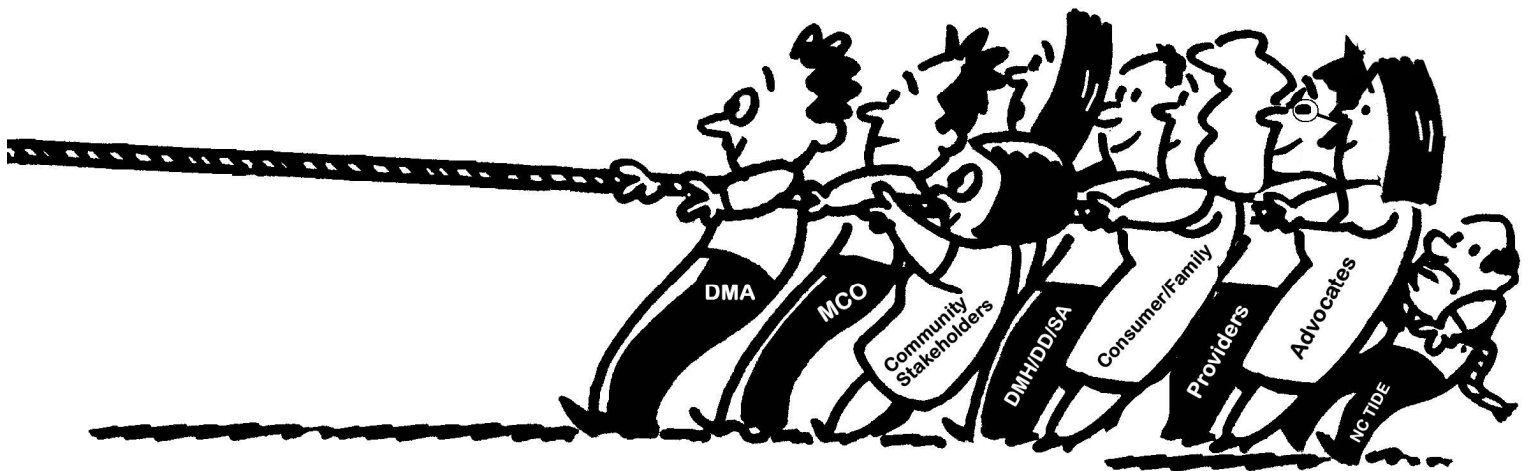


# ***NC TIDE***

**NC TRAINING, INSTRUCTION, DEVELOPMENT, AND EDUCATION**

*'A tradition of excellence in providing training and promoting professionalism'*

## **2013 SPRING CONFERENCE**



## **PULLING IN THE SAME DIRECTION**

**April 28 – May 1, 2013**

**Hilton Wilmington Riverside  
301 North Water Street  
Wilmington, NC 28401**



# NC TIDE Spring 2013 Conference April 28-May 1, 2013 Wilmington, NC

## CONFERENCE INFORMATION: PLEASE READ!

### IMPORTANT REGISTRATION INFORMATION:

- **SAVINGS!!!!!!** – Register 4 individuals for the FULL conference from only your agency and get the 5th registration from your agency **FREE**. (Note – one day registrations do not count.) **SEE BELOW**
- **ADDITIONAL SAVINGS!!!!**-Register 3 CFAC individuals for the FULL conference from only your agency and get **one** staff member from your agency registration **FREE**. (Note-one day registrations do not count.) **SEE BELOW**
- **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 and postmarked by **April 19, 2013**. 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 the conference.
- Mailed registrations along with payment must be “received” by April 23, 2013 (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 8, 2013**.
- On-site registration will be available at the 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.

**ON-LINE REGISTRATION: On-line registrations will not be available for the NC TIDE 2013 Spring 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 the 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 April 8, 2013	Postmarked 4/9/13-4/23/13
NC TIDE Member (LME/MCO, Provider, DHHS) – <b>be sure you are a “2013” member*</b>	\$ 160.00	\$ 185.00
Non-Members (LME/MCO, Provider, DHHS, others)	\$ 190.00	\$ 215.00
One Day (LME/MCO, 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 of your “2013” membership status, please contact Marilyn Brothers at 919-740-9435 or [marilynbrothers@earthlink.net](mailto:marilynbrothers@earthlink.net).**

## CANCELLATION POLICY:

- Registration fees, less a \$15 administrative fee, will be refunded if request is received by 5 pm April 15, 2013.
- April 16-April 21, 2013 refunds less a 50% cancellation fee will be honored at your request. No requests for refunds will be accepted after 5 pm April 21, 2013. 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](mailto:marilynbrothers@earthlink.net)

## HOTEL INFORMATION:

- The NC TIDE Spring 2013 Conference will be held at the Hilton Wilmington Riverside (301 North Water Street, Wilmington, NC 28401).
- Room rates are \$128.00 per night for two double beds (river view) and \$128.00 king bed (historic view) 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, go to [www.nctide.org](http://www.nctide.org) and click on the link for online reservation. The group code is: FIN.
- A block of 175 rooms has been reserved at the Hilton Wilmington and the Riverview Suites. The 175 rooms block at the NC TIDE rate is on a FIRST COME FIRST RESERVED basis until the block is full or the **March 27, 2013** cut-off date. PLEASE RESERVE YOUR ROOM NOW to ensure that you receive this special NC TIDE rate.
- The Hilton Wilmington reservation number is 910-763-5900 (local) or 1-888-324-8170 (toll free).
- Failure to cancel your reservation within 72 hours prior to your arrival or failure to show on your day of arrival will result in a charge to your credit card that is equal to the first night’s stay for each room reserved. Failure to call or show before 2 a.m. after the first night of a reservation will result in a cancellation of the remainder of your reservation.
- Early departure of a guest within the Group Block will result in a \$50 early departure fee to the guest’s account. If the guest wishes to avoid this early departure fee, the guest should inform the front desk upon check-in of the need for the early departure.
- All reservations must be accompanied by a first night room deposit or guaranteed with a check or 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](http://www.nctide.org) for directions.

## CURRENT PARKING FEES:

- Daily Attendees-\$5.00 per day
- Overnight Guests -\$7.00 per day (Group Discount)
- Valet Parking-\$12.00 per day

## 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 questions contact:	Brenda Pittman	<a href="mailto:bpittman@eastpointe.net">bpittman@eastpointe.net</a>	910-298-7158
Membership questions contact:	Marilyn Brothers	<a href="mailto:marilynbrothers@earthlink.net">marilynbrothers@earthlink.net</a>	919-740-9435
Conference registration questions contact:	Marilyn Brothers	<a href="mailto:marilynbrothers@earthlink.net">marilynbrothers@earthlink.net</a>	919-740-9435
Provider questions contact:	Gayle Mahl	<a href="mailto:gayle@phoenixcc.us">gayle@phoenixcc.us</a>	704-476-4136
NC TIDE 2013 President:	Jill Queen	<a href="mailto:Jill.Queen@Cardinalinnovations.org">Jill.Queen@Cardinalinnovations.org</a>	704-721-7015

Additional Information: Should you need additional registration information, forms, or agenda, they are available on our website at [www.nctide.org](http://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 VIDEORECORDING of sessions without written permission from the speaker and prior approval of the 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](http://www.nctide.org) for conference updates and/or changes\*\***

**NC TRAINING, INSTRUCTION, DEVELOPMENT, AND EDUCATION (NC TIDE)  
SPRING 2013 CONFERENCE**

**NOTE:** Remember “Target Audience” should be used to give one a general idea who may gain the greatest value from the session. In the event your position/title is not listed in the “Target Audience” but your interest is peaked by the session description and session objectives, **please attend the session.** We believe that all the sessions presented at the Spring Conference will be beneficial to anyone who attends.

**SUNDAY, April 28, 2013**

- 5:00 – 7:00 P.M.      **EARLY REGISTRATION** –Lower Lobby
- 8:30 – 11:00 P.M.    **HOSPITALITY SUITE** –Room 331 North Tower, Exhibitor Sponsored Event  
*“Come and visit with friends and meet new NC TIDE participants”*

**MONDAY, April 29, 2013**

- 7:45 – 8:45 A.M.      **CONTINENTAL BREAKFAST**-Azalea-Exhibitor Sponsored Event
- 7:15 – 3:00 P.M.      **REGISTRATION** – Lower Lobby
- 8:30 – 8:45A.M.      **WELCOME and BUSINESS MEETING**  
Jill Queen, Quality Monitoring Manager, Cardinal Innovations  
2013 NC TIDE President

**Come meet and mingle with the NC TIDE Exhibitors. See what their services and products can do for you!  
Make sure to be there as door prizes will be given!!**

**8:45 A.M. – 10:00 A.M. – JOINT SESSION**

**KEYNOTE ADDRESS**

**\*\*\*\*STAY TUNED FOR EXCITING NEWS ON THE KEYNOTE SPEAKER\*\*\*\***

- 10:00 – 10:15 A.M.    **BREAK: EXHIBITOR VISITATION**-Azalea

**10:15 A.M. – 11:45 A.M. – BREAKOUT SESSIONS**  
(Choice of 4 Breakout Sessions)

**Track 1**

**SESSION:**      **P.L.A.Y Project: Parent Training And It’s Outcomes**

**SPEAKERS:**    Janet Price-Ferrell, Executive Director, FIRST  
Sherry Waters, PLAY Consultant and Therapist

**DESCRIPTION:** This session will provide you a look at the results of families who have been trained by FIRST P.L.A.Y. Project Home Consultants. This intensive in-home training program is research based and demonstrates the outcomes for both the child with Autism Spectrum Disorders (ASD) and the parents who are their primary caregivers. You will see these outcomes as well as videos showing the progress of the child and parents. Learn how this program can help families.

**SESSION OBJECTIVE:** Participants will have the opportunity to hear about the results of families who have been trained from the research based intensive in-home training.

**TARGET AUDIENCE:** LME/MCOs, Providers, and Other Stakeholders

## Track 2

**SESSION:** Healthcare Payment Reform-The North Carolina Opportunity For Better Care

**SPEAKER:** David R. Swann, COO, Partners Behavioral Health Management

**DESCRIPTION:** To improve quality and bend the cost curve, better coordination of care will be needed. Preventive care to post-hospital discharge transitions will not only be needed but will be a criterion for value-based purchasing. To realize the Triple Aim of better consumer experience, better population health and reduced cost, behavioral healthcare will need to identify, measure and deliver on outcomes that contribute to overall health care cost reduction. These savings are likely to show up in reductions in high cost models of community care, residential care, inappropriate use of the emergency room, and fewer hospitalizations. How do we do this in a fee-for-service reimbursement model that rewards Providers for providing more services and potentially *bad outcomes rather than better health*? The answer lies in Providers and MCOs ability to partner to find models of behavioral healthcare and financing models that work efficiently and make the impact needed for improved outcomes. Providers that can demonstrate improvement in the CMS health outcome measures will be highly sought after by the MCOs and ACOs that will have responsibility for the Medicaid and Medicare population.

**SESSION OBJECTIVES:**

1. Participants will learn about and be given tools to develop rate setting/risk sharing models between MCOs and provider organizations;
2. Participants will be able to identify those components of an agreement that spread the risk and provide more stability for the MCO and provider;
3. Participants will have an opportunity to dialogue about the benefits and challenges of these models for their organizations.

**TARGET AUDIENCE:** MCO Managers, Contract Managers, Hospital Managers, Clinical Directors, CABHA, Residential and Provider Organization Managers

## Track 3

**SESSION:** LME/MCO Performance Measurement- Community System Progress Report Measures – Details Of Revised Measures

**SPEAKERS:** Michael Schwartz, Quality Management Consultant, Division of MH/DD/SAS  
Adolph Simmons, Waiver Program Manager, Division of Medical Assistance

**DESCRIPTION:** CSPR Quarterly Performance Measures have been revised to separately report on Medicaid and State/Block Grant funded services where possible/appropriate. The Division of MH/DD/SAS will be reporting these measures utilizing the revised methodologies. This session details what is included in the numerator and denominator of each CSPR measure and clarifies which measures can most readily be produced locally by the LME/MCO for continuous monitoring and quality improvement prior to quarterly reports published by the Division.

**SESSION OBJECTIVE:** Participants will learn about the performance measurement protocol for the 1915 (b)(c) waiver. Key components of the presentation will include: effectiveness of care; access and availability; use of services; and health and safety

**TARGET AUDIENCE:** LME/MCOs

## Track 4

### **SESSION:** Mindfulness And Stress Reduction-Session 1

**NOTE:** There are two sessions regarding this topic. The second session is not a repeat of the first session but rather a continuation of the first session. You are not required to attend the first session in order to attend the second session.

**SPEAKERS:** Karen Holst, Day Treatment Team Leader, Monarch  
Jude Johnson, Day Treatment, Monarch

**DESCRIPTION:** As healthcare professionals, we are often faced with challenging and stressful situations that can impact our ability to remain fully present in the moment and can significantly add to our individual stress and professional burn-out. This session will discuss mindfulness and how the practice of mindfulness can improve overall health and well-being, in both the personal and professional realms. Stress reactivity and how the practice of mindfulness reshapes brain pathways which allows for different responses will be presented. Mindfulness-Based Stress Reduction (MBSR), a newly identified Evidenced-Based Practice will be discussed. The session will focus on mindfulness as a holistic approach that is grounded in the mind/body connection and will include several experiential activities, including guided meditation.

#### **SESSION OBJECTIVES:**

1. Learn about mindfulness and the significance of the mind/body connection;
2. Learn how your brain and body respond to stress;
3. Learn what the scientific research has discovered about the effects of mindfulness;
4. Learn specific strategies to reduce your stress response;
5. Learn and practice multiple mindfulness exercises that can be practiced on a daily basis in a variety of situations;
6. Learn how to reshape brain neuropathways to increase overall well-being.

**TARGET AUDIENCE:** Anyone interested in learning about the mind/body connection, how to reduce the stress response, and improve over all well-being and quality of life including the following: psychologists, psychiatrists, physicians, social workers, counselors, marriage and family therapists, alcoholism and drug abuse counselors, psychiatric nurse practitioners, psychiatric nurses, case managers, crisis intervention specialists, clinical supervisors, behavioral health managers, local management entities.

11:45 A.M. – 1:15 P.M. **LUNCH ON YOUR OWN**

1:15 P.M. – 2:45 P.M. – **BREAKOUT SESSIONS**  
(Choice of 4 Breakout Sessions)

## Track 1

### **SESSION:** Division of MH/DD/SAS Performance Contract Reporting Requirement Of LMEs: Summary Of Highlights And How The Data Is Utilized

**SPEAKERS:** Jennifer Bowman, Quality Management Section, Division of MH/DD/SAS  
Patsy Coleman, Quality Management Section, Division of MH/DD/SAS

**DESCRIPTION:** LMEs report on a variety of programs and projects on a routine basis. This session reviews the list of all required reports, their purpose and scope. Several reports will be reviewed in more depth, showing highlights of the aggregated and comparative data, and implications for future data collection and analysis.

**SESSION OBJECTIVE:** The purpose of this session is for LMEs to see how the information they report is utilized and meaningful to the Division and/or other target audiences.

**TARGET AUDIENCE:** LME/MCOs and Providers

## Track 2

**SESSION:** Gap Analysis And Need Assessments-Using Raw Data And Outcome Measurements To Create Meaningful Change In Your Local MH/DD/SA Service System

**SPEAKERS:** Cynthia M. Wiford, Principal Consultant, Addiction Consulting and Training Associates, ACT, LLC  
Sue Butler, Consultant  
Johna Hughes Bruton, President of Bruton Consulting, Inc.  
Patricia Blackmon, Consultant

**DESCRIPTION:** This session will be a panel presentation on the importance of conducting a thorough and accurate service gap analysis for mental health, developmental disabilities and substance abuse services. The session will include examples and current scenarios about using current data to plan understand and improve these public systems to right size the service system and plan for the future impact of more closely aligning behavioral health and health care services.

**SESSION OBJECTIVES:**

1. Understand the importance of clearly identifying community MH, DD, SA needs;
2. Become aware of how health care indicators can be used to positively influence MH, DD, SA outcomes;
3. Learn steps to take to identify processes for “right-sizing” your children’s MH service system;
4. Understand the importance of using external data sources to project needs, developing trends and responsiveness to new trends and issues

**TARGET AUDIENCE:** LME/MCOs, Providers

## Track 3

**SESSION:** **PART 1- Ethical Standards For Professionals**

**SPEAKER:** Robert Werstlein, Ph.D., Licensed Psychologist Training Director, Daymark Recovery Services, Inc.

**DESCRIPTION:** Staff is confronted with ethical decisions in all aspects of what they do. The training will involve an in depth review of NC Administrative Code, title 21 Occupational licensing boards, Chapter 68, Certification Board for Substance Abuse Professionals.

**SESSION OBJECTIVE:** Through this training, participants will learn the comparisons and contrasts of Ethical Standards of all professionals to include social work, counseling, psychology, marriage and family therapy, and substance abuse.

**TARGET AUDIENCE:** Direct Care Providers, LME/MCO staff and those wishing to obtain CEU hours

**\*CEU Hours Offered:** When attended in conjunction with Ethical Standards For Professionals-Part 2, NCSAPPB has approved these combined sessions (Part 1 and Part 2) for 3 hours-Ethics Substance Specific (SS) Skills. The session is also approved by the National Board of Certified Counselors. To be eligible to obtain these hours and receive your certificate for attendance, you **MUST** attend both Part 1 and Part II. No credit will be given for partial attendance.

## Track 4

**SESSION:** Mindfulness And Stress Reduction-Session 2

**NOTE:** There are two sessions regarding this topic. The second session is not a repeat of the first session but rather a continuation of the first session. You are not required to attend the first session in order to attend the second session.

**SPEAKERS:** Karen Holst, Day Treatment Team Leader, Monarch  
Jude Johnson, Day Treatment, Monarch



**DESCRIPTION:** As healthcare professionals, we are often faced with challenging and stressful situations that can impact our ability to remain fully present in the moment and can significantly add to our individual stress and professional burn-out. This session will discuss mindfulness and how the practice of mindfulness can improve overall health and well-being, in both the personal and professional realms. Stress reactivity and how the practice of mindfulness reshapes brain pathways which allows for different responses will be presented. Mindfulness-Based Stress Reduction (MBSR), a newly identified Evidenced-Based Practice will be discussed. The session will focus on mindfulness as a holistic approach that is grounded in the mind/body connection and will include several experiential activities, including guided meditation.

**SESSION OBJECTIVES:**

1. Learn about mindfulness and the significance of the mind/body connection;
2. Learn how your brain and body respond to stress;
3. Learn what the scientific research has discovered about the effects of mindfulness;
4. Learn specific strategies to reduce your stress response;
5. Learn and practice multiple mindfulness exercises that can be practiced on a daily basis in a variety of situations;
6. Learn how to reshape brain neuro pathways to increase overall well-being.

**TARGET AUDIENCE:** Anyone interested in learning about the mind/body connection, how to reduce the stress response, and improve over all well-being and quality of life including the following: psychologists, psychiatrists, physicians, social workers, counselors, marriage and family therapists, alcoholism and drug abuse counselors, psychiatric nurse practitioners, psychiatric nurses, case managers, crisis intervention specialists, clinical supervisors, behavioral health managers, local management entities.

2:45 P.M.– 3:00 P.M.

**BREAK: EXHIBITOR VISITATION-Azalea**

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

**Track 1**

**SESSION: Claims And Billing Now That You Are A MCO**

**DESCRIPTION:** Join this session as the panel addresses a variety of items related to claims and billing issues for the MCO. In this session, we will discuss items such as identifying system problems vs. provider billing issues; How to and how quickly can you fix a system problem; Daily reports that need your attention; How to deal with hospital and ED billing; Lessons learned since go live date for MCO

**SPEAKERS:** Beth Brown, Claims Manager, Partners Behavioral Health Management  
Paul Tax, Claims Manager, Smoky Mountain Center  
Lisa Sullivan, Claims Manager, Alliance Behavioral Healthcare

**SESSION OBJECTIVE:** Attendees to gain knowledge of claims billing functions for the MCOs

**TARGET AUDIENCE:** MCOs and Providers

**Track 2**

**SESSION: ICF-I/DD In The MCO World**

**SPEAKERS:** Rubicon, Providers, & MCO Partners

**DESCRIPTION:** Join your fellow MCO colleagues, Provider representatives, and Rubicon for a discussion about the ins and outs of service authorization in the MCO world. The panel will discuss Level of Care, Service Authorization

Requests, Admission decisions, and other topics of interest. Attendees will come away from the session with a better understanding of some of the most important aspects of ICF-I/DD matters in the MCO world.

**SESSION OBJECTIVE:** Attendees will develop a better understanding of some of the most important aspects of ICF-I/DD matters in the MCO world.

**TARGET AUDIENCE:** I/DD Providers, MCOs

### Track 3

**SESSION:** **PART 2- Ethical Standards For Professionals**

**SPEAKER:** Robert Werstlein, Ph.D., Licensed Psychologist Training Director, Daymark Recovery Services

**DESCRIPTION:** Staff is confronted with ethical decisions in all aspects of what they do. The training will involve an in depth review of NC Administrative Code, title 21 Occupational licensing boards, Chapter 68, Certification Board for Substance Abuse Professionals.

**SESSION OBJECTIVE:** Through this training, participants will learn the comparisons and contrasts of Ethical Standards of all professionals to include social work, counseling, psychology, marriage and family therapy, and substance abuse.

**TARGET AUDIENCE:** Direct Care Providers, LME/MCO staff and those wishing to obtain CEU hours

**\*CEU Hours Offered:** When attended in conjunction with Ethical Standards For Professionals-Part I, NCSAPPB has approved these combined sessions (Part 1 and Part 2) for 3 hours-Ethics Substance Specific (SS) Skills. The session is also approved by the National Board of Certified Counselors. To be eligible to obtain these hours and receive your certificate for attendance, you **MUST** attend both Part 1 and Part II. No credit will be given for partial attendance.

### Track 4

**SESSION:** **Maintaining Consumer's Records: What You Need To Know Before You Scan Medical Records and Requirements For Retaining Consumer Records.**

**SPEAKERS:** Tom Vincent, Supervisor for Local Records Unit, Division of Archives and History  
Carie Chesarino, Records Management Analyst, Department of Cultural Resources  
Emily Hanna, Records Management Analyst, Department of Cultural Resources

**DESCRIPTION:** This session will provide you valuable information regarding scanning of medical records and retaining medical records. This session will provide the groundwork for implementing a scanning program in your local government office. Through this workshop you will learn how to balance the advantages of scanning against the obligations for preservation. Find out how to remain in compliance with the Department of Cultural Resources' standards for committing to maintain public records in electronic form.

In addition, this session will cover the requirements providers are obligated to follow by North Carolina law to manage the public records in their office. This session will cover public records laws, records management, and using the Records Retention and Disposition Schedule. Learn how to navigate the Department of Cultural Resources' schedule along with the Department of Health and Human Services' funding-based retention requirements.

**SESSION OBJECTIVE:** Participants will be able to identify the requirements for scanning of medical records and the regulations regarding the retention of medical records.

**TARGET AUDIENCE:** LME/MCOs and Providers

4:30 P.M. – 5:30 P.M. – NETWORKING SESSIONS  
(Choice Of 2 Networking Sessions)

**Track 1**

**SESSION:**            **MCO Networking**

**DESCRIPTION:** Come join other MCOs staff and discuss issues, questions, challenges you are facing as a MCO. Come network with other MCOs to share experiences or share questions you may have. In addition, help the Planning Committee identify topics that would meet your training needs for Fall 2013 conference. Do you know of topics and speakers that you would like to see on the Fall 2013 agenda?

**Track 2**

**SESSION:**            **Provider Networking**

**DESCRIPTION:** Come take advantage of this opportunity for an open forum discussion of the latest challenges and issues affecting Providers. Come network with other Providers to share your questions and experiences. In addition, help the Planning Committee identify topics that would meet your training needs for Fall 2013 conference? Do you know of topics and speakers that you would like to see on the Fall agenda?

8:30P.M. – 10:30 P.M.    **HOSPITALITY SUITE** –Room 331 North Tower Sponsored Event  
“Visit with friends and meet new NC TIDE participants”  
“Come, relax and visit with other participants. Make new friendships and partnerships.”

**TUESDAY- April 30, 2013**

7:30 – 8:30 A.M.            **CONTINENTAL BREAKFAST- Azalea**  
Exhibitor Sponsored Event

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

**8:30 A.M. – 10:00 A.M. – BREAKOUT SESSIONS**  
(Choice Of 4 Breakout Sessions)

**Track 1**

**SESSION:**            **DOJ Settlement- Transitions To Community Living**

**SPEAKER:**           Jessica Keith, Division of Medical Assistance

**DESCRIPTION:** This session will provide the participants information on The State of North Carolina’s settlement agreement with the United States Department of Justice (USDOJ) on August 23, 2012. The purpose of the agreement is to assure that persons with mental illness are allowed to reside in their communities in the least restrictive settings of their choice. The agreement is the end product of over a year of negotiations between the State and the USDOJ.

**SESSION OBJECTIVES:** Participants will learn the method and process that The Department began to implement the agreement through the Transitions to Community Living Initiative and the following six primary components:

- In Reach and Transition
- Diversion
- Housing
- Supported Employment
- Assertive Community Treatment

- Quality Management

**TARGET AUDIENCE:** Private Providers, MCO Care Coordinators, Consumers and Family Members

## Track 2

**SESSION:** I/DD Care Coordination – Success And Challenges

**SPEAKER:** Rose Burnette, I/DD Clinical Director, ECBH MCO

**DESCRIPTION:** ECBH staff will share how I/DD care coordination is being delivered across 19 counties in the East, using a telephonic model, including lessons learned in the last year, successes and challenges related to the Innovations Waiver.

**SESSION OBJECTIVES:**

1. Understanding the new business of Care Coordination;
2. Understanding the IDD Telephonic Model;
3. Understanding the successes of Care Coordination related to the Innovations Waiver;
4. Understanding the challenges of Care Coordination related to the Innovations Waiver

**TARGET AUDIENCE:** I/DD Care Coordinators, MCOs, Providers

## Track 3

**SESSION:** The UB 04 Demystified (claim forms used by facilities)

**SPEAKER:** Jessica Schmor, Executive Director, Amenity Consulting, LLC

**DESCRIPTION:** This session will provide a brief overview of critical fields on the UB04

**SESSION OBJECTIVE:** Participants will be able to identify critical fields on the UB04 and resources they can go to get additional information.

**TARGET AUDIENCE:** Claims staff, clinical review staff, anyone interested in learning about the Universal Bill

## Track 4

**SESSION:** PART 1 - Managing Stress And Preventing Burnout In Public Sector Mental Health/ Substance Abuse Service Provision

**SPEAKER:** Robert Werstlein, Ph.D., Licensed Psychologist Training Director, Daymark Recovery Services, Inc.

**DESCRIPTION:** This training will focus on assisting attendees in the identification of individual specific and general factors leading to their job stress in the public sector. Numerous strategies will be reviewed and discussed to support staff to implement in their own lives so as to effectively manage stress and prevent job burnout.

**SESSION OBJECTIVE:** Participants will learn to identify specific & general factors leading to job stress. Participants will review and discuss strategies to assist in effectively managing stress and preventing job burnout.

**TARGET AUDIENCE:** Any participant working in Public Sector MH/DD/SA service provision

**\*CEU Hours Offered:** When attended in conjunction with Managing Stress And Preventing Burnout In Public Sector Mental Health/Substance Abuse Service Provision- Part 2, NCSAPPB has approved these combined sessions (Part 1 and Part 2) for 3 hours-General Skills Building (GSB). The session is also approved by the National Board of Certified Counselors. To be eligible to obtain these hours and receive your certificate for attendance, you MUST attend both Part 1 and Part II. No credit will be given for partial attendance.

**10:00 A.M. – 10:30 A.M.**

**BREAK: EXHIBITOR VISITATION-Azalea**

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

**Track 1**

**SESSION:** **IMD (Institution For Mental Disease) Determination Process**

**SPEAKER:** Sandra Terrell, Assistant Director for Clinical Policy and Programs

**DESCRIPTION:** The Centers for Medicare and Medicaid (CMS) instructed DHHS to gather and review information about adult care homes and their residents to determine whether any of the adult care homes in North Carolina met the IMD definition. This session will provide participants with information about the determination process, transition plans for the residents, and detail about the determination process.

**SESSION OBJECTIVE:** Session participants will be able to identify steps taken in the IMD determination and outcomes of the reviews.

**TARGET AUDIENCE:** Private Providers, MCO staff and Care Coordinators, Families and Consumers

**Track 2**

**SESSION:** **IBNR Revisited: Educating The Board On The Big Accrual**

**SPEAKERS:** Niels Eskelsen, CBO, Partners BHM  
Susan Lackey, Financial Analyst Director, Partners BHM

**DESCRIPTION:** This session is based on a presentation given to the Partners BHM Finance Committee. The presenter will review different ways to calculate Incurred But Not Reported (IBNR) claims service costs and discuss the pro and cons of each methodology.

**SESSION OBJECTIVES:** Participants will learn different methods for estimating the timing difference between when a service is provided and when the claim is recognized as a liability to the organization. As the largest liability on most MCO balance sheets, it is a specific audit issue. The month to month variance in the calculation of the IBNR may be a significant factor in month to month swings in MCO net income. Adopting an IBNR methodology that accurately estimates outstanding claims liability is mission critical to understanding the MCOs financial health and projected service cost expense.

**TARGET AUDIENCE:** MCO Management Staff, Board Members, and any other interested parties.

**Track 3**

**SESSION:** **MH/SU Care Coordination – Being Innovative To Make An Impact**

**SPEAKER:** Nancy Cleghorn, MH/SU Care Coordination Director, ECBH  
Jackie Beck, MH/SU Care Coordinator Manager, ECBH

**DESCRIPTION:** ECBH staff will share how care coordination is being delivered across 19 counties in the east, lessons learned in the last year, and new ways to decrease crisis and emergent service use.

**SESSION OBJECTIVES:**

1. Understanding the new business of Care Coordination;
2. Explore decision making by data; and
3. Integrating the system of care and recovery services

**TARGET AUDIENCE:** LME/MCO staff, Providers

**Track 4**

**SESSION:** **PART 2 - Managing Stress And Preventing Burnout In Public Sector Mental Health/ Substance Abuse Service Provision**

**SPEAKER:** Robert Werstlein, Ph.D., Licensed Psychologist Training Director, Daymark Recovery Service, Inc.

**DESCRIPTION:** This training will focus on assisting attendees in the identification of individual specific and general factors leading to their job stress in the public sector. Numerous strategies will be reviewed and discussed to support staff to implement in their own lives so as to effectively manage stress and prevent job burnout.

**SESSION OBJECTIVE:** Participants will learn to identify specific & general factors leading to job stress. Participants will review and discuss strategies to assist in effectively managing stress and preventing job burnout.

**TARGET AUDIENCE:** Any participant working in Public Sector MH/DD/SA service provision

**\*CEU Hours Offered:** When attended in conjunction with Managing Stress And Preventing Burnout In Public Sector Mental Health/Substance Abuse Provision-Part 1, NCSAPPB has approved these combined sessions (Part 1 and Part 2) for 3 hours-General Skills Building (GSB). The session is also approved by the National Board of Certified Counselors. To be eligible to obtain these hours and receive your certificate for attendance, you **MUST attend both Part 1 and Part II. No credit will be given for partial attendance.**

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).

<b>1:30 P.M. – 3:00 P.M. – BREAKOUT SESSIONS (Choice of 4 Breakout Sessions)</b>
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**Track 1**

**SESSION:** **Consolidated Personal Care Services (PCS)**

**SPEAKER:** Sabrena Lea, Chief, Home and Community Care Section, Division of Medical Assistance

**DESCRIPTION:** On January 1, 2013 The Medicaid Clinical Coverage Policy 3L became effective. This session will outline the description of PCS, eligibility requirements, assessment tools, and implementation rules for the provision of the service.

**SESSION OBJECTIVE:** Participants will become familiar with the definition of PCS, Assessment tools and gain knowledge to assist consumers in this process.

**TARGET AUDIENCE:** Private Providers, MCO Staff and Care Coordinators, Families and Consumers

**Track 2**

**SESSION:** **You Are A MCO, Now What: What To Expect The First Year In The Clinical Functions**

**SPEAKERS:** Christina Carter, Chief Operations Officer, Smoky Mountain Center  
Cindy Ehlers, Assistant Director- Clinical Operations, East Carolina Behavioral Health

**DESCRIPTION:** A journey that many LMEs began almost a decade ago and we have now finally arrived at our destination: Statewide implementation of the 1915(b) and (c) waivers. This environment presents a unique set of opportunities and challenges for the LME/MCOs. This session will provide insight from lessons learned in the clinical areas for those MCOs that are just getting started, including what MCO's can expect to see in the first year of implementation. Two different MCO perspectives on things to look out for on the clinical side of this new environment and clinical interventions they have implemented in Utilization Management. Presenters will also "forecast" things that might be issues for MCO's in the future based on their experiences thus far. Time will be allowed for questions from participants.

**SESSION OBJECTIVE:** Participants will have knowledge of lessons learned from MCOs in the clinical areas and clinical interventions these MCOs have implemented in Utilization Management.

**TARGET AUDIENCE:** MCOs, Providers

### Track 3

**SESSION:** **DMH Financial Reporting And Local Business Plan Development Tools**

**SPEAKER:** Kent Woodson, Financial Analyst, Division of MH/DD/SAS

**DESCRIPTION:** Change has been a constant theme for North Carolina in the treatment of MH/DD/SAS, unfortunately as radically as treatment and organizations have changed over the past decade, the reporting templates have remained largely static. This session goes over the evolution of state reporting requirements as the DMH/DD/SAS embraces a more data-centric view of LME/MCO financial health and efficiency. This session will give insight and receive feedback from LME/MCO staff and how to make the process of reporting easier and accessible. Additionally, this session will present a blueprint for how this information will be utilized by the Division in the assessment of LME/MCOs adherence to legislative requirements, and track financial health as LMEs transition to managed care.

Changing requirements for LME-MCO reporting to the state make this session a must for those LME-MCO staff filling out financial reports or working on the submission of the local business plan in SFY14.

**SESSION OBJECTIVE:** Participants will be able to identify the changing requirements for the LME/MCO reporting requirements and how the information will be utilized by the Division in the assessment of LME/MCOs adherence to legislative requirements and track financial health as LMEs transition to managed care.

**TARGET AUDIENCE:** LME/MCOs

### Track 4

**SESSION:** **Part 1- Criminal Conduct And Substance Abuse Treatment: Strategies For Self Improvement And Change**

**SPEAKER:** Robert Werstlein, Ph.D. Licensed Psychologist Training Director, Daymark Recovery Services, Inc.

**DESCRIPTION:** Staff will be oriented to Criminal Conduct and Substance Abuse Treatment: Strategies for Self Improvement and Change by Kenneth Wanberg and Harvey Milkman. This CBI curriculum is divided into three phases, 1. Challenge to Change, 2. Commitment to Change, and 3. Taking Ownership of Change.

**SESSION OBJECTIVE:** Participants will gain knowledge of the three phases of Criminal Conduct and Substance Abuse Treatment: Strategies for Self Improvement and Change by Kenneth Wanberg and Harvey Milkman.

**TARGET AUDIENCE:** Direct Care Providers, LME/MCO staff and those wishing to obtain CEU hours

**\*CEU Hours Offered:** When attended in conjunction with Criminal Conduct And Substance Abuse Treatment: Strategies For Self Improvement And Change-Part 2, NCSAPPB has approved these combined sessions (Part 1 and Part 2) for 3 hours-General Skills Building (GSB). The session is also approved by the National Board of Certified Counselors. To be eligible to obtain these hours and receive your certificate for attendance, you MUST attend both Part 1 and Part II. No credit will be given for partial attendance.

**3:15 P.M. – 4:45 P.M. – BREAKOUT SESSIONS**  
**(Choice of 4 Breakout Sessions)**
**Track 1**

**SESSION:**        **Using A Carrot When You Don't Have A Stick**

**SPEAKERS:**     Mel Crocker, Retiree-State of NC  
                          Kim Newsom, Human Resources Consultant

**DESCRIPTION:** “Supervisory Accountability Without Hiring and Firing Authority”. Do your job responsibilities include oversight for someone else’s work performance where you do not have any authority to hire, conduct their performance evaluation, discipline or fire them? In today’s organizations, often times, employees need to influence the work performance of others without having traditional personnel authority. If you face this situation, join us for this session designed to take a look at how you address your approach and strategies to obtain maximum results. Whether you serve as a MCO provider monitor/evaluator, compliance officer/specialist, finance/human resources staff member, quality assurance specialist, safety and risk manager or some other unique role, including a State program consultant, this session is for you. We will discuss some common sense ideas and proven strategies to improve your success given this necessary but unusual work relationship to influence performance while not being the direct supervisor. This is an opportunity for you to bring questions with you for discussion purposes.

**SESSION OBJECTIVES:**

1. Explore the concept of Functional Supervision;
2. Contrast theories of functional supervision with direct line supervision/management;
3. Seek group input on issues/concerns that arise in the work setting regarding managing work of those they do not directly supervise;
4. Present and discuss some practical suggestions on how to positively influence the performance of someone not directly supervised by the individual;
5. Respond to and address questions/situations presented by those in attendance.

**TARGET AUDIENCE:** Anyone whose job assignment includes monitoring/managing performance outcomes of someone they do not have authority to hire, discipline, or fire. This may include but not be limited to MCO provider monitor/evaluators, compliance officer/specialists, finance/human resources staff, quality assurance specialists, risk managers, and state program consultants.

**Track 2**

**SESSION:**        **NC TRACKS Updates And Information**

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

**DESCRIPTION:** This session will share the latest information about NCTRACKS, required LME system changes, and general system information.

**SESSION OBJECTIVES:**

1. Familiarize attendees with the new claims processing system that will be in place July 1, 2013,
2. Providers will understand the process and what information is important to report, etc.

**TARGET AUDIENCE:** LME/MCOs, Providers

**Track 3**

**SESSION:**        **Successful Models Of Care Coordination**

**SPEAKERS:**     Courtney Cantrell, DMA Behavioral Health Policy Manager  
                          Catharine Goldsmith, Children’s Behavioral Health Services Manager, Division of Medical Assistance  
                          Jamie Philyaw, Behavioral Health Program Manager, Community Care of Wake and Johnston Counties  
                          Christina Carter, Chief Operations Officer, Smoky Mountain Center



**DESCRIPTION:** Care coordination varies greatly across the state. DMA will present the contractual requirements for care coordination and explain the philosophy behind the care coordination requirements. Smoky Mountain Center and Community Care of Wake and Johnston Counties will each present their models of care coordination and discuss successes, challenges, and lessons learned.

**SESSION OBJECTIVE:** Participants will be informed of the contractual requirements for care coordination. In addition, participants will hear about difference models of care coordination, successes, challenges, and lessons learned.

**TARGET AUDIENCE:** LME/MCOs, Providers

#### Track 4

**SESSION:** Part 2- Criminal Conduct And Substance Abuse Treatment: Strategies For Self Improvement And Change

**SPEAKER:** Robert Werstlein, Ph.D. Licensed Psychologist Training Director, Daymark Recovery Services, Inc.

**DESCRIPTION:** Staff will be oriented to Criminal Conduct and Substance Abuse Treatment: Strategies for Self Improvement and Change by Kenneth Wanberg and Harvey Milkman. This CBI curriculum is divided into three phases, 1. Challenge to Change, 2. Commitment to Change, and 3. Taking Ownership of Change.

**SESSION OBJECTIVE:** Participants will gain knowledge of the three phases of Criminal Conduct and Substance Abuse Treatment: Strategies for Self Improvement and Change by Kenneth Wanberg and Harvey Milkman.

**TARGET AUDIENCE:** Direct Care Providers, LME/MCO staff and those wishing to obtain CEU hours

**\*CEU Hours Offered:** When attended in conjunction with Criminal Conduct And Substance Abuse Treatment: Strategies For Self Improvement And Change-Part 1, NCSAPPB has approved these combined sessions (Part 1 and Part 2) for 3 hours-General Skills Building (GSB). The session is also approved by the National Board of Certified Counselors. To be eligible to obtain these hours and receive your certificate for attendance, you **MUST** attend both Part 1 and Part II. No credit will be given for partial attendance.

5:00 – 6:50 P.M. **HOSPITALITY SUITE** –Room 331 North Tower, Sponsored by Exhibitors  
*“Visit with friends”*

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

8:30 – 12:30 A.M. **ENTERTAINMENT** – Join our favorite DJ as he spins our favorite tunes to dance to or to just listen.  
Sponsored by Exhibitors

### WEDNESDAY – MAY 1, 2013

7:45 – 8:45 A.M. **CONTINENTAL BREAKFAST-Azalea**

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

### 8:45 A.M. – 10:15 A.M.- BREAKOUT SESSION (Choice of 2 Breakout Sessions)

#### Track 1

**SESSION:** Medicaid Coverage Of The New 2013 CPT Codes

**SPEAKER:** Bert Bennett, MH/SA Policy Consultant, Division of Medical Assistance

**DESCRIPTION:** January 1, 2013, required a significant change in behavioral health outpatient coding. This presentation will review Medicaid's coverage of these codes and policies related to use of these codes. We will also briefly review other existing therapy and testing codes along with their billing requirements.

**SESSION OBJECTIVE:** Participants will be able to identify the changes in the behavioral health outpatient coding and the policies related to the use of these codes.

**TARGET AUDIENCE:** Providers, LME/MCOs

## Track 2

**SESSION:** **Budgeting For Service Costs- A Cross Functional Responsibility**

**SPEAKER:** Niels Eskelsen, MBA, CBO Partners BHM

**DESCRIPTION:** This session will explore different ways to develop your service cost budget. Budgeting is often considered a finance driven process, however, in the Managed Care environment, it should take on a strong cross-functional process that includes clinical and provider relations management. We will discuss how to structure the process of how to develop a cross functional service budget.

**SESSION OBJECTIVE:** Participants should understand the process of developing a cross functional service budget and have basic tool to start implementing it in their own MCOs.

**TARGET AUDIENCE:** MCO, Providers and others that are interested in projecting service costs in their organizations.

## Track 3

**SESSION:** **Gold Star Provider Monitoring Process**

**SPEAKER:** Patrick Piggott, Chief of Behavioral Health Review Section-Program Integrity Unit, Division of Medical Assistance

**DESCRIPTION:** This session will discuss the Gold Star Provider Monitoring Process. This session is being developed. Please continue to check [www.nctide.org](http://www.nctide.org) for the exact session specifics.

**SESSION OBJECTIVE:** Participants will hear the latest regarding the Gold Star provider monitoring process.

**TARGET AUDIENCE:** Providers, LME/MCOs

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

## CLOSING SESSION

**SESSION:** **Achieving Responsible Change By Moving In The Same Direction**

**SPEAKERS:** Kelly Crosbie, Assistance Director for Behavioral Health Services, Division of Medical Assistance  
Jim Jarrard, Acting Director, Division of MH/DD/SAS

**DESCRIPTION:** North Carolina continues on a path of evolution and behavioral healthcare reform as new leaders work diligently to ensure refinement of behavioral healthcare services through partnership, collaboration, and innovation while maintaining a focus on customer service and cost efficiency. There is an inherent responsibility on realizing that providers, MCO's, consumers, and families are affected by the decisions and outcomes. Such being the case, we must be ever mindful of the impact of the decisions we make. In this session, representatives from DMA and the Division of MH/DD/SAS will partner to discuss the importance of efficiency, effectiveness, integrity and outcomes that will yield better access, better quality and better service provision in behavioral healthcare to achieve the best possible outcomes for the individuals we serve, as well as provide updates from each of their respective Divisions including the upcoming legislative agenda.

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

**NOTE: Daymark Recovery Services is a NBCC-Approved Continuing Education Provider (ACEPTM) and a cosponsor of this event/program. Daymark Recovery Services may award NBCC-approved clock hours for events or programs that meet NBCC requirements. Sessions for which NBCC-approved clock hours will be awarded are identified in the conference program. The ACEP maintains responsibility for the content of this event.**

**NC TIDE  
2013 FALL CONFERENCE**

**CROWNE PLAZA TENNIS AND GOLF RESORT**

**ASHEVILLE, NC**

**NOVEMBER 3, 2013-NOVEMBER 6, 2013**

