NC TIDE

"It's a New Wave of Change!"

North Carolina Training, Instruction, Development & Education

2011 FALL CONFERENCE

November 13 – 16, 2011

Crowne Plaza Resort Asheville
Asheville, North Carolina

NC TIDE Fall 2011 Conference
November 13-16, 2011
Asheville, NC

(NC TIDE was formerly known as NC FARO)

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:

  1) correct payment (based on membership status) must be submitted with registration forms; AND

  2) ALL forms must be received TOGETHER by November 7, 2011. Does not apply to walk- ins at the conference. No refunds for a cancellation.
- Payment must be received with completed registration form. Individuals will not be registered for the 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 919-740-9435. 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 November 7, 2011 (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 21, 2011.
- 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.

NOTE: All registrations must be sent to Marilyn Brothers, P.O. Box 2001, Cary NC 27512**.** **Please ensure your files have been updated to reflect this change. Checks sent to Alice Matthews, Fayetteville, NC Address will not reach NC TIDE.**

ON-LINE REGISTRATION: Due to recent changes in the website, on-line registrations will not be available for the NC TIDE 2011 Fall Conference. We apologize for this inconvenience.

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 NC TIDE check-in.

REGISTRATION FEES:

	Postmarked Early Registration by October 21, 2011	Postmarked 10/22/11-11/7/11
FARO/NC TIDE Member (LME/AP, Provider, DHHS) – be sure you are a "2011" member*	$ 160.00	$ 185.00
Non-Members (LME/AP, Provider, DHHS, others)	$ 190.00	$ 215.00
One Day (LME/AP, Provider, DHHS)	$ 105.00	$ 130.00

	On-site Rates
On-site "Full" Registration (member or non-member) – Payment in hand only.	$ 235.00
On-site "One-Day" Registration (member or non-member) – Payment in hand only.	$ 135.00

*If you are unsure as to your "2011" 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 28, 2011.
- October 29, 2011-November 5, 2011 refunds less a 50% cancellation fee will be honored at your request. No requests for refunds will be accepted after 5 pm November 5, 2011. Substitutions will be allowed upon request.
- To discuss a cancellation, call Marilyn Brothers at 919-740-9435 (phone) or by e-mail at marilynbrothers@earthlink.net

HOTEL INFORMATION:

- The NC TIDE Fall 2011 Conference will be held at the Crowne Plaza Resort Hotel (One Resort Drive, Asheville, NC 28806).
- Room rates are $89.00 per night for a single or double occupancy exclusive of taxes or $119.00 per night for king executive room exclusive of taxes. Please state when you call, you are with NC TIDE (NC Training, Instruction, Development and Education).

Online reservations: To book on-line, you must use the code https://resweb.passkey.com/go/NCTIDE2011 to book your rate.

- A block of 180 rooms have been reserved at the Crowne Plaza Resort. The 180 room block at the NC TIDE rate is on a FIRST COME FIRST RESERVED basis until the block is full or the October 11, 2011 cut-off date. PLEASE RESERVE YOUR ROOM NOW to ensure that you receive this special NC TIDE rate.
- The CROWNE PLAZA RESORT Reservation number is **888-233-9527** through October 29, 2011. After October 29, 2011, please call 800-733-3211 for reservations assistance.

➢ Failure to cancel your reservation within 24 hours prior to your arrival or failure to show on your day of arrival will result in a charge.
➢ 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 Check-out Time: 11:00 AM

HOTEL DIRECTIONS:

Visit our website at www.nctide.org for directions.

CURRENT PARKING FEES:

- No parking fees

CONTACT INFORMATION:

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

Hotel/reservation questions contact:	Cathy Macemore	Cathy.Macemore@dhhs.nc.gov	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	gayle@phoenixcc.us	704-476-4136
NC TIDE 2011 President:	Kim Keehn	kdkeehn@ecbhlme.org	252-639-7876

Additional Information: Should you need additional registration information, forms, or agenda, they are available on our website at www.nctide.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.

IMPORTANT NOTE TO ALL IN ATTENDANCE:

- NO AUDIO or VIDEOTAPING of sessions without written permission from speaker and prior approval of NC TIDE Executive Committee.
- NO SOLICITATION verbally or distribution of company materials in sessions or at other sponsored NC TIDE events unless you are a registered exhibitor. 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 NC TIDE website at www.nctide.org for conference updates and/or changes

NC TRAINING, INSTRUCTION, DEVELOPMENT, AND EDUCATION (NC TIDE) FALL 2011 CONFERENCE

SUNDAY, November 13, 2011

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 NC TIDE participants"

MONDAY, November 14, 2011

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**
Jill Queen, Quality Monitoring Manager, PBH
2011 NC TIDE Vice-President

VENDOR INTRODUCTIONS
Victor Armstrong, Community Operations Manager
CenterPoint Human Services LME

9:00 – 10:15 A.M. – JOINT SESSION

KEYNOTE ADDRESS

LMEs, Consumers And Families: Embracing Change Together

Pam Shipman, Area Director of PBH

In this opening session, Ms. Shipman will draw upon her management experience in a waiver environment to describe PBH's involvement of CFAC and consumers in their planning and service development. She will address this in terms of successes and challenges, growing pains, data sharing, advocacy training and the value of recovery/self-determination. She will also discuss the importance of the partnership with consumers and families, and the role of that partnership in the evolution of PBH's system. This session will appeal to LMEs and providers entering into the waiver environment as well as CFACs and consumers who are interested in the opportunities that waiver will provide for community input.

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

10:45 – 12:00 P.M. – BREAKOUT SESSIONS (Choice of 4 Breakout Sessions)

Track 1

SESSION: **All You Ever Wanted To Know About Internal Controls But Were Afraid To Ask**

SPEAKER: Bryan Starnes, CPA/ABV
Partner, Martin Starnes & Associates

DESCRIPTION: In this session we will discuss the financial internal controls for providers and LME's. We will also discuss non-financial internal controls specifically related to LME's and providers who receive direct grants from State and/or federal government. This session will allow time to have a question and answer session on virtually any topic of interest with a representative from a firm that audits local government, LME's, and providers.

Track 2

SESSION: **Update To CABHA And CABHA Monitoring**

SPEAKERS: Jim Jarrard, Deputy Director, Division of MH/DD/SAS;
Sandee Resnick**,** Accountability Team Leader

DESCRIPTION: As more than 200 provider agencies have been certified as CABHA's, attention and resources have been focused on the CABHA monitoring process. The monitoring of CABHAs is critical to ensure that CABHAs continue to meet requirements for service delivery, access to care, good standing status, and leadership requirements. The first cycle for CABHA monitoring took place throughout the month of September 2011. The presenter will cover the CABHA areas to be monitored which includes, but is not limited to: personal outcomes, leadership staff, regulatory compliance, and quality management. This session will also take a look at the CABHA monitoring tools developed by the Department that were used in the monitoring of CABHA's earlier this fall. This session is a "must" for current CABHA agencies, those newly certified as CABHA's, and even those organizations working towards obtaining CABHA certification.

Track 3

SESSION: **Providing Culturally Competent Care: The Gateway To Behavioral Healthcare Excellence**

SPEAKER: Arlana Sims, PhD., CEO, SIMS Consulting & Clinical Services

DESCRIPTION: Cultural competence and quality care are essential in behavioral health as these areas are the gateway for improving quality of life through consumer outcomes and reducing health disparities. Organizations offering and delivering services inside of the cultural competency framework have a competitive edge in the behavioral health market. This session will provide MH/DD/SA providers with specific strategies and methods for incorporating culturally competent care into daily service delivery. Participants completing this session will be able to describe the steps involved in developing a cultural competency plan and service delivery system while understanding and implementing basic "how to" principles and ideas to benefit consumers and get buy-in from staff.

Track 4

SESSION: **CCNC Behavioral Health Initiative And LME Collaboration**

SPEAKERS: Peter Rives, Behavioral Health Manager, Northwest Community Care Network
Jim Graham, Executive Director, Northwest Community Care Network
Ron Gaskins, Associate Director, Northwest Community Care Network

DESCRIPTION: The session will begin with a brief re-introduction of the Community Care of North Carolina (CCNC) model including the 14 regional networks. The presenters will provide an overview of collaborative efforts with both LMEs (reports, provider portal, shared staffing) and Primary Care Providers (co-location). They will provide an introduction to the Chronic Pain Initiative which was started in Wilkes County by NCCN and will be expanding statewide. In addition, they will address the push for increased enrollment for Medicaid consumers in CCNC primary care practices and the role of the mental health system. If time allows, they will provide a brief introduction to the Provider Portal tool and its applicability for LMEs and providers.

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

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

Track 1

SESSION: **Reading The MCO Tea Leaves: What Is Your Data Telling You About Your Past, Present And Future? (Part 1 of 2)**

SPEAKERS: Niels Eskelsen, Eskelsen & Associates Consulting Firm
Vince Joyce, Senior Consultant, e3 Informatics, LLC

DESCRIPTION: Whether you are an LME-MCO or a Provider, you will soon be operating in a Medicaid waiver world that involves a paradigm shift for everyone. Those LMEs that are currently implementing waivers and those that have submitted an RFA now understand the requirement to manage by using data. As provider organizations begin operating under waiver contracts, managing with data will be essential in maintaining solid long term relationships with LME-MCOs. You need to understand per member per month (pmpm), member eligibility and reconciliation, coordination of benefits, how to analyze paid claims data and how to forecast trends. Vince and Niels will discuss how to organize critical data and provide recommendations on how to use data to manage your organization and evaluate performance.

Track 2

SESSION: **Clinical Supervision**

SPEAKER: Lisa Bunting, Owner, Impact Training & Consulting

DESCRIPTION: Clinical Supervision is an imperative component in providing clinical services in the MH/DD/SAS system in NC. Establishing a strong, dependable, knowledgeable staff leads to superior care for the client. This session is for anyone that has to provide at least monthly supervision to their staff that includes a supervision plan. This session will give an overview of the requirements for supervision plan, goals, and documentation. A sample supervision plan will be used and appropriate clinical content for the supervision will be addressed. This session will be beneficial for owners, clinical directors, team leaders, and QP's responsible for supervising staff.

Track 3

SESSION: **A Closed Network: What It Is And How It Affects Providers And The LME**

SPEAKERS: Peggy Terhune, PhD., CEO of Monarch and The Arc of Stanly County
Jill Queen, Quality Monitoring Manager, PBH

DESCRIPTION: As waiver operations expand across the state, the management of the provider network is fundamental to successful waiver operations and quality care. This session will answer all the burning questions LME's and providers want to know including the who, what, when, where, why and how of closed network operations. Participants completing this session will be able to define a closed network, describe the steps involved in closing the network, outline how a closed network operates and understand the importance of why a closed network is an essential to quality care and business practices in a waiver environment. It will also assist providers in determining if they are likely to be chosen for a closed network, and offer suggestions as to how to position themselves to be more likely chosen for the closed network.

Track 4

REVISED SESSION

SESSION: **The Role of Evidence-Based Practice In Modern Behavioral Health Organizations**

SPEAKERS: Flo Stein, Community Policy Management, Division of MH/DD/SAS
Sara McEwen, M.D. Executive Director, Governor's Institute
Ken Marsh, LME Systems Performance Team, Division of MH/DD/SAS

DESCRIPTION: Managers and providers will be increasingly challenged to provide the most effective and efficient services that result in real life outcomes for consumers. This presentation will explore the work of the NC Practice Improvement Collaborative and its role in reviewing and selecting evidence based practices for our state. We will review the work being done to ensure the essential benefits plans include practices that have been determined to be effective. The role of evidence based practice in annual waiver reviews will be explained. The presentation will highlight the Screening Brief Intervention Referral to Treatment (SBIRT) ebp as an example of one practice being implemented in North Carolina, as a partnership between behavioral health providers and primary care practices.

2:45 – 3:00 P.M. **BREAK: EXHIBITOR / VENDOR VISITATION-Mt. Mitchell Room**

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

Track 1

SESSION: **Reading The MCO Tea Leaves: What Is Your Data Telling You About Your Past, Present And Future? (Part 2 of 2)**

SPEAKERS: Niels Eskelsen, Eskelsen & Associates Consulting Firm
Vince Joyce, Senior Consultant, e3 Informatics, LLC

DESCRIPTION: Whether you are an LME-MCO or a Provider, you will soon be operating in a Medicaid waiver world that involves a paradigm shift for everyone. Those LMEs that are currently implementing waivers and those that have submitted an RFA now understand the requirement to manage by using data. As provider organizations begin operating under waiver contracts, managing with data will be essential in maintaining solid long term relationships with LME-MCOs. You need to understand per member per month (pmpm), member eligibility and reconciliation, coordination of benefits, how to analyze paid claims data and how to forecast trends. Vince and Niels will discuss how to organize critical data and provide recommendations on how to use data to manage your organization and evaluate performance.

Track 2

SESSION: **Comprehensive Clinical Assessments**

SPEAKER: Lisa Bunting, Owner, Impact Training & Consulting

DESCRIPTION: Comprehensive Clinical Assessments are the foundation of sound clinical practice. The assessment is a combination of the data gathered by the clinical and clinical "art" of uncovering the information. This session will look at the specific definition and components that a CCA must have according to our NC publicly funded system. We will look at how to meet those standards as well as incorporate the use of other assessments (ASAM, LOCUS, CALOCUS, SIS) in the new waiver environment. This is essential in determining services for clients, as well as assisting in the development of their Person Centered Plans.

Track 3

SESSION: **The Role of CFAC In The Waiver**

SPEAKERS: Melanie Frick, Former Chairperson of PBH CFAC
Ann Medlin, Former Member of PBH CFAC and former Chairperson of Client Rights Committee
Suzanne Thompson, DHHS Consumer Empowerment Team Leader
Nancy Baker, Chairperson of Western Highlands CFAC
Joseph Crowder, Member of Western Highlands CFAC
Leslie Huntley, Member of Western Highlands CFAC
Tracey Turner, Member of Western Highlands CFAC

DESCRIPTION: In this session, members of Western Highlands CFAC will walk consumers and families through the experience of the waiver process including lessons learned (good and bad), the role the CFAC plays in helping to develop and shape the waiver, and most importantly how to advocate for yourselves in the process. Western Highlands is the LME for Buncombe, Henderson, Madison, Mitchell, Polk, Rutherford, Transylvania, and Yancey Counties. Panel members from PBH will discuss how PBH CFAC has evolved within the Waiver environment since 2003. Together, the panel members will share their experience in trying to advocate for consumers while helping to shape a closed provider network. This session, while speaking from the consumer and family perspective will provide valuable insight to LME staff, providers, and advocates as well.

Track 4

SESSION: **Provider Monitoring In A Waiver Environment: What Is The Benefit And How Is It Different?**

SPEAKERS: Caroline Fisher, Director of Quality Management, Monarch
Janet Breeding, Chief Quality Management Officer, GHA, Inc.
Carmella Phillips, Quality Management Systems, RHA

DESCRIPTION: In the world of behavioral health and intellectual/developmental disabilities, provider monitoring activities are a reality. Regardless of the size or complexity of an organization, provider monitoring activities can create challenges and administrative burdens from the different types of provider monitoring activities. This is an opportunity for LME's, providers and other stakeholders to gain the real provider perspective on provider monitoring from providers who successfully navigate provider monitoring in a variety of settings. This session will discuss how quality management and data are essential tools for provider monitoring and oversight in a waiver environment. Participants completing this session will be able to identify how provider monitoring is different in a waiver environment, describe the benefits and flexibility of provider monitoring in a waiver environment and understand the correlation between continuous quality improvement activities/structure, data and provider monitoring as well as quality management requirements for waiver providers.

4:30 – 5:30 P.M. – NETWORKING SESSIONS
(Choice Of 5 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 2012 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 2012 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 2012 conference.

Track 4

SESSION: **Provider Networking**

FACILITATORS: Richard Anderson, Director of Governmental Affairs. and Strategic Planning, True Behavioral Healthcare
Gayle Mahl, Director of Services and Site, Phoenix Counseling Center

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 2012 Conference? Do you know of topics and speakers that you would like to see on the Spring 2012 agenda? Share those with your facilitator.

Track 5

SESSION: **CFAC Networking**

FACILITATOR: Pat Myers, Director of Consumer Advocacy, Onslow, Carteret Behavioral Healthcare Services

DESCRIPTION: The CFAC Networking session is the first CFAC networking session NC TIDE has provided. WELCOME!!!! Come to the networking session to discuss and share issues and/or your experiences with others. Also help identify future training needs for the Spring 2012 Conference.

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

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

TUESDAY, November 15, 2011

7:30 – 8:30 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 4 Breakout Sessions)

Track 1

SESSION: **Using Financial Data For Making Management Decisions**

SPEAKER: Brian Johnson, Senior Vice President of Finance and Claims Operations, BHM Healthcare Solutions

DESCRIPTION: Financial Data can be a key component for formulating business decisions that will take your organization to the next level in terms of efficiency and profitability. This session is a must attend event for anyone who is looking to improve the bottom line of their organization, gain a strong understanding of financial forecasting, and learn the fundamentals of financial data and the management process. Many recent changes in the North Carolina healthcare environment are precipitating the need for LMEs and individuals to make strongly informed financial management decisions. This presentation will cover the following topics:

- Examination of care costs and how to make decisions that will help your organization
- Trend Analysis- why it is important, and what you can do to utilize it
- IBNR forecasting- an overview of the different IBNR models, and an examination of how to utilize each one to maximize improvement.

Learning Objectives
Upon completion of this presentation attendees will have the following knowledge:

- Why financial data is important and how it can inform business decisions
- How to fully utilize trend analysis for future improvement and risk mitigation within an organization
- A comprehensive understanding of the different IBNR models
- A comprehensive understanding of how to utilize different IBNR

Track 2

SESSION: **Care Coordination In A Managed Care Environment**

SPEAKER: Christina Carter, Chief Operating Officer, Smoky Mountain Center LME

DESCRIPTION: What will care coordination within the LME look like within a Waiver Environment? What will be the responsibilities of the care coordinators? How will MH/SA Care Coordination differ from I/DD Care Coordination? How will they interact with the provider network? What will be expected from providers within the network when working with the Care Coordinators? And…How will Person Centered Planning fit into the picture?? All this and MORE to be covered within this session!

Track 3

SESSION: **Expansion Of Self-Direction In the Comprehensive Waiver**

SPEAKERS: Renee Rader, Program Manager, Division of MH/DD/SAS
Susie Eguez, Clinical Director, Developmental Disabilities Training Institute (DDTI)

DESCRIPTION: This session will review expansion of self-direction in the 2011 Comprehensive CAP/I-DD Waiver. If your agency provides waiver services you will not want to miss the discussion about this important development in our I/DD services system.

Track 4

SESSION: **Strategic Planning From A CABHA Perspective**

SPEAKER: Richard Anderson, Director of Governmental Affairs & Strategic Planning, True Behavioral Healthcare

DESCRIPTION: Strategic Planning is more than critical during these days of continuous change. This session deals with how one CABHA Agency is approaching this critical function. Examples of strategic outcomes will be provided, as well as the mechanisms utilized to develop both short and long term organizational goals. This interactive session will provide an opportunity to discuss this most important aspect of business with your peers.

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

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

Track 1 NOTE: This session starts at 10:15 a.m. and ends at 12:15 p.m.

SESSION: **Medicaid Recipient Due Process Rights And Prior Approval Procedures**

SPEAKER: Jane Plaskie, Chief, Medicaid Appeals and EPSDT, Division of Medical Assistance

DESCRIPTION: This session will cover Medicaid's prior approval and due process procedures. The speaker will address the nuts and bolts of prior approval, including submission of requests, vendor review of requests, and service authorizations. In addition, the speaker will discuss Medicaid's due process (appeal) procedures. If providers have not already attended an HP seminar on this topic, this presentation is a "must go to" for you. Prior to the presentation, it would be helpful if attendees reviewed the prior approval information available on DMA's web site at http://ncdhhs.gov/dma/provider/priorapproval.htm.

Track 2

SESSION: **Fair Housing: What Does It Mean**

SPEAKERS: Tenna Willis, Mental Health Partners
Lori Watts, New River Behavioral Healthcare-Smoky North

DESCRIPTION: What does "Fair Housing" mean for people with disabilities? This session will provide participants information on the "Fair Housing Law", who it protects, what it means to request Reasonable Accommodations, what are the available housing options, and how to access these resources. There are many resources for housing that are rarely accessed for our consumers. This session will give participants the resources and knowledge to provide assistance in these areas. Information will also be provided on eligibility requirements such as age, income, proof of disability, and number of household members. Providers of services to consumers with mental health/substance abuse/developmental disabilities issues will gain knowledge to assist with housing needs due to homelessness, needing a higher level of care, discharge from assisted living facilities for example.

Track 3

SESSION: **Performance And Progress: The Basics Of CMS Quality Framework**

SPEAKER: Connie Smith, Senior Vice President of Accreditation and Quality Improvement, BHM Healthcare Solutions

DESCRIPTION: Quality Management is essential for all healthcare organizations. This presentation will focus on the basics of the CMS Quality Framework. Attendees will not only receive an overview of the framework, its dimensions and phases, but will also gain valuable information regarding how to integrate this framework into their organization Quality Management Program. The CMS (Center for Medicare/Medicaid Services) Quality Framework was initiated in 2003 to ensure the CMS expectations regarding the quality of community services and supports financed by Medicaid are implemented and evaluated across a single standard. The framework views quality management as a cyclical process that begins with the "design" phase, proceeds to the "discovery" phase, then a "remediation" phase and closes with an "improvement" phase. This presentation will focus on all aspects of the Quality Framework ensuring that attendees have a functional knowledge of the framework and expert advice on how to implement it within their organization.

Learning Objectives
Upon completion of this presentation attendees will have the following knowledge:

- What the CMS Quality Framework is and why it is important for your organization
- What the dimensions of the CMS Quality Framework are and how to incorporate each area into your organization
- How the framework can serve as the foundation of your Quality Management Program
- Understanding the benefits of utilizing the CMS framework and the cyclical improvement process.

Track 4

SESSION: **QPR Suicide Risk Reduction Program (Part 1 of 2)**

SPEAKER: Mark Besen, Ph.D. Chief Executive Officer, Onslow Carteret Behavioral Healthcare Services, LME

DESCRIPTION: This workshop will introduce a standardized approach to suicide risk identification and intervention that can be easily applied in multiple settings with a variety of populations. During the interactive presentation participants will receive a general gatekeeper awareness training that has been used in schools, with family members, law enforcement, first responders, senior centers, health departments and other interested parties who are likely to come into contact with a person who might be at risk of suicide. The workshop will also discuss how the QPR method can be applied to treatment settings to improve risk detection and standardize approaches to suicide risk assessment across agencies and communities. Participants will receive information and examples of suicide risk reduction protocols to assist them in establishing risk reduction protocols in their communities. QPR (Question, Persuade and Refer) was developed by Dr. Paul Quinnett and has become recognized nationally and internationally as one of the oldest and most well established methods of addressing suicide risk available today. The approach has received endorsements by agencies including SAMHSA, the Joint Commission, the Negley Group, and has been adopted by many state mental health systems as the evidence based practice of choice for suicide risk reduction. QPR has also been adopted internationally and is being used in areas as diverse as Korea, New Zealand, and Cuba. It has been translated into multiple languages and modified to address needs of a variety of populations including children, inpatient settings, and various cultural groups such as American Indian Tribes.
For more information on QPR please see www.qprinstitute.com.

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: **Business Process Analysis, Risk Assessment And Process Mapping Fundamentals (Part 1 of 2)**

SPEAKER: David Jones, Clinical Operations and Business Process Analysis Consultant

DESCRIPTION: Learn the fundamentals behind Business Analysis, Risk Assessment, and Process Mapping to apply to your agency during this time of transition from LME to MCO environment. Learn how to apply these tools to different areas to identify redundancy and replace with efficiency.

Track 2

SESSION: **Traumatic Brain Injury – Recognizing The Signs And Resources Available**

SPEAKERS: Sandra Farmer, The Brain Injury Association of North Carolina
Karen Keating, The Brain Injury Association of North Carolina

DESCRIPTION: Someone sustains a brain injury every few seconds in the U.S. Often these injuries result in a permanent need for assistance in performing daily activities. The following groups are at the highest risk for TBI: children 0-4 years old due to falls, children ages 15-19 due to motor vehicle accidents, members of the military especially veterans of Iraq and Afghanistan, and people who abuse alcohol/drug and have poorer outcomes after a TBI. As providers and system managers in the MH/DD/SA service system, we provide services to many individuals who have suffered a TBI. This session will provide information on understanding the needs of an individual who has suffered a TBI, the signs to be aware of, and the many resources available to our staff as we serve this population.

Track 3

SESSION: **Clinical Metrics: Bridging The Gap From Planning To Implementation**

SPEAKER: Connie Smith, Senior Vice President of Accreditation and Quality Improvement,
BHM Healthcare Solutions

DESCRIPTION: Most organizations understand the importance of improving clinical outcome and performance metrics, but find difficulty bridging the gap between planning and implementation. This presentation will allow attendees to learn the key steps to overcoming the most common hurdles in the development of a strong Clinical Quality Improvement Project. Not only will you learn how to select optimal opportunities for improvement, but you will also learn how to structure a good program to ensure compliance and ease implementation. This topic will explore clinical quality improvement projects across a variety of accreditation structures and standards, but will have a particular emphasis on URAC structures. Attendees will learn the keys to success in creating a strong Clinical Quality Improvement Project, and will get expert advice on details of the improvement phase including:

- How to target clinical gaps and make improvements
- The essentials of Clinical QIP development
- The Improvement Phase: the details that matter
- The PDSA Improvement model- utilization secrets for success

Learning Objectives
Upon completion of this presentation attendees will have the following knowledge:

- Understanding of why improving Clinical metrics within an organization is important, and how to select Clinical Quality Improvement opportunities that will best benefit your organization
- What the most important elements of the Improvement Phase are
- How to use the PDSA Improvement Model
- A comprehensive understanding of the QI cycle and clinical QIP Program development

Track 4

<u>SESSION:</u> **<u>QPR Suicide Risk Reduction Program (Part 2 of 2)</u>**

SPEAKER: Mark Besen, Ph.D. Chief Executive Officer, Onslow Carteret Behavioral Healthcare Services, LME

<u>DESCRIPTION</u>: This workshop will introduce a standardized approach to suicide risk identification and intervention that can be easily applied in multiple settings with a variety of populations. During the interactive presentation participants will receive a general gatekeeper awareness training that has been used in schools, with family members, law enforcement, first responders, senior centers, health departments and other interested parties who are likely to come into contact with a person who might be at risk of suicide. The workshop will also discuss how the QPR method can be applied to treatment settings to improve risk detection and standardize approaches to suicide risk assessment across agencies and communities. Participants will receive information and examples of suicide risk reduction protocols to assist them in establishing risk reduction protocols in their communities. QPR (Question, Persuade and Refer) was developed by Dr. Paul Quinnett and has become recognized nationally and internationally as one of the oldest and most well established methods of addressing suicide risk available today. The approach has received endorsements by agencies including SAMHSA, the Joint Commission, the Negley Group, and has been adopted by many state mental health systems as the evidence based practice of choice for suicide risk reduction. QPR has also been adopted internationally and is being used in areas as diverse as Korea, New Zealand, and Cuba. It has been translated into multiple languages and modified to address needs of a variety of populations including children, inpatient settings, and various cultural groups such as American Indian Tribes.
For more information on QPR please see www.qprinstitute.com.

2:45 – 3:00 P.M. **BREAK: EXHIBITOR / VENDOR VISITATION**- Mt. Mitchell Room

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

Track 1

SESSION: **<u>NC Providers Council - Provider Challenges With Managed Care: Addressing the Challenge Together</u>**

SPEAKERS: Bob Hedrick, MA Ed., Executive Director, North Carolina Providers Council
Richard Anderson, President, Board of Directors, NC Providers Council; Director of Governmental Affairs & Strategic Development, True Behavioral Healthcare, Inc.

<u>DESCRIPTION:</u> This session will review some of the challenges being faced by providers during these new economic and political times as North Carolina moves to a managed care system. Topics will include some of the major initiatives imposed by the NC General Assembly and the NC Department of DHHS and how agencies are having to adjust to provide quality services.

Track 2

SESSION: **<u>Business Process Analysis, Risk Assessment And Process Mapping Fundamentals (Part 2 of 2)</u>**

SPEAKER: David Jones, Clinical Operations and Business Process Analysis Consultant

<u>DESCRIPTION</u>: Learn the fundamentals behind Business Analysis, Risk Assessment, and Process Mapping to apply to your agency during this time of transition from LME to MCO environment. Learn how to apply these tools to different areas to identify redundancy and replace with efficiency.

Track 3

SESSION: **<u>Management Challenges In Times Of Turbulence</u>**

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

<u>DESCRIPTION</u>: Whether facing policy changes or a merger/partnership, leadership in today's organizations is challenged by new frontiers. They introduce major program changes and credentialing requirements and a unique turbulence ensues that will require special leadership skills in order to "weather the storm". This session will explore some of the factors that make change difficult to embrace and some of the special skills and techniques needed for effective implementation, as well as motivation for leadership during these turbulent times.

Track 4

SESSION: **<u>Reducing ED Wait Times</u>**

SPEAKERS: Susan Saik, M.D. Medical Director, Division of Sate Operated Healthcare Facilities
Art Eccleston, Psy.D., Senior Psychologist, Division of MH/DD/SAS
Bob Kurtz, Ph.D., Division of MH/DD/SAS
Debra Dihoff, Executive Director, NAMI North Carolina
Ureh Lekwauwa, M.D., D.F.A.P.A., Medical Director and Chief of Clinical Policy for the Division of MH/DD/SAS

<u>DESCRIPTION:</u> In this session, the audience will be introduced to a workgroup of behavioral health experts who were charged with developing strategies to reduce Emergency Department (ED) re-admissions. The panel of experts will present an overview of the workgroup, as well as share their findings and recommendations. The group will explore “Pre-ED” crisis system issues and interventions including data. ED wait times will be discussed from an advocacy perspective as well as the issues we face locally. Finally, the group will have a roundtable discussion about ED wait time issues and solutions including advocacy.

5:00 – 6:50 P.M. **HOSPITALITY SUITE –**Thomas Wolfe Suite-Room 220-Sponsored by Exhibitors / Vendors
“Visit with friends”

7:00 – 8:30 P.M. **<u>CASUAL RECEPTION</u>** –
Come and join us to visit with friends and associates. Heavy hors d’oeuvres will be served.

8:30 – 12:30 A.M. **ENTERTAINMENT –** G Vegas DJ
Come dance or just listen to the tunes of G Vegas DJ. Learn some new dance steps or just relax and encourage others as they dance to the tunes.

Sponsored by Exhibitors / Vendors

WEDNESDAY, November 16, 2011

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

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

8:45 A.M. – 10:15 A.M.- BREAKOUT SESSION
(Choice of 3 Breakout Sessions)

Track 1

SESSION: **Disaster Planning-Mental Health Role**

SPEAKER: Michael Sprayberry, Deputy Director/Operations Chief, NC Emergency Management

DESCRIPTION: This session will provide participants with information and skills in developing a disaster management plan. Providers who operate licensed facilities under mental health licensure rule (122C) are required to have a disaster management plan as well as collaboration with the local LME's disaster response plan. The disaster management plan must be approved by the individual county manager and presented in the state approved template. Participants will be gain knowledge to complete and understand the template and requirements.

Track 2

SESSION: **The 2011 CAP I/DD Waiver: What You Need To Know**

SPEAKERS: Sandy Ellsworth, Community Policy Section, Division of MH/DD/SAS
Susan Johnson, I/DD Manager, Division of Medical Assistance

DESCRIPTION: This presentation will provide an update on the implementation of the new waiver. The changes to the waiver are substantial and this session will be beneficial for our understanding.

Track 3

SESSION: **Using Statistical Sampling To Meet Internal And External Quality Review Requirements For LMEs And Provider Organizations**

SPEAKER: Niels Eskelsen, Eskelsen & Associates Consulting Firm

DESCRIPTION: All waiver LMEs are required to implement both internal and external quality reviews as part of monitoring internal controls and processes and for Fraud and Abuse detection. A frequent question is how many transactions or what sample size should I look at to meet contract expectations. If I audit 3-5% of the population, is that enough? Learning and implementing standard auditing techniques will provide LMEs and Provider organizations with tools for testing performance compliance that are statistically valid. This session will review attribute and compliance sampling methodologies and provide participants with an outline of how to implement it in their organization.

10:30 A.M. – 11:45:00 A.M.- JOINT SESSION

CLOSING SESSION

SESSION: **Partnering For Success**

SPEAKERS: Steve Jordan, Division Director, NC Division of MH/DD/SAS
Tara Larson, Chief, Clinical Operations Officer, Division of Medical Assistance

DESCRIPTION: As North Carolina continues to move forward with implementing the 1915b/c Medicaid Waiver, LME's and Providers are moving forward with mergers and partnerships. In these times of consolidation and change, the idea of "partnering for success" is now more important than ever. In this session, representatives from DMA and DMH/DD/SA will partner to discuss the strategic plan for statewide implementation of the 1915b/c Medicaid Waiver and the benefits of these partnerships from a budgetary perspective, as well as provide updates from each of their respective Divisions.

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 TIDE
2012 SPRING CONFERENCE

April 22-25, 2012
Hilton Wilmington Riverside
301 North Water Street
Wilmington, NC 28401
Phone: 910-763-5900

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

CONFERENCE REGISTRATION: Payment must be postmarked no later than October 21, 2011 to receive the 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. NOTE: Alice Matthews has retired from NC TIDE (formerly NC-FARO). Please ensure your files are updated to reflect that your registration should be sent to Marilyn Brothers.

REGISTRATION FEE:

	Postmarked Early Registration by 10/21/11	Postmarked 10/22/11 – 11/05/11
NC TIDE Members (LME/AP, Provider, DHHS) – **be sure you are a "2011" member**	$ 160.00	$ 185.00
Non-Members (LME/AP, Provider, DHHS)	$ 190.00	$ 215.00
One Day (LME/AP, Provider, DHHS)	$105.00	$ 130.00

	On-site Rates
On-site "Full" Registration (members/non-members) – Payment in hand only.	$ 235.00
On-site "One Day" Registration (members/non-members) – Payment in hand only.	$ 135.00

MAKE CHECK PAYABLE TO 'NC TIDE' Mail to: **Marilyn Brothers**
NC TIDE
P O Box 2001
Cary, NC 27512-2001

Amount to be Paid $ _______

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

Monday 9:00 – 10:15
__Keynote Address

Monday 10:45 – 12:00
__All You Ever Wanted To Know About Internal Controls But Were Afraid To Ask
__Update To CABHA And CABHA Monitoring
__Providing Culturally Competent Care: The Gateway To Behavioral Healthcare
__CCNC Behavioral Health Initiative and LME Collaboration

Monday 1:30 – 2:45
__Reading The MCO Tea Leaves (Part 1 of 2)
__Clinical Supervision
__A Closed Network: What It Is And How It Affects Providers And The LME
__The Role Of Evidence Based Practice In Modern Behavioral Health Organizations

Monday 3:00 – 4:30
__Reading The MCO Tea Leaves (Part 2 of 2)
__Comprehensive Clinical Assessments
__The Role Of CFAC In The Waiver
__Provider Monitoring In A Waiver Environment

Monday 4:30 – 5:30
__LME Finance Officers Networking
__Reimbursement Officers Networking
__IT Roundtable
__Provider Networking
__CFAC Networking

Tuesday 8:30 –10:00
__Using Financial Data For Making Management Decisions
__Care Coordination In A Managed Care Environment
__Expansion Of Self-Direction In The Comprehensive Waiver
__Strategic Planning From A CABHA Perspective

Tuesday 10:30 – 12:00
__Medicaid Recipient Due Process Rights And Prior Approval Procedures
__Performance And Progress: The Basics of CMS Quality Framework
__Fair Housing: What Does It Mean
__OPR Suicide Risk Reduction Program (Part 1 of 2)
___12:00-1:30 Consultants Roundtable

Tuesday 12:00-1:30
__**Consultants Roundtable** – You must pay for Ramon to have lunch

Tuesday 1:30 – 2:45
__Business Process Analysis, Risk Assessment and Process Mapping (Part 1 of 2)
__Traumatic Brain Injury-Recognizing The Signs And Resources Available
__Clinical Metrics: Bridging The Gap From Planning To Implementation
__OPR Suicide Risk Reduction Program (Part 2 of 2)

Tuesday 3:00-4:30
__NC Providers Council-Provider Challenges With Managed Care
__Business Process Analysis, Risk Assessment and Process Mapping (Part 2 of 2)
__Management Challenges In Times Of Turbulence
__Reducing ED Wait Time

Wednesday 8:45-10:15
__Disaster Planning-Mental Health Role
__The 2011 CAP I/DD Waiver. What You Need To Know
__Using Statistical Sampling To Meet Internal And External Quality Review Req.

Wednesday 10:30-11:45
__**Closing Session -** Partnering For Success

(PLEASE PRINT ALL INFORMATION CLEARLY)

NAME ____________________

TITLE ____________________

AGENCY ____________________

MAILING ADDRESS ____________________

CITY ____________ **STATE** ____________ **ZIP** ____________

PHONE ____________ **E-MAIL** ____________

MEMBERSHIP STATUS: ___ **NC TIDE MEMBER** (LME / AP / PROVIDER / DHHS)
(Note: check your "**2011**" membership status) ___ **NON-MEMBER** (LME / AP / PROVIDER / DHHS)
___ OTHER **NON-MEMBER**

CONFERENCE ATTENDANCE: ___FULL CONFERENCE (cannot split w/others)
___ FREE 5^{th} registration (include with 4 full paid registrations-all registrations must arrive as a packet)
___ONE DAY (__Mon __Tue __Wed) (check day) (not included in count for free registration)