsom, Randolph County Personnel; Mel Crocker, Retiree DHHS**

This session will focus on the importance and role of the leader when organizations are facing uncertain and/or changing landscapes. It will explore the cornerstones that leaders use to plan and implement new programs. Discussion will follow on the competencies used by successful managers who have effectively guided organizations thru difficult transitions.

## **5-Providers Are Asleep at the Wheel With FLSA Compliance! - Mark Knuckles, Mark Knuckles Associates, Inc.**

This will be a continuation of previous session.

**(Note: This session will be limited to the first 100 paid registrants)**

2:30 – 3:00 P.M.

**Break: Exhibitor/Vendor Visitation – Windsor Ballroom**

3:00 – 4:30 P.M.

### **BREAKOUT SESSIONS**

**1-Risk Management from the LME Perspective – John Morrison, Attorney, Twiford Law Firm**

How to make sure you are best protecting your organization when establishing new provider relationships. How to keep your own house clean! Discussion will include sovereign immunity, indemnification, malpractice and professional malpractice.

**2-Creating a Quality Improvement Culture: How to Thrive While You are Trying to Survive**

*Sue Creighton, MSW, President, CWBH Consultants, LLC*

This session is intended for LME and provider leadership and staff. Session will focus on ways that LMEs and Providers can collaboratively create a QI culture within their organization and, most importantly, across the system of services.

**3-Building Forms with Word – Tommy Harrington, CompuHelp**

Create forms and templates with the many features of Microsoft Word. Learn to use tables for controlling the layout of your forms. Display and use the Forms toolbar to add and customize the form features. Control the data that users can enter and check input for getting the right information. Step-by-step instruction for building useful electronic forms.

**4-Providers Are Asleep at the Wheel With FLSA Compliance! - Mark Knuckles, Mark Knuckles Associates, Inc.**

This will be a continuation of previous session.

(Note: This session will be limited to the **first 100 paid registrants**)

**Tuesday Evening Activities: Hospitality Suite and Entertainment sponsored by Exhibitors / Vendors**

4:30 – 5:40 P.M.

**Hospitality – Room 1114**

5:45 – 7:00 P.M.

**Banquet Buffet – Salon A, B, C (see page 8 for menu)**

7:00 – 8:15 P.M.

**Dinner Speaker: Meg Barnhouse – Salon A, B, C**

**“Your Surly Inner Waitress’s Guide to Life”**

8:30 – 12:30 A.M.

**Entertainment: The Maxx – Salon A,B,C**

## **WEDNESDAY, NOVEMBER 15, 2006**

7:45 – 8:40 A.M.

**Continental Breakfast – Windsor Ballroom**

8:45 – 10:00 A.M.

### **BREAKOUT SESSIONS**

**1-Plans of Correction (POC) and Revocation Process from a DMHDDSAS, Accountability Team Perspective**

*Deb Kovalycsik, DMHDDSAS, Accountability Team, Regulatory Unit Leader;*

*Pett Brands, DMHDDSAS, Accountability Team, Regulatory Unit Accountability Specialist*

This session will provide an overview of POC (Plans of Correction) process and elements, including the protocols that can lead to a recommendation to DMA for revocation of Medicaid billing privileges.

**2-Subpoenas and Court Orders – Mark Botts, Associate Professor of Public Law and Government, UNC Chapel Hill**

The session will cover how to respond to subpoenas and court orders for MH/DD/SA client records and will answer questions such as: can client information be disclosed in response to a subpoena, how do you comply with a subpoena without breaching the duty of client confidentiality, how do you contest a subpoena, and how do you know if a court order to disclose confidential information is valid. The session will address laws that apply to both MH/DD information and SA patient records.

**3-Best Practices in Community Settings – Kathleen Meraic, Clinical Director, Pathways LME;**

*Kevin Oliver, Phoenix Counseling*

Community providers are expected to meet fully state-approved service definitions while moving toward national accreditation. The LME can support this process with self-monitoring tools for providers. These “better practice” tools inform the quality assurance process and also educate the public about progress toward best practices. The presentation will focus on the steps between current and best practices and will include a list of national websites to secure reference materials.

**4-Medicaid Fraud – John F. Perkinson, Financial Investigator, Medicaid Investigation Unit, Attorney General’s Office**

This session will cover the Medicaid Investigation Unit’s role in health care fraud investigations and how the Medicaid Investigation Unit interfaces with Division of Medical Assistance (DMA).

10:00 – 10:30 A.M.

**Break: Exhibitor/Vendor Visitation – Windsor Ballroom**

10:30 – 11:45 A.M.

### **CLOSING – JOINT SESSION**

**State of the State – Leza Wainwright, Deputy Director, Division of MH/DD/SAS**

State of the State will offer information and updates on issues such as STR process, person centered planning, utilization management, and strategic planning on the Division level, updated state plan and local business template, House Bill 2077, and many other hot topics.

## **CONFERENCE INFORMATION**

**Hotel Information:** NEW LOCATION!! Renaissance Asheville Hotel, One Thomas Wolfe Plaza, Asheville, NC 28801. **FIRST COME, FIRST RESERVED!** 248 rooms are blocked at the Renaissance at a rate of \$99 per room plus tax per night. Phone 1-828-252-8211 or 1-800-468-3571 for reservations. **Be sure to mention that you are with NC FARO to obtain this rate.** **The reservation cut-off date is 10/13/06 or until all 248 rooms have been reserved, whichever comes first.** After the cut-off date, no reservations will be accepted at the special group rate. Check-in time is 3:00 PM and checkout time is 12:00 noon. 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.

**NEW! Important Registration Info:** **Payment must be received with registration.** 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 – **no** postal mailings will be made). **If you think you are registered but have not received a confirmation by email, contact Alice Matthews at [abmcms@aol.com](mailto:abmcms@aol.com)**. 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. Walk-ins are welcome with payment in hand only. FARO will not invoice or bill any provider or LME for unpaid registrations.

**SPECIAL NOTICE:** An admission ticket will be required to attend Mark Knuckles session, “Providers are Asleep at the Wheel with FLSA Compliance!” This session will be limited to the first 100 paid registrants. For those who are registered for session, a confirmation will be made by email and the admission ticket will be included in nametag.

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

Hotel/reservation questions contact:

Cathy Macemore, [Cathy.Macemore@ncmail.net](mailto:Cathy.Macemore@ncmail.net), 336-874-2798

Exhibitor/Vendor questions contact:

Cathy Macemore, [Cathy.Macemore@ncmail.net](mailto:Cathy.Macemore@ncmail.net), 336-874-2798

Membership questions contact:

Debbie Barnett, [dbarnett@eastpointe.net](mailto:dbarnett@eastpointe.net), 910-275-7135

Conference Registration questions contact:

Alice Matthews, [abmcms@aol.com](mailto:abmcms@aol.com) 910-488-5170

Provider questions contact:

Gayle Mahl, [gmahl@pathmhdds.org](mailto:gmahl@pathmhdds.org)

704-842-6349

**Banquet Information:** If you are registering for full conference, please indicate if you **WILL** be attending the Banquet by marking the “I Will Attend” box on the Registration Form. If you do **NOT** plan to attend the banquet mark the “I Will **Not** Attend” box. Additional banquet tickets may be purchased for \$30.00 each (you must register and pay in advance). A check for \$30.00 must be enclosed with registration for each additional ticket. Banquet tickets that are not requested in advance will not be available at the conference. To attend banquet with a one-day registration, you will need to enclose the additional \$30 to receive a banquet ticket.

**Banquet Buffet Menu:** Green Market Salad, Fruit Salad, Pasta Salad, Cole Slaw, Roasted Red Potatoes, Grilled Vegetables, Rice Mixture, Hot Vegetarian Pasta, Oven Roasted Chicken Breast, London Broil, Baker’s Selection of Desserts, Warm Rolls, Iced Tea, Coffee, and Water.

**Directions:** To get to the Renaissance Asheville Hotel, take I-240 to Asheville.

If you’re coming from the West on I-240 east, take exit 5A (go straight) to the traffic light; go left on Woodfin Street for one block. The hotel is on the right.

If you’re coming from the east on I-240 west, take exit 5A, go left at the traffic light, take a left on Woodfin Street and go two blocks. The hotel is on the right.

I-40 enters the area from west and east, and I-26 from the south in order to reach I-240 into downtown Asheville.

**Additional Information:** Should you need additional registration information, forms, or agenda, they are available on our website at [www.ncfaro.org](http://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.

**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.



**CONFERENCE REGISTRATION & INFORMATION:** Payment must be postmarked no later than October 18, 2006 to receive early conference rate.

<b>Registration Fees:</b>	<u>Early Registration by 10/18</u>	<u>After 10/18</u>
FARO Members (LME/AP, Provider, DHHS) – <u>be sure you are a member</u>	\$ 110.00	\$ 135.00
Non-Members (LME/AP, Provider, DHHS)	\$ 120.00	\$ 145.00
One Day (LME/AP, Provider, DHHS)	\$ 80.00	\$ 105.00
On-site Registration (all) – Payment in hand only		\$ 160.00

**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 provided to indicate sessions you plan to attend:

- |  |   |
|--|---|
| <input type="checkbox"/> Re-framing Your Mind for Happiness                | <input type="checkbox"/> Role of IT in the Era of New Governance                        |
| <input type="checkbox"/> From Deputy Commissioner to Federal Inmate        | <input type="checkbox"/> Microsoft Access Shortcuts & Tips                              |
| <input type="checkbox"/> DMA Update  | <input type="checkbox"/> Providers are Asleep at the Wheel with FLSA (limit 100)        |
| <input type="checkbox"/> NCECS Web/Medicaid Billing                        | <input type="checkbox"/> 2006 Mental Health Cost Reporting (Chart of Accts.)            |
| <input type="checkbox"/> The Money Cycle                                   | <input type="checkbox"/> Magellan Health Services                                       |
| <input type="checkbox"/> Update from the Budget & Finance Office           | <input type="checkbox"/> Impact of NPI on IPRS System                                   |
| <input type="checkbox"/> From Deputy Commissioner to Federal Inmate, cont. | <input type="checkbox"/> Basic Documentation and Record Keeping                         |
| <input type="checkbox"/> Medicare/DMA/IPRS                                 | <input type="checkbox"/> Microsoft Access Shortcuts & Tips, continued                   |
| <input type="checkbox"/> Policies and Procedures                           | <input type="checkbox"/> Providers are Asleep at the Wheel with FLSA, cont. (limit 100) |
| <input type="checkbox"/> GASB Update                                       | <input type="checkbox"/> Single Audit Compliance Process                                |
| <input type="checkbox"/> Humorous & Serious Sides of Stress                | <input type="checkbox"/> Reaching Your Support Staff Potential                          |
| <input type="checkbox"/> Worksite Wellness & Health Promotion              | <input type="checkbox"/> Divisional IT/IS Updates                                       |
| <input type="checkbox"/> New Local Business Plan Template                  | <input type="checkbox"/> Leadership in Times of Transition                              |
| <input type="checkbox"/> Medicare/DMA/IPRS, continued                      | <input type="checkbox"/> Providers are Asleep at the Wheel with FLSA, cont. (limit 100) |
| <input type="checkbox"/> Use of NC-TOPPS as an Accountability.....         | <input type="checkbox"/> Risk Management from the LME Perspective                       |
| <input type="checkbox"/> Internal Controls and Common Problems             | <input type="checkbox"/> Creating a Quality Improvement Culture                         |
| <input type="checkbox"/> Lighten Up – Taking Your Job Seriously            | <input type="checkbox"/> Building Forms in Word   |
| <input type="checkbox"/> Finance Officers Networking                       | <input type="checkbox"/> Providers are Asleep at the Wheel with FLSA, cont. (limit 100) |
| <input type="checkbox"/> Reimbursement Officers Networking                 | <input type="checkbox"/> Plans of Correction and Revocation Process                     |
| <input type="checkbox"/> MIS Roundtable                                    | <input type="checkbox"/> Subpoenas and Court Orders                                     |
| <input type="checkbox"/> Provider Networking                               | <input type="checkbox"/> Best Practices in Community Settings                           |
| <input type="checkbox"/> 2006 Mental Health Cost Reporting-FTE             | <input type="checkbox"/> Medicaid Fraud   |
| <input type="checkbox"/> Service Definition Update                         | <input type="checkbox"/> State of the State   |
| <input type="checkbox"/> General Issues in Confidentiality                 |   |

(Please print clearly)

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

AGENCY: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE \_\_\_\_\_

PHONE: \_\_\_\_\_ E-MAIL \_\_\_\_\_

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

CONFERENCE ATTENDANCE:       FULL CONFERENCE  
 ONE DAY (  Mon  Tue  Wed ) (check day)

BANQUET RESERVATIONS:       I WILL ATTEND  
(see page 8 for banquet info)       I WILL NOT ATTEND  
 I WILL NEED AN EXTRA TICKET (for spouse, friend, one day)-Enclose \$30