



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

**North Carolina Finance & Reimbursement Officers
Association (NC FARO)**

2010 FALL CONFERENCE
November 7 – 10, 2010



Crowne Plaza Resort Asheville
Asheville, North Carolina

CONFERENCE INFORMATION: PLEASE READ!

Important Registration Information:

- **SAVINGS!!!!!!!** – Register 4 individuals for FULL conference from your agency only and get the 5th registration from your agency FREE (Note – one day registrations do not count). In order to receive your FREE registration, correct payment (based on membership status) must be submitted with registration forms (all forms must be received together) and received PRIOR to conference (by noon 11/3/10). Does not apply to walk-ins at the conference. No refunds for a cancellation.
- **TRAINING CREDIT OFFERED:** CEUs will be offered for the session on “Ethics From A Clinical Perspective” scheduled for Monday. In order to receive three CEUs, you must attend the full 2 sessions. **PLEASE** note time adjustments for these sessions.
- **Payment must be received with completed registration form.** Individuals will not be registered for conference until accurate full payment (based on membership status) 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 have mailed your registration but have not received a confirmation by email**, contact Marilyn Brothers at marilynbrothers@earthlink.net or by phone at 919-468-0922. 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 along with payment must be “received” by noon on November 3, 2010** (be sure to mail your registration and payment in advance to ensure receipt by this date). To receive Early Registration rates, payment must be postmarked by October 15, 2010.
- **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 is available on NC FARO website at www.ncfaro.org. Follow on-line instructions to register. Payment must be made by mail.
- Mailed registrations / payments **MUST** be received by November 3, 2010. Early Registration must be postmarked by October 15, 2010.

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.

<u>Registration Fees:</u>	<u>Postmarked Early Registration by 10/15/10</u>	<u>Postmarked 10/16/10-11/3/10</u>
FARO <u>Member</u> (LME/AP, Provider, DHHS) – be sure you are a “2010” member*	\$ 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</u> (member or non-member) – <u>Payment in hand only.</u>	\$ 225.00	
<u>On-site “One-Day” Registration</u> (member or non-member) – <u>Payment in hand only.</u>	\$ 125.00	

*If you are unsure as to your “2010” 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 pm October 21, 2010.
- October 22-29, 2010 refunds less a 50% cancellation fee will be honored at your request. **No** requests for refunds will be accepted after 5 pm beginning October 29, 2010. Substitutions will be allowed upon request.
- To discuss a cancellation, call Marilyn Brothers at 919-468-0922 (phone) or by e-mail at marilynbrothers@earthlink.net.

Hotel Information:

- The NC FARO Fall 2010 Conference will be held at the Crowne Plaza Resort, One Resort Drive, Asheville, NC 28806.
- **Online reservations:** <https://resweb.passkey.com/go/NCFARO> or **Phone 888-233-9527 for reservations.** Please state that you are with NC FARO – NC Finance and Reimbursement Officer’s Association. A block of 210 rooms has been reserved for the NC FARO conference **on a first come first reserved basis.**
- The room rate is \$89 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.
- The reservation cut off date is **Wednesday, October 13, 2010** or until the block of 210 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	919-218-7284
Exhibitor/Vendor questions contact:	Brenda Pittman	bpittman@eastpointe.net	910-298-7158
	Pat Myers	pat_myers@ocbhs.org	252-240-9530
Membership questions contact:	Debbie Barnett	dbarnett@eastpointe.net	910-298-7135
Conference Registration questions contact:	Marilyn Brothers	marilynbrothers@earthlink.net	919-740-9435
Provider questions contact:	Gayle Mahl	gmahl@pathmhdds.org	704-842-6349
NC FARO 2010 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.

PLEASE share the registration agenda with other interested parties.

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. Failure to adhere to this request could result in your being asked to leave the conference.
- **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) Fall 2010 CONFERENCE**

SUNDAY, November 7, 2010

- 5:00 – 7:00 P.M. **EARLY REGISTRATION** –Laurel Registration Desk
- 8:30 – 11:00 P.M. **HOSPITALITY SUITE** – Thomas Wolfe Suite, Room 220, Exhibitor / Vendor Sponsored Event
“Visit with friends and meet new FARO participants”

MONDAY, November 8, 2010

- 7:15 – 8:45 A.M. **CONTINENTAL BREAKFAST-Mt. Mitchell Room**
Exhibitor / Vendor Sponsored Event
- 7:15 – 3:00 P.M. **REGISTRATION** – Laurel Registration Desk
- 8:15 – 9:00 A.M. **WELCOME and BUSINESS MEETING**
Jay Taylor, Pathways LME
2010 NC FARO President
- VENDOR INTRODUCTIONS**

9:00 – 10:15 A.M. – JOINT SESSION

KEYNOTE ADDRESS

Life's Choices And Changes

Laura Hamilton, CSP

DESCRIPTION: This motivational speech helps individuals learn that change will happen with or without your permission. Topics include 1) Realizing that everyone has an historical point of view of life; 2) Discovering there are many points of view; 3) Striving to stop judgments of others; 4) Deciding to look at the future with a more positive attitude; 5) Projecting a success plan for change.

- 10:15 – 10:45 A.M. **BREAK: EXHIBITOR / VENDOR VISITATION-Mt. Mitchell Room**

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

Track 1

- SESSION:** **A Provider's Guide To Working With A Waiver LME**
- SPEAKERS:** Cindy Jones, CFO, Monarch
Niels Eskelsen, Eskelsen & Associates Consulting Firm

DESCRIPTION: As more LME's will start operating under the 1915 b/c waiver, there are certain things that provider organizations should be working on now to be in a position to contract and operate successfully in a closed network. This session is designed to assist provider organizations as they look forward to working with new Waiver LMEs to: understand the differences between Waiver and Non-Waiver LMEs; to understand what basic plans the providers should understand; and what are the important strategic planning questions providers should be asking. Over the last several years, Monarch has become a successful model in working with both Wavier and NON-Wavier LMEs. Cindy Jones, Monarch CFO will discuss some of the things they have done to be successful in both worlds.

Track 2

SESSION: **So You Want To Be A Waiver LME: Lessons Learned From Applying**

SPEAKERS: Joy Futrell, Assistant Director/CFO, ECBH
Cham Trowell, Director of Clinical Operations-Access, Care Coordination
and Customer Service ECBH
Don Herring, Contract Manager, Western Highlands Network
George Scott, IT Director, Western Highlands Network
Pam Morgan, Quality Management Director, Sandhills Center

DESCRIPTION: Applying to become an LME Medicaid Waiver site is an extensive process. As the State moves in the direction of implementing more Waiver sites in the future, many LME's may be wondering what is involved. This session will consist of a panel of three LME's that applied for the Medicaid Waiver who will share their experience with the application process. East Carolina Behavioral Health, Sandhills, and Western Highland LME's will discuss the various steps they went through to apply for the Waiver, including the development of the application, preparing for the on-site review, and participating in the on-site review. This is an opportunity for LME's who may be considering applying for a Medicaid Waiver in the future to ask questions and learn lessons from fellow peers who have gone through the experience first-hand.

Track 3

SESSION: **If You Would See The World The Way I Do.....It Would Sure Be A Better Place**

SPEAKER: **Laura Hamilton, CSP**

DESCRIPTION: This session is designed to help participants to (1) Identify personal workplace behavioral strengths and weaknesses; (2) Identify other's strengths and weaknesses; (3) Understand the differences in workplace behavior; (4) Communicate with others more productively; (5) Form a work team with all behaviors blending for optimum communication.

Track 4

SESSION: **Update on Implementation of MH/SA and I/DD Targeted Case Management**

SPEAKER: Kelly Crosbie, LCSW, Behavioral Health Section, DHHS-Division of Medical Assistance
Susan Johnson, I/DD Manager, DHHS-Division of Medical Assistance

DESCRIPTION: This session will provide the attendees with an update as well as implementation information on both MH/SA targeted case management and I/DD targeted case management. The information will be geared toward providers and LME staff. Time will be allowed for questions and answers. Very simple!

Track 5

SESSION: **Reel Therapy: Ethical And Professional Issues For Therapists**

NOTE: THIS IS A TWO PART SESSION. THIS SESSION STARTS AT 10:30 WITH A BREAK AT 12:00 FOR LUNCH. SESSION STARTS BACK AT 1:15. YOU MUST ATTEND BOTH SESSIONS TO BE ELIGIBLE TO RECEIVE A CERTIFICATE FOR THREE CEUs.

SPEAKER: Michael Kahn, L.P.C., J.D.
Reel Workshops

DESCRIPTION: Therapists and therapy are often portrayed in American and foreign films. Real therapists can learn a great deal about themselves from reel therapists. Thus, the workshop will include numerous film clips, which often are an entertaining, powerful and effective means for elaboration and discussion. This presentation will provide a forum for therapists to discuss ethical questions and related professional issues. It is designed to be interactive and will offer hypothetical vignettes to explore.

Objectives -

- Recognize the differences between boundary violations and crossings, focusing on such issues as self-disclosure, touch and dual relationships.
- Explain the importance of setting limits with clients who violate boundaries.
- Identify self-care as an ethical issue and steps to improve it.

12:00 – 1:30 P.M.

LUNCH ON YOUR OWN

1:30 – 2:45 P.M. – BREAKOUT SESSIONS
(Choice of 5 Breakout Sessions)

Track 1

SESSION: **Supports Intensity Scale (SIS)**

SPEAKERS: Rose Burnette, LME System Performance Team, Division of MH/DD/SAS
Chris Eagan, MSW, LCSW-Coordinates the Developmental Disabilities Training Institute

DESCRIPTION: NC is in the process of implementing the Supports Intensity Scale (SIS). The SIS is a reliable and valid comprehensive assessment tool of support needs of individuals with Developmental Disabilities that supports the PCP process more effectively. A major strength of the SIS is that it identifies supports that are needed to help an individual be successful in a variety of life domains. This training will provide the opportunity for participants to gain an understanding of the SIS and how it may be used in the person centered planning process.

Track 2

SESSION: **Motivating Staff Without Money**

SPEAKER: Willow Jacobson, PhD, UNC School of Government

DESCRIPTION: Many cities and counties are freezing positions and deferring annual salary and merit increases. What can you do to maintain your staff's morale during these difficult times? This insightful session is filled with practical ideas you can use in your organization. You will come away understanding what motivates people, ways to recognize and reward your staff, and strategies to improve morale.

Track 3

SESSION: **Nonprofit Lifecycles – Stage-Based Wisdom For Nonprofit Capacity**

SPEAKER: Wayne Terry, CPA, LarsonAllen LLP
Kevin Leder, CPA, LarsonAllen, LLP

DESCRIPTION: This session is based on “Nonprofit Lifecycles”, a book by Susan Kenny Stevens, Ph.D., a retired partner with LarsonAllen LLP. Although originally targeted at nonprofit organizations, this session has been adapted for nonprofit, for profit, and governmental audiences. The 7 stages of an organization's lifecycle (idea, start-up, growth, maturity, decline, turnaround, and terminal) are examined so that you can evaluate where your organization is. Ms. Stevens developed these concepts throughout her career as a management consultant to fill a gap that existed in understanding the operations of smaller nonprofit organizations.

There is an old saying about “you can't determine where you are going without knowing where you are”. With the continuing evolution of behavioral health reform in North Carolina, these concepts are critical in the management and planning of your organization's lifecycle.

While reading the book is not a prerequisite for the session, it is available on Amazon.

Track 4

SESSION: **Medicaid 101 Including Most Recent Implementation Update Information**

SPEAKER: Bert Bennett, PhD, Behavioral Health Section, DHHS-Division of Medical Assistance

DESCRIPTION: This session will provide the attendees with an overview of Medicaid basic requirements as well as a review of the information provided in the latest Implementation Updates and Medicaid Bulletins concerning how to successfully work with Medicaid. This session is geared toward service providers and independent practitioners.

Track 5

SESSION: Reel Therapy: Ethical And Professional Issues For Therapists

NOTE: SESSION STARTS BACK AT 1:15. MUST ATTEND BOTH SESSIONS (10:30) TO BE ELIGIBLE TO RECEIVE A CERTIFICATE FOR THREE CEUs.

SPEAKER: Michael Kahn, L.P.C., J.D.
Reel Workshops

DESCRIPTION: Therapists and therapy are often portrayed in American and foreign films. Real therapists can learn a great deal about themselves from reel therapists. Thus, the workshop will include numerous film clips, which often are an entertaining, powerful and effective means for elaboration and discussion. This presentation will provide a forum for therapists to discuss ethical questions and related professional issues. It is designed to be interactive and will offer hypothetical vignettes to explore.

Objectives -

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- Explain the importance of setting limits with clients who violate boundaries.
- Identify self-care as an ethical issue and steps to improve it.

2:45 – 3:00 P.M.

BREAK: EXHIBITOR / VENDOR VISITATION- Mt. Mitchell Room

3:00 – 4:30 P.M. – BREAKOUT SESSIONS
(Choice Of 5 Breakout Sessions)

Track 1

SESSION: Self Direction

SPEAKERS: Rose Burnette LME System Performance Team, Division of MH/DD/SAS
Susie Eguez, Clinical Instructor, Developmental Disabilities Training Institute (DDTI)

DESCRIPTION: The Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS) is pleased that you are interested in learning about Self Direction within the Supports Waiver. This is a new option available to individuals who are participants in the Supports Waiver and who choose to self-direct their waiver services and supports. This option is designed to provide choice to participants in managing their own waiver services and supports to live their best life. Based on an approved person centered plan and budget which include community-based services, support and goods, and traditional services, participants in Self Direction will choose to direct some or all of their services. This session will provide an overview of the Self-Direction model within the Supports Waiver and details regarding implementation.

Track 2

SESSION: Preparing For The Future; Workforce And Succession Planning

SPEAKER: Willow Jacobson, PhD, UNC School of Government

DESCRIPTION: This presentation will provide an overview of the need for, and the importance of, workforce planning. It will provide a review of the major steps in the workforce planning process and highlight critical questions and issues involved in workforce and successions planning including the importance of mentoring and coaching. Participants should leave with a better sense of not only workforce planning but strategies to get started.

Track 3

SESSION: **Purchase Of Service And Financial Assistance Contracts.....Do You Know The Difference?**

SPEAKERS: Wayne Terry, CPA, LarsonAllen LLP
Curtis Terry, Non-governmental Audit Resolution Coordinator, DHHS Controller's Office
Jim Burke, Assistant Director, Fiscal Management Section,
State and Local Government Finance, NC Department of State Treasurer

DESCRIPTION: Join this session to discuss the difference between the Purchase of Service and Financial Assistance contracts. Learn about the classification process of each contract as well as the monitoring and reporting requirements.

Track 4

SESSION: **Medicaid Clinical Coverage Policies 8A/8C With An Emphasis On CABHA Service Provision Of Substance Abuse IOP and SACOT**

SPEAKER: Bert Bennett, PhD, Behavioral Health Section, DHHS-Division of Medical Assistance

DESCRIPTION: This session will provide the participants an overview of both 8A and 8C Clinical Coverage policies by DMA. Emphasis will be placed on the service provision of SAIOP and SACOT by providers. Information will be shared on the best practice expectations especially in the service continuum within a CABHA.

Track 5

SESSION: **CALOCUS**

SPEAKER: Dr. Carroll Lytch, Senior Psychologist, UM/Access, PBH

DESCRIPTION: As North Carolina moves toward utilizing the CALOCUS for providing insight to an individual's level of care, LME's and providers need to understand its design and use. This session will focus on providing a more detailed review of the levels and scoring process to assist LMEs in ensuring standardized CALOCUS administration. The session discussion includes an overview of the CALOCUS with clinical applications of the assessment including practical experience with scoring the CALOCUS from case studies.

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

Track 1

SESSION: **LME Finance Officers Networking**

FACILITATOR: Kelly Goodfellow, CFO, 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 Spring 2011 conference? Do you know of topics and speakers that you would like to see on the Spring agenda?

Track 2

SESSION: **Reimbursement Officers Networking**

FACILITATOR: Beth Brown, Program Coordinator V, Pathways LME

DESCRIPTION: Please take advantage of this opportunity for an open forum discussion of the latest challenges and issues affecting billing of services and collections. Bring your questions and concerns to discuss with your peers. The group will also discuss your training needs for the Spring 2011 conference.

Track 3

SESSION: **IT Roundtable**

FACILITATOR: George Scott, IT Director, Western Highlands Network

DESCRIPTION: Many upgrades and changes are occurring across the state in IT departments. Come prepared to discuss the latest issues and every changing requirements facing IT directors and staff. The group will also discuss your training needs for the Spring 2011 conference.

Track 4

SESSION: **Provider Networking**

FACILITATOR: Richard Anderson, Executive Director, Footprints Carolina, Inc.

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 the Spring 2011 Conference? Do you know of topics and speakers that you would like to see on the Spring 2011 agenda? Share those with your facilitator.

8:30 – 10:30 P.M. **HOSPITALITY SUITE** – Thomas Wolfe Suite, Room 220, Exhibitor / Vendor Sponsored Event
“Visit with friends and meet new FARO participants”

“Come, relax and visit with other participants. Make new friendships and partnerships.”

TUESDAY, November 9, 2010

7:30 – 9:00 A.M. **CONTINENTAL BREAKFAST- Mt. Mitchell Room**
Exhibitor / Vendor Sponsored Event

7:45 – 3:00 P.M. **REGISTRATION** – Laurel Registration Desk

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

Track 1

SESSION: **What Is Your Cultural Competence Quality Measuring Stick?**

SPEAKERS: Revella Nesbit-Assistant Director of Community Relations and Cultural Competency
Coordinator, PBH
Pam Hair-Quality Compliance Coordinator, PBH
Diana Duncan- Owner, Diana Home Care

DESCRIPTION: This session will focus on the connections between Cultural Competence and Quality Management within the Local Management Entity (LME) structure. The process, development, and implementation of a monitoring tool that increases the development of cultural competence within a provider network, will be discussed. This session will also provide MH/DD/SA providers with specific established criteria for those seeking to be more culturally competent, while providing quality care to the people that we serve.

Objectives -

- Understand the connections between Cultural Competence & Quality Management;
- Understand the foundational elements that resulted in the development of a provider checklist and monitoring tool;
- Acquire a understanding of the specific criteria and process of the monitoring tool; and
- Discuss the challenges, barriers and successes of the monitoring tool and checklist

Track 2

SESSION: **Competency Based Supervision For Mental Health Professionals: You Just Got Promoted – Now What?**

SPEAKER: Ann K. Oshel, MS, SOC Director, The Durham Center

DESCRIPTION: Transitioning from direct casework to supervision is often difficult and stressful. Once promoted, seldom do you have adequate training or preparation for your new role. It's often hard to distinguish between clinical and administrative supervision. This workshop will focus on some of the basis of supervision including setting performance expectations, giving and receiving feedback, motivating employees, designing an effective training and orientation program, conflict management, documentation and team building. Given that much of our work is being done in a chaotic and uncertain environment, we will also discuss the principles of change management which can assist in staff retention.

Track 3

SESSION: **Medicaid Investigations Unit-Who We Are And What We Do**

SPEAKER: John Perkinson, Special Agent,
NC State Bureau of Investigation Medicaid Criminal Investigations Unit

DESCRIPTION: This session will give an overview of the purpose and scope of the Medicaid Investigations Unit. It will cover such topics as Jurisdiction, Fraud Offenses, Health Care Fraud Offenses and Schemes, Criminal Process, Whistle Blower Protection, Patient Abuse and Unit Accomplishments.

Track 4

SESSION: **Using LME Care Coordination To Improve Clinical Quality Of The Network**

SPEAKER: Kathleen Meriac, PhD, System of Care Coordinator-Pathways LME

DESCRIPTION: Can Care Coordination be a path to a better clinical Network? Each LME conducts Care Coordination activities a little differently; however, every LME intends for care coordination to result in better individual consumer service. Is it possible to use individual care coordination activities to pursue general improvement of the Network? The session will discuss Pathways' experience as we have tried to move to systemic clinical improvement of the Network. We will cover the range of required care coordination activities, collaboration with CCNC, and collaboration with providers.

Track 5

SESSION: **Wikis, Blogs, And Tweets, Oh MY!**

SPEAKER: Shannon Tufts, PhD, UNC School of Government

DESCRIPTION: What is the potential of the next generation of web technologies to transform government, or, at least, to add real value to public organizations? This session will explore both the fundamental concepts and tools of Web 2.0 and provide lots of real-world examples of Web 2.0 in action. We will then cover the legal aspects of social media in the workplace to create a comprehensive view of the benefits and challenges associated with Web 2.0.

10:00 – 10:30 A.M. **BREAK: EXHIBITOR / VENDOR VISITATION-Mt. Mitchell Room**

10:30 – 12:00 P.M. - BREAKOUT SESSIONS
(Choice of 5 Breakout Sessions)

Track 1

SESSION: **LME-Provider Relationships In A Waiver Environment**

SPEAKERS: Steve Tomlinson-Director, Network Operations and Community Relations- PBH
Daniel Brown-Clinical Director, Monarch
Jeannie Duncan- President, RHA Health Services

DESCRIPTION: As North Carolina moves in the direction of implementing more Waiver sites in the future, LME's and providers need to know what is involved in establishing an effective and successful LME-Provider Relationship. Provider partnerships, collaboration and mutual support are essential to waiver success. This session is designed to help providers and LME's understand the key elements of operating in a waiver environment in order to maintain a marketplace which ensures accessibility to a full array of services. In this session, two CABAHA providers will present their prospective on operating in a closed network and waiver environment as compared to operating in a non-waiver environment. Participants will receive information on how to navigate services, ensure accessibility, utilization management, claims and quality in a waiver environment.

Track 2

SESSION: **2009-2010 Legislation Impacting Personnel Rules At The Local Level**

SPEAKER: Kim Newsom, Retiree-Randolph County Government

DESCRIPTION: This session will cover the legislative actions which will require changes affecting local personnel policies. Emphasis will focus on the Ethics Bill as it revises the public records requirements concerning information from our personnel files. This is applicable to those subject to G.S. 122C-158 (b). The same rules will be effective for jurisdictions subject to G. S. 126-23 and those subject to G.S. 153A-98(b). Policies will need to be changed to reflect House Bill 961 requirements with its effective date of October 1, 2010. Bring your questions for discussion with the group.

Track 3

SESSION: **Using Data To Drive Quality And Performance**

SPEAKERS: Linda Hawley, Director of Quality Assurance and Provider Relations, The Beacon Center
Jill Queen, Quality Monitoring Manager, PBH
Jay Taylor, Director of Quality Management, Pathways LME
Cham Trowell, Director of Clinical Operations-Access, Care Coordination
and Customer Service, ECBH
Colleen Konicky, Quality Management Data Manager, PBH

DESCRIPTION: In times of fast changes and tight resources data can be a critical element for providers and LME's when tough decisions need to be made. This session will consist of a panel of LME representatives who will provide an overview of how to present data in a manner that can be used for making quality decisions. Panel members will share examples of reporting mechanisms they use in the areas of consumer trends, provider trends, LME operations, and Primary Access to Care and will demonstrate how they are used to drive quality and performance. Providers and LME's will gain a better understanding of utilizing the reporting process for planning, decision-making, and improvement purposes.

Track 4

SESSION: Clinical Crisis Planning And Management

SPEAKER: Michael “Mike” Mayer, PhD, Senior Partner, CRA

DESCRIPTION: Good crisis planning and management requires that clinical involvement is both person-specific and well informed. This session addresses, from a clinical perspective, the six critical elements of crisis planning and the seven fundamental aspects of crisis management that must be addressed if crisis planning and management will have the effect desired – the prevention of most crises and the effective and efficient management of those crises that do occur.

Track 5

SESSION: Are You Really Ready To Be A CABHA.....Really?

SPEAKER: Jim Jarrard, Chief, Resource and Regulatory Management, Division of MH/DD/SAS

DESCRIPTION: This session will offer a current status for CABHA certifications, and the importance of transition for consumers being served by providers who will not be CABHAs by December 31, 2010. We will discuss outcome driven instruments for the monitoring of CABHAs as CABHAs, not just monitoring the services provided by CABHAs, and the important role LMEs play and will play in collaboration with the Department.

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).

<p>1:30 – 2:45 P.M. – BREAKOUT SESSIONS (Choice of 5 Breakout Sessions)</p>

Track 1

SESSION: Medicare-2010 Updates

SPEAKER: Nykesha Scales, Provider Relations Senior Analyst, Cigna Government Services (CGS)

DESCRIPTION: This presentation will cover Medicare updates for behavioral health along with current Local Medical Review Policy information to help with billing issues. The session will also cover service limitations for Medicare. Find out all the latest healthcare updates and initiatives from a Medicare perspective regarding enrollment for providers and learn about the Internet based tools available for use for all providers.

Track 2

SESSION: MMIS/NC Tracks

SPEAKER: Cheryl McQueen, Business Systems Analyst Supporting NC Tracks and IPRS
Division of MH/DD/SAS

DESCRIPTION: DMH/DD/SAS, DMA, DPH, and ORHCC have contacted with CSC to replace their existing claims payments systems, IPRS, MMIS, and POMCS. This session will provide a high-level description of that replacement system, NCTracks, from a DMH/DD/SAS perspective.

Track 3

SESSION: **The New Relationship Between CCNCs And LMEs**

SPEAKERS: Dr. Mike Lancaster, Director of Mental Health Programs, NC Community Care Network, Inc.
Jamie Philyaw, Behavioral Health Program Manager for Community Care, Wake and Johnston Counties
Tamera Strickland, Program Manager For Care Coordination, Wake County LME

DESCRIPTION: It is clear that the future holds a closer working relationship between Community Care of North Carolina (CCNC) and the MH/DD/SA systems. CCNC is tasked with working with medical providers to take responsibility for managing the care of an enrolled population, to provide preventive services and to develop processes by which at-risk patients can be identified and their care managed before high cost interventions are necessary. This session will discuss the goals, tasks and plans of CCNS as they relate to the MH/DD/SA system and will discuss what expectations they have for our system.

Track 4

SESSION: **Implementing The PCP Of Crisis Response: Integrating A Comprehensive Local Approach**

SPEAKER: Michael "Mike" Mayer, PhD, Senior Partner, CRA

DESCRIPTION: Engaging the community in constructive proactive efforts, positive and rational roles, and collaborate responses to crises will not happen by itself. Come to this session to learn how you can engage with hospital, local law enforcement, public schools, consumer operated services, places of worship and other community resources to create a comprehensive local approach for crisis services. This session will focus on practical ways to engage the community that recognizes both their resources and abilities as well as their fears and limitations and helps to meet their needs as well as those of the provider and the individual who has a need for crisis services.

Track 5

SESSION: **Tech Tok: Time To Take Control**

SPEAKER: Shannon Tufts, PhD, UNC School of Government

DESCRIPTION: The pervasive nature of technology can be a blessing or a curse, a tool or a crutch. In this session, we will discuss the challenges associated with technology and time management, and its impact on your work-life balance. We also will discuss best practices for effectively managing your daily responsibilities through effective technology use.

2:45 – 3:00 P.M.

BREAK: EXHIBITOR / VENDOR VISITATION- Mt. Mitchell Room

3:00 – 4:30 P.M. – BREAKOUT SESSIONS
(Choice of 5 Breakout Sessions)

Track 1

SESSION: **Medicaid Authorizations-Lessons Learned Thus Far**

SPEAKERS: Christal Wood, Information Technology Director, Eastpointe LME;
Anna North, Quality Management Director, Eastpointe LME;
Sean Schreiber, Director of Utilization Management, The Durham Center

DESCRIPTION: Learn from the LME's (Durham and Eastpointe) with first-hand experience about the transformations that have occurred in order to meet the Medicaid UR guidelines set forth by the state. Hear about "lessons-learned...#157"; and plans for improvement within the project.

Track 2

SESSION: **Understanding And Preventing Workplace Violence And Hostility**

SPEAKER: Mel Crocker, Retiree-State of NC

DESCRIPTION: The session will include a discussion of actual and/or potential risks and management's legal and ethical responsibility to minimize employee exposure. Learn valuable information concerning the dynamics of workplace violence and useful techniques that can be used to prevent or minimize violence in your work setting. An opportunity to hear about real life experiences of others in a similar work environment.

Track 3

SESSION: **Working Denials To Maximize Reimbursement**

SPEAKERS: Inga Shaw, Claims Operations Manager, PBH
Celine Villax, Finance Director, True Behavioral Healthcare
Amy Proffitt, Billing and Reimbursement Specialist, Families Together
Beth Brown, Program Coordinator V, Pathways LME

DESCRIPTION: Are you running a tight ship? Are your revenues as much as you would like them to be? Get tips on how to analyze and utilize your payment denials from payers in order to turn your billings into revenue and have more cash coming into your business. Hear firsthand from a panel of Provider Agencies and LME's practices that work for them.

Track 4

SESSION: **Crisis Intervention Teams: How To Get It Started And Real Life Stories Of Change**

SPEAKER: Bob Kurtz, PhD., Justice Systems Innovations, DMH/DD/SAS

DESCRIPTION: Come hear from the experts about what it takes to set up a Crisis Intervention Team, the community partnerships that you will need to establish to create these CIT Teams, and hear from CIT Officers about how CIT has changed the way they 'do business'.

Track 5

SESSION: **How To Determine Knowledge, Skills, And Abilities Of Your Staff**

SPEAKERS: Debbie Jenkins, Local MH Administrator, Cumberland County LME
Brandy Trower, Quality Assurance Specialist II, The Beacon Center
Tory Rule, Recruiter, Monarch NC
Carson Ojamaa, Regional Director, Family Preservation Services
Kathy Rubendall, Manager of Monitoring and Care Management, Western Highlands Network
Dick Graham, Provider Specialist, Western Highlands Network

DESCRIPTION: Many provider agencies are providing a full array of services today. As part of provider monitoring and endorsement, it is required that staff meet the competencies, credentials and training for the service definitions they are providing. The panel of LME and provider staff that have been assembled are experienced in State rule and regulations and have the responsibility to determine if the staff being hired in their agencies meet all of the qualifications. Attendees will be able to ask questions of the panel once the presentation is completed.

5:00 – 6:20 P.M. **HOSPITALITY SUITE** –Thomas Wolfe Suite-Room 220 - Sponsored by Exhibitors / Vendors
"Visit with friends"

6:30 – 8:30 P.M. **CASUAL RECEPTION** – *Come and join us to visit with friends and associates. Heavy hors d'oeuvres will be served.*

8:30 – 12:30 A.M. **ENTERTAINMENT – ORANGE KRUSH**
Sponsored by Exhibitors / Vendors

WEDNESDAY, November 10, 2010

7:30 – 9:00 A.M. **CONTINENTAL BREAKFAST-Mt. Mitchell Room**

7:45 – 10:30 A.M. **REGISTRATION – Laurel Registration Desk**

8:30 – 11:45:00 A.M.- JOINT SESSION

CLOSING SESSION

SESSION: **Federal and State Perspective on NC’s Future**

SPEAKERS: Vincent Stephens, Funding Specialist, Centers for Medicare and Medicaid Services
Mary Kaye Justis, Branch Chief, Medicaid Program Operations,
Centers for Medicare and Medicaid Services
Tara Larson, Chief, Clinical Operations Officer, DMA
Steve Jordan, Director, DMH/DD/SAS
Jim Jarrard, Chief, Resource and Regulatory Management, DMH/DD/SAS

DESCRIPTION: CMS, DMA and DMH will present state and federal perspective on what is working in NC, what needs to be changed in NC and what challenges are expected for NC. This will be a unique opportunity to get the “Big Picture” from state leaders as well as the perspective of the federal government.

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

***We appreciate all of you who so generously donate door prizes from your agency.
Thanks for participating in our closing activities!***

**NC FARO
2011 SPRING CONFERENCE**

May 8-11, 2011

**Hilton Wilmington Riverside
Wilmington, NC
Phone: 910-763-5900**

***** MAKE YOUR RESERVATION EARLY TO ENSURE YOUR ROOM AT THE HILTON *****

CONFERENCE REGISTRATION: Payment must be postmarked no later than October 15, 2010 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 <u>Early Registration by 10/15/10</u>	Postmarked <u>10/16/10 – 11/310</u>
FARO Members (LME/AP, Provider, DHHS) – be sure you are a “2010” 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
	<u>On-site Rates</u>	
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: **Marilyn Brothers** Amount to be Paid \$ _____
NC FARO
P O Box 2001
Cary, NC 27512-2001

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

- | | |
|---|---|
| <input type="checkbox"/> Life’s Choices And Changes | <input type="checkbox"/> Using LME Care Coordination To Improve Clinical Quality |
| <input type="checkbox"/> A Providers Guide To Working With A Waiver LME | <input type="checkbox"/> Wikis, Blogs, And Tweets, Oh MY! |
| <input type="checkbox"/> So You Want To Be A Waiver LME: Lessons Learned | <input type="checkbox"/> LME-Provider Relationships In A Waiver Environment |
| <input type="checkbox"/> If You Would Se The World The Way I Do.... | <input type="checkbox"/> 2009-2010 Legislation Impacting Personnel Rules |
| <input type="checkbox"/> DMA Update On Implementation Of MH/SA And TCM | <input type="checkbox"/> Using Data To Drive Quality And Performance |
| <input type="checkbox"/> Reel Therapy: Ethical And Professional Issues For Therapists | <input type="checkbox"/> Clinical Crisis Planning And Management |
| <input type="checkbox"/> Supports Intensity Scale (SIS) | <input type="checkbox"/> Are You Really Ready To Be A CABHA.....Really? |
| <input type="checkbox"/> Motivating Staff Without Money | <input type="checkbox"/> Consultant’s Roundtable |
| <input type="checkbox"/> Nonprofit Lifecycles-Stage-Based Wisdom For Nonprofit | <input type="checkbox"/> Medicare-2010 Updates |
| <input type="checkbox"/> Medicaid 101 Including Most Recent Implementation Update | <input type="checkbox"/> MMIS/NC Tracks |
| <input type="checkbox"/> Self Direction | <input type="checkbox"/> The New Relationship Between CCNSs And LMEs |
| <input type="checkbox"/> Preparing For The Future: Workforce And Succession Planning | <input type="checkbox"/> Implementing The PCP Of Crisis Response |
| <input type="checkbox"/> Purchase Of Service And Financial Assistance Contracts | <input type="checkbox"/> Tech Tok: Time To Take Control |
| <input type="checkbox"/> Medicaid Clinical Coverage Policies 8A/8C | <input type="checkbox"/> Medicaid Authorizations-Lessons Learned Thus Far |
| <input type="checkbox"/> CALOCUS | <input type="checkbox"/> Understanding And Preventing Workplace Violence/Hostility |
| <input type="checkbox"/> LME Finance Officers Networking | <input type="checkbox"/> Working Denials To Maximize Reimbursement |
| <input type="checkbox"/> Reimbursement Officers Networking | <input type="checkbox"/> Crisis Intervention Teams: How To Get Started |
| <input type="checkbox"/> IT Roundtable | <input type="checkbox"/> How To determine Knowledge, Skills, And Abilities Of Staff |
| <input type="checkbox"/> Provider Networking | <input type="checkbox"/> Federal And State Perspective On NC’s Future |
| <input type="checkbox"/> What Is Your Cultural Competence Quality Measuring Stick? | |
| <input type="checkbox"/> Competency Based Supervision For MH Professionals | |
| <input type="checkbox"/> Medicaid Investigations Unit-Who We Are And What We Do | |

(Please print all information clearly)

NAME: _____

TITLE: _____

AGENCY: _____

MAILING ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

PHONE: _____ E-MAIL: _____

MEMBERSHIP STATUS: _____ FARO **MEMBER** (LME / AP / PROVIDER / DHHS)
 (Note: check your “2010” membership status) _____ **NON-MEMBER** (LME / AP / PROVIDER / DHHS)
 _____ **OTHER NON-MEMBER**

CONFERENCE ATTENDANCE: _____ FULL CONFERENCE (cannot split w/others)
 _____ FREE 5th registration (include with 4 full paid registrations)
 _____ ONE DAY (___Mon ___Tue ___Wed) (check day) (not included in count for free registration)

