FINANCE & REIMBURSEMENT OFFICERS

NC FARO

2010 Spring Conference

Registration Agenda

April 25 – April 28, 2010

Hilton Wilmington Riverside
Wilmington, NC

NC FARO Spring 2010 Conference
April 25 – 28, 2010
Wilmington, NC

CONFERENCE INFORMATION: PLEASE READ!

Important Registration Info:

- **NEW!!!!!!! – 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 4/22/10). Does not apply to walk-ins at the conference. No refunds for a cancellation.**
- **Note: - To receive a training certificate for Crisis Response sessions scheduled on Monday, you must attend the full 3 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 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 along with payment must be "**received" by noon on April 22, 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 April 5, 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 April 22, 2010. Early Registration must be postmarked by April 5, 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.

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Registration Fees:	Postmarked Early Registration by 4/5/10	Postmarked 4/6/10-4/20/10
FARO Member (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

	On-site Rates
On-site "Full" Registration (member or non-member) – Payment in hand only.	$ 225.00
On-site "One-Day" Registration (member or non-member) – Payment in hand only.	$ 125.00

*If you are unsure as to your **"2010"** membership status, please contact the membership committee member listed before registering.

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Cancellation Policy:

- Registration fees less a $15 administrative fee will be refunded if request is received by 5 p.m. April 9, 2010.
- April 10-16, 2010 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 16, 2010.
- 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 2010 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, 25 rooms are available at the Riverside Suites and 50 rooms are available at Shell Island.
- The room rate is $120 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 ($7.00/day overnight guests, $5.00/day daily attendees, $12.00/day valet parking).
- The reservation cut off date is Wednesday, March 24, 2010 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, 919-218-7284
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@pathmhddsa.org, 704-842-6349
NC FARO 2010 President: Jay Taylor, jtaylor@pathmhddsa.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.

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) SPRING 2010 CONFERENCE

SUNDAY, APRIL 25, 2010

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

8:30 – 11:00 P.M. **HOSPITALITY SUITE** – Room 331 North Tower, Exhibitor / Vendor Sponsored Event
"Visit with friends and meet new FARO participants"

MONDAY, APRIL 26, 2010

7:15 – 8:45 A.M. **CONTINENTAL BREAKFAST**
Exhibitor / Vendor Sponsored Event

7:15 – 3:00 P.M. **REGISTRATION** – Lower Lobby

8:15 – 9:00 A.M. **WELCOME**
Jay Taylor, Pathways LME
2010 NC FARO President

VENDOR INTRODUCTIONS

9:00 – 10:15 A.M. – JOINT SESSION

Keynote Address

The Future of North Carolina's MHDDSA System

Michael Watson, Assistant Secretary for MHDDSAS

The next several months in our system's transformation are crucial. Several initiatives are underway and several more are soon to begin. These changes will dramatically improve access to services and the quality of services. These changes will also alter the landscape of the management of our system. Mike Watson will discuss the impact of recent budgetary changes and will discuss the coming initiatives, focusing on how they will impact the work of LMEs and Providers in the next 6 to 18 months.

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: ***Lessons Learned From Past Budget Reductions/Audits***

SPEAKERS: Dennis Farley, Division of MHDDSAS
Cathy Macemore, Division of MHDDSAS
Wanda Mitchell, Division of MHDDSAS

DESCRIPTION: After years of what seemed to be a drought for settlement, the Division is now in full swing in completing what was once known as the "Tentative Settlement Report" process. Learn the intimate ups and downs of knowing what the settlement process will contain and helpful hints to better improve the process of keeping documents for Division review.

Track 2

SESSION: ***Medicare Update***

SPEAKER: Deanna H. Menshew, Provider Outreach & Education Senior Analyst
CIGNA Government Services, Nashville, TN

DESCRIPTION: This session will cover updates to the Medicare system for 2010, basic Medicare requirements to include participating and non-participating enrollments, claims submissions and Local Medical Review Policies. This session is for any service delivery agency that currently provides services or may in the future provide services to Medicare beneficiaries.

Track 3

SESSION: ***IRIS (Incident Reporting System) Update***

SPEAKER: Candy Helms, IRIS Project Manager, Division of MHDDSAS

DESCRIPTION: This session will focus on what has been learned about the new IRIS System since going live. A question and answer session will follow.

Track 4

SESSION: ***Crisis Response: What Is It and How to Build a Successful Crisis Plan***

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

DESCRIPTION: This session will provide participants with the knowledge and skills to be an effective first responder. Information and training will be provided in the development of effective crisis intervention strategies including prevention, early/acute interventions, and recovery from the crisis episode. Information and examples of a written crisis plan will be covered. Session participants will receive training certificates in crisis prevention and crisis response training (3.45 hours). **Note: You must attend all 3 sessions to receive certificate**.

Track 5

SESSION: ***Reducing the Risk of Fraud, Abuse AND Improper Payments using the Revenue Cycle***

SPEAKER: Mary Thornton, BSRN, MBA, Mary Thornton and Associates, Inc.

DESCRIPTION: This session will discuss how the revenue cycle can be used to improve your compliance program and reduce organization risk. Each step and its compliance related implications will be reviewed emphasizing the role of the reimbursement officer. Revenue cycle management has become increasingly important in behavioral health care. Understanding how to balance risk with effectiveness and effectiveness of the cycle is critical for reimbursement, compliance and quality improvement.

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: ***Understanding Your Financial Statements - Provider***

SPEAKER: Bryan Starnes, CPA, ABV, Partner
Martin-Starnes and Associates, CPAs of Hickory, NC

DESCRIPTION: An in depth discussion of how to read the financial statements of a provider. We will analyze each financial statement in the CAFR and point out how each statement is related to the others. We will spend time on the cash flow statement and gain an understanding of why the statement is the most important, yet most ignored statement in the report. Finally we will discuss the information in the footnotes and why it is required and why it is useful to the management of the provider and to the third party users of the report. ***Note****: The speaker encourages you to bring your own audited financial statements or in-house financials with real-world questions. It would be most helpful if you emailed any questions you may have, in advance of the conference, to the speaker at* **bstarnes@martinstarnes.com** *to protect confidentiality and to allow for your questions to be answered.*

Track 2

SESSION: ***Appeals Filed with the Division of MHDDSAS***

SPEAKER: Amanda J. Reeder, Rulemaking Coordinator and Hearing Officer, NC Division of MHDDSAS

DESCRIPTION: Mrs. Reeder will present a session which addresses statutes, rules, and procedures covering appeals filed with the Division of Mental Health, Developmental Disabilities and Substance Abuse Services. The session will address Non-Medicaid consumer appeals, governed by N.C.G.S. §143B-147(a)(9), and appeals to the State MHDDSA Appeals Panel, governed by N.C.G.S. §122C-151.4.

Track 3

SESSION: ***Accountability Reviews***

SPEAKERS: Jerry Walton and Barbara Flood, Accountability Team, Division of MHDDSAS

DESCRIPTION: This session will focus on the findings of recent reviews performed by the Accountability Team of the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services. It will include findings from reviews of CAP-MR/DD services, Medicaid services, as well as the Federal and Mental Health Block Grant reviews. There will also be a discussion of the common issues that have been found historically and that continue to be identified as problems. The speakers will present the various tools that are used when conducting these reviews and discuss what they have seen that typically meets compliance.

Track 4

SESSION: ***Crisis Response: What Is It and How to Build a Successful Crisis Plan, continued***

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

DESCRIPTION: This is a continuation of previous session.

Track 5

SESSION: ***Developing a Compliance Program – Baseline Assessments and Compliance Infrastructure***

SPEAKER: Mary Thornton, BSRN, MBA, Mary Thornton and Associates, Inc.

DESCRIPTION: This session will discuss how to actually design and complete a risk assessment for your organization. Usually called a "baseline assessment" this type of activity has been highly recommended by the Office of the Inspector General as a starting point for your compliance program and/or as a means for developing a current risk profile for the organization. Baselines include interviews, system walk-through, examinations of documents and medical records. It is a multi-disciplinary task and one that organizations who are serious about compliance should consider.

2:45 – 3:00 P.M. **BREAK: EXHIBITOR / VENDOR VISITATION**

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

Track 1

SESSION: ***Understanding Your Financial Statements - LME***

SPEAKER: Bryan Starnes, CPA, ABV, Partner
Martin-Starnes and Associates, CPAs of Hickory, NC

DESCRIPTION: An in depth discussion of how to read the financial statements of your LME. We will discuss the differences between modified accrual and full accrual reporting and why both are important. We will analyze each financial statement in the CAFR and point out how each statement is related to the others. We will draw distinct comparisons to the uses of your supplemental schedules, your modified accrual statements, and your full accrual statements. Finally we will discuss the information in the footnotes and why it is required and why it is useful to the management of the LME and to the third party users of the report. ***Note***: *The speaker encourages you to bring your own audited financial statements or in-house financials with real-world questions. It would be most helpful if you emailed any questions you may have, in advance of the conference, to the speaker at* ***bstarnes@martinstarnes.com*** *to protect confidentiality and to allow for your questions to be answered.*

Track 2

SESSION: ***Business Entities – Corporation, Partnership, Sole Proprietorship: An Overview to Help You Decide Which Type is Right for Your Business***

SPEAKER: Lou Cannon, CPA, Partner
McGladrey & Pullen Certified Public Accountants

DESCRIPTION: Service providers are not only faced with quality client service, but also with sound business management. As business owner, you must decide the best structure for your business. Should you be a sole proprietor, a partnership, a corporation, an LLC or a non-profit? This session will explore each type of entity and the distinctions of each. Being a business owner means increased reporting. What are the reporting requirements for each type of entity? With all the talk of federal and state funding, are you required to have an audit? And if so, what kind of audit is required? A question and answer session will follow the presentation.

Track 3

SESSION: ***Developing Provider Profiles and Provider Report Cards: Experience from 2 LMEs***

SPEAKERS: Dennis Knasel, Consumer Affairs and Community Services Director, Mecklenburg LME
Sandy DuPuy, The Mother of an Adult Daughter with Developmental Disabilities
Chris Brigman, Director of Vocational and Community Services, Residential & Support Services, Inc.
Amber Burris, Lead Quality Compliance Coordinator, PBH
Jill Y. Queen, Quality Monitoring Manager, PBH

DESCRIPTION: Consumer choice and quality services are two essential components of our system. Each consumer has the right to make an informed choice about whom they choose to receive services from. Two LMEs will present their experience with developing publicly accessible provider performance reports. This session will briefly cover the content of those reports and discuss the lessons learned in the development process. This session is targeted to LMEs who wish to develop such reports and providers desiring to understand the LME perspective about performance evaluation.

Track 4

SESSION: ***Crisis Response: What Is It and How to Build a Successful Crisis Plan, continued***

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

DESCRIPTION: This is a continuation of previous sessions.

Track 5

SESSION: ***Compliance and Quality – How Do They Relate?***

SPEAKER: Mary Thornton, BSRN, MBA, Mary Thornton and Associates, Inc.

DESCRIPTION: This session will look at the relationship between quality of care and compliance risk. The federal government has been quite successful in prosecuting health care organizations under the False Claims Act for providing sub-standard care. Should behavioral health be concerned about this trend? Yes definitely. Recent audits, the OIG's current work plan and other information coming out of the federal government suggests that looking at the quality of care in behavioral health is an area where we must be aggressive. This session will look at what some of those key risk areas are in behavioral health and how reimbursement, compliance, risk management and quality improvement need to all work together to evaluate and then act to reduce risk and improve care.

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

Track 1

SESSION: **LME Finance Officers Networking**

FACILITATOR: Niels Eskelsen, pbH

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 2010 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: Sandy Palfreeman, Crossroads Behavioral Healthcare

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 2010 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: Carla Balestra, True Behavioral Healthcare

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 2010 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, IT Director, Western Highlands Network

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 2010 conference? Do you know of topics and speakers that you would like to see on the fall agenda? Share those with your facilitator.

8:30 – 10:30 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 27, 2010

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

7:45 – 3:00 P.M. **REGISTRATION** – Lower Lobby

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

Track 1

SESSION: ***The Role of the CFO in Managing Risk in a Behavioral Health Organization (MBHO)***

SPEAKER: Niels Eskelsen, Chief Financial Officer, PBH

DESCRIPTION: Managed care is the bending of financial resource management with clinical care management, which requires careful integration of several disciplines. With the expansion of the waiver to other LMEs, one function will become critical and that is managing risk. The Chief Financial Officer has a very crucial role in this process. This session will focus on developing strategic internal relationships and accounting issues in an MBHO.

Track 2

SESSION: ***Dual Relationships & Conflict of Interest Between LME & Providers***

SPEAKER: Dr. Kim Strom-Gottfried, UNC-Chapel Hill School of Social Work

DESCRIPTION: In these changing times, ethical principles should provide a consistent guide for action. This session will address strategies for avoiding and managing ethical dilemmas frequently encountered in our field. Of particular focus will be conflicts of interest and dual relationships. Nine years after the initiation of reform, providers, payers and regulators have multiple, overlapping relationships. The workshop will help you consider how to maintain these relationships, assuring proper boundaries and avoiding conflicts of interest.

Track 3

SESSION: ***Provider Monitoring Update***

SPEAKERS: Jamie Maginnes, MSW, LCSW, DMH/DD/SAS Accountability Team/Policy Unit
Debbie Jenkins, Local MH Administrator, Cumberland County LME

DESCRIPTION: This session will focus on recent revisions to the Provider Monitoring Tool, changes in the process by which the tool is administered, and changes in determining the frequency and extent of local monitoring.

Track 4

SESSION: ***Clinical Coverage Policies 8A and 8C***

SPEAKERS: Bert Bennett, PhD, Division of Medical Assistance
Kelly Crosbie, LCSW, Division of Medical Assistance

DESCRIPTION: This session will provide LME and community provider staff with information on the policies and procedures they must follow to receive reimbursement for enhanced and outpatient behavioral health services. Examples of topics to be covered are: EPSDT, requirements and limitations on coverage, service orders, clinical supervision, general descriptions of service definitions (basic and enhanced), staff definitions eligibility to bill, coordination of care, appeal rights, documentation. Participants will become familiar with the basic scope and parameters of these clinical coverage policies.

Track 5

SESSION: ***Conducting Investigations and Writing Reports Using Clear Training (Council on Licensure, Enforcement and Regulation)***

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

DESCRIPTION: Local Management Entities handle complaints and appeals and conduct investigations on a daily basis. What is the proper interviewing method, how do you establish rapport and distinguish between proper and improper questioning techniques? 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.

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

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

Track 1

SESSION: ***The Role of the CFO in Managing Risk in a Behavioral Health Organization (MBHO), continued***

SPEAKER: Niels Eskelsen, Chief Financial Officer, PBH

DESCRIPTION: This is a continuation of previous session and will focus on developing a Financial Risk Management Plan for an MBHO.

Track 2

SESSION: ***Unlawful Workplace Harassment and Discrimination***

SPEAKERS: Kim Newsom, Retiree – Randolph County Government
Mel Crocker, Retiree – State of NC

DESCRIPTION: Today's workplace faces many laws, rules and regulations to comply with harassment and discrimination; protections are complex and must be adhered to. We will explore the differences between hostile environment and quid pro quo harassment. This session will address these areas and provide a forum for discussion of laws, policies, investigations and compliance. With use of a short video, we will explore those areas of harassment beyond the most frequently recognized form of harassment. This session is a must for administrators and supervisors. Are you well prepared for handling a harassment or discrimination claim that you might receive??? Join us to be prepared!

Track 3

SESSION: ***Medicaid UM Update***

SPEAKERS: Clay Doxey, Medicaid UM Director, Eastpointe
Christal D. Wood, IT Director, Eastpointe
Sean Schreiber, The Durham Center

DESCRIPTION: This session outlines the updates on the Medicaid Utilization Management project currently underway with The Durham Center and Eastpointe Human Services. In this session you will hear about how we got where we are, the current timelines that are in place, and what we are doing to get the project implemented.

Track 4

SESSION: ***How do Clinical Coverage Policies 8A (Enhanced Behavioral Health Services) and 8C (Outpatient Behavioral Health Services) Work Together??***

SPEAKERS: Bert Bennett, PhD, Division of Medical Assistance
Kelly Crosbie, LCSW, Division of Medical Assistance

DESCRIPTION: Session participants will receive information on the integration of the two clinical coverage policies (8A & 8C) from a service continuum perspective. What does this mean as we move forward in development of CABHA (Critical Access Behavioral Health Agencies) as well as integration of care across all systems? Examples will be discussed including: Day Treatment, Intensive-in Home, Substance Abuse Intensive Outpatient, Community Support Team, and ACTT. Integration of evidenced based practices into both enhanced and basic outpatient services will be included.

Track 5

SESSION: ***Implementing and Applying CLEAR Training***

SPEAKERS: LME Panel facilitated by Amigo Wade

DESCRIPTION: This session will build on the previous session. Learn how your peers are using the techniques learned in CLEAR training to assure investigations are thorough and reduce liability.

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: ***Records Retention and Records Management – What is the real deal?***

SPEAKER: Cynthia Allen Coe, RHIA, Accountability Specialist
NC Division of MHDDSAS

DESCRIPTION: This is 1 ¼ hour presentation with the opportunity for questions and answers to aid LMEs and providers in the efficient creation, maintenance, disposal, or preservation of their records and to provide guidance on administering records management in accordance with General Statutes 121 and 132 and the mandate provided in these laws. With the closing of Level III/Level IV group homes and the ending of Community Support services, it is imperative to provide technical assistance on the retention and disposition of records maintained by provider agencies.

Track 2

SESSION: ***Grant Writing 101***

SPEAKER: Kelley O'Brien, NC Civic Education Consortium
UNC School of Government

DESCRIPTION: The 2009 American Recovery and Reinvestment Act, or federal stimulus package, has increased the availability of grant funding for local governments. These opportunities for funding come at a time when local governments do not have the resources to engage professional grant writers and must rely on staff, many of whom are working at capacity. Designed for public professionals new to grant writing, the webinar will explore the federal grant writing process, including universal terminology and mandatory forms, and address best practices in grant writing, with an emphasis on project planning and clearly communicated ideas.

Track 3

SESSION: ***Maintaining Quality in Times of Limited Resources***

SPEAKER: Sue Creighton, MSW, Partner, CWBH Consultants, LLC

DESCRIPTION: I keep hearing that I "must do more with less", but, where does that leave quality?? How can I possibly continue to provide person centered, quality services with increasing expectations and requirements and a decrease in revenues? Agencies are dealing with the reality of having fewer dollars but more requirements for the services provided. The presenter will challenge the participants to assess what is important to quality and what is waste. Participants will be asked to assess their practice and be given suggestions for developing risk management strategies and performance indicators that will help guide them in maintaining quality.

Track 4

SESSION: ***Role of a Medical Director in a CABHA***

SPEAKERS: Michael Lancaster, M.D., Chief of Clinical Policy Management, Division of MHDDSAS
LME Medical Director

DESCRIPTION: This session will provide information on the role of Medical Director in a Critical Access Behavioral Health Agency (CABHA). Descriptions of the responsibilities of the Medical Director within a CABHA will be provided. Examples are oversight of all medical aspects of the services, oversight of quality management initiatives, and consulting with primary healthcare providers. Discussion will be held on the Division of MH/DD/SA expectations of a medical director, as well as the experience and credentials required.

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: ***Compliance Reviews the DMA Way***

SPEAKER: Patrick Piggott, MSW, LCSW, DCSW, Chief of the Behavioral Health Review Section
Division of Medical Assistance

DESCRIPTION: Workshop participants will receive basic knowledge of how to respond to Compliance and Quality of Care Reviews. You will develop a working knowledge on how to prepare and apply practical knowledge to help you through any review conducted by DMA. Participants will be able to develop a QA plan to address results of Compliance and Quality of Care Reviews.

Track 2

SESSION: ***Calocus and SIS: Standardization Tools***

SPEAKER: David Jones, MA, LPA, Director of Clinical Operations, PBH

DESCRIPTION: What are these standardized tools about? How do they work? How do you utilize them in your decision making regarding what level of services does a consumer need? With budgets being reduced we need to look at ways to help us determine what services consumers need and what funding will allow us to give them. This session will look at two of the standardization tools available and give you some insight on how they can be used to assist you with managing care and your budget.

Track 3

SESSION: ***Clinical Reviews***

SPEAKERS: Karen Salacki, MSW, LCSW, ACSW, Area Director, The Beacon Center
Linda Hawley, BSW, Director of Quality Assurance and Provider Relations, The Beacon Center

DESCRIPTION: Join us to discuss innovative ways to use multi-departmental staff to conduct Clinical Reviews related to specific Service Definitions, Division Requested Reviews and Cost Reporting Information. The Beacon Center will share two examples of reviews that have been conducted using various resources throughout the LME including Licensed Staff, Unlicensed Staff, Business Staff and others to streamline the review process. Presenters will share ideas about formats to use that are user friendly to the Provider Network and ensure quality reviews.

Track 4

SESSION: ***Integration Between LMEs and Community Care of North Carolina (CCNC)***

SPEAKERS: Michael Lancaster, M.D., Chief of Clinical Policy Management, Division of MHDDSAS
CCNC Representative

DESCRIPTION: This session will provide participants with knowledge of the role of Community Care of North Carolina networks in the areas of achieving long-term quality care, cost, access, and utilization objectives in the management of care for Medicaid recipients. Integration aspects between LMEs and the CCNC networks in our communities will be discussed. This will include sharing information and developing common goals for our consumers highlighting the importance of integration.

5:00 – 6:20 P.M. **HOSPITALITY SUITE** – Room 331 North Tower - 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** – The Pizazz Band
Sponsored by Exhibitors / Vendors

WEDNESDAY, APRIL 28, 2010

7:30 – 9:00 A.M. **CONTINENTAL BREAKFAST**

7:45 – 10:30 A.M. **REGISTRATION** – Lower Lobby

8:30 – 10:00 A.M. – BREAKOUT SESSIONS
(JOINT SESSION)

SESSION: ***Consolidated Case Management***

SPEAKER: DMA Representative

DESCRIPTION: Recent legislation has directed that a plan be developed to restructure the provision of case management. This session will provide participants with details on the goals and expected outcomes of consolidated case management, description of proposed case management service definitions, flow of service provision, and the implementation strategy and plan.

10:00 – 10:30 A.M. **BREAK**

10:30 – 11:45 A.M. – JOINT SESSION

CLOSING SESSION

DMA / Division Update

Tara Larson, Chief Clinical Operations Officer, Division of Medical Assistance (DMA)
Leza Wainwright, Director, Division of MHDDSAS

This session will provide an update from the Divisions of DMH and DMA. Time will be spared for questions/answers with LME/Provider participation.

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!

CONFERENCE REGISTRATION: Payment must be postmarked no later than April 5, 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.

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Registration Fees:	Postmarked Early Registration by 4/5/10	Postmarked 4/6/10 – 4/20/10
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

	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

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MAKE CHECK PAYABLE TO 'NC FARO' Mail to:

Alice Matthews
NC FARO
P O Box 9361
Fayetteville, NC 28311

Amount to be Paid $ _____________

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

____ The Future of North Carolina's MHDDSA System
____ Lessons Learned From Past Budget Reductions/Audits
____ Medicare Update
____ IRIS (Incident Reporting System) Update
____ Crisis Response: What Is It and How to Build a Crisis Plan
____ Reducing the Risk of Fraud, Abuse & Improper Payments
____ Understanding Your Financial Statements – Provider
____ Appeals Filed with Division of MHDDSAS
____ Accountability Reviews
____ Crisis Response, continued
____ Developing a Compliance Program – Baseline Assessments
____ Understanding Your Financial Statements – LME
____ Business Entities–Corporation, Partnership, Sole Proprietorship
____ Developing Provider Profiles & Provider Report Cards
____ Crisis Response, continued
____ Compliance and Quality – How Do They Relate?
____ LME Finance Officers Networking
____ Reimbursement Officers Networking
____ Provider Networking
____ IT Roundtable
____ The Role of the CFO in Managing Risk in a MBHO
____ Dual Relationships & Conflict of Interest
____ Provider Monitoring Update
____ Clinical Coverage Policies 8A and 8C
____ Conducting Investigations & Writing Reports Using CLEAR
____ The Role of the CFO in Managing Risk, continued
____ Unlawful Workplace Harassment and Discrimination
____ Medicaid UM Update
____ How do Clinical Coverage Policies 8A & 8C Work Together
____ Implementing and Applying CLEAR Training
____ Consultants Roundtable
____ Records Retention and Records Management
____ Grant Writing 101
____ Maintaining Quality in Times of Limited Resources
____ Role of a Medical Director in a CABHA
____ Compliance Reviews the DMA Way
____ Calocus and SIS: Standardization Tools
____ Clinical Reviews
____ Integration Between LMEs and CCNC
____ Consolidated Case Management
____ DMA/Division Update

(Please print all information clearly)

NAME:____

TITLE:____

AGENCY:____

MAILING ADDRESS: ____________________________________

CITY: ______________________STATE:__________ZIP CODE:_________________

PHONE: ____________________E-MAIL:_________________________

MEMBERSHIP STATUS:
(Note: check your "**2010**" 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)
___FREE 5th registration (include with 4 full paid registrations)
___ONE DAY (__Mon __Tue __Wed) (check day) (not included in count for free registration)