

NBH News

Fall 2006

Mission:

To provide a comprehensive array of superior behavioral health services that support safe, successful, and self-sufficient lives throughout our twelve counties.

Northeast Behavioral Health

Happy Holidays

NBH staff would like to wish all of our Providers Happy Holidays and to thank you for the quality of care you give to Medicaid clients in the counties served by Northeast Behavioral Health.

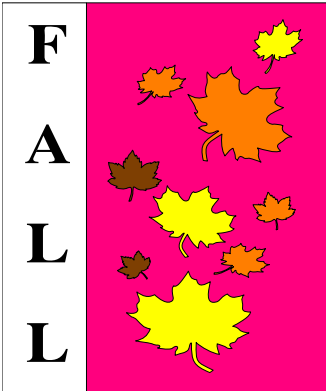
New Consumer Handbooks

NBH will be mailing new Consumer Handbooks this month. Every year, the State reviews the Consumer Handbook and request that NBH make appropriate updates and changes.

You may destroy any copies of the handbooks you currently have. All Medicaid eligible clients will receive the new handbook in the mail. However, we ask that you offer the new handbook to new clients, in case they have not received a copy.

If social services do not have a current address, NBH will not have a current address. We are committed to getting the mental health benefit information to all the consumers who live within the twelve counties that NBH serve.

The Spanish version of the handbook will also be available soon. If you need additional copies of the handbooks, please call NBH at 970-347-2366.



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Early Periodic Screening Diagnosis & Treatment

The State of Colorado has a program called EPSDT. For clients under 21 years of age, Providers are required to ask the client or the clients guardian if the client has a primary care provider and if they are receiving health screens. If they are not, they may qualify for the EPSDT program, which is a federal program that requires States to assist clients in getting these services. For more information, Providers may contact NBH for the name and phone number of the EPSDT coordinator in their county. In the next issue of this newsletter, NBH will have additional information on this program.

Creating Cultural Competency

The September 2006 issue of the American Psychological Associations' flagship journal, the *American Psychologist*, contained an article which highlighted many different aspects of multiculturalism. One aspect involved the defining "cultural competency" as it pertained to therapy and the authors used the following three-part model*:

1. **Self-Awareness:** Being a culturally competent therapist involves active exploration about one's personal and culturally inherited understanding of the world.

2. **Knowledge:** Being culturally competent requires obtaining both *general* and *specific* knowledge. General knowledge refers to the basic principles of discrimination, prejudice, and oppression. Specific knowledge refers to historical and cultural issues pertaining to different groups of people.

3. **Skills:** A culturally competent therapist actively develops and practices specific intervention strategies

when working with a client culturally different.

It is NBH's desire to maintain a culturally competent provider network and towards that end, NBH has created a cultural competency committee. We would welcome any feedback or ideas you have for us. Please contact Julie Kellaway (970-347-2315 or julie.kellaway@northeastbho.org)

*Fowers, B.J. and Davidov, B.J. (2006). "The virtue of multiculturalism: Personal transformation, character, and openness to the other." *American Psychologist*, 61 (6), 581-594.

Practitioner Satisfaction Survey

NBH recently conducted a Practitioner Satisfaction Survey. We had a response rate of fifty percent which is an exceptional response to any survey. The NBH Quality Improvement and Utilization Departments would like to thank all Providers who took the time to respond. NBH will continue to accept surveys if

there are Providers who have not yet responded. The results of the survey will be published in next quarter's newsletter.

NBH takes the Quality of our Customer Service very seriously and welcome all feedback whether positive or negative.

There were some questions regarding the electronic CCAR, Forms, and Claims submissions.

Since the surveys were anonymous and did not include the individual's names, if you did have feedback or problems with any of our electronic systems, please contact Jason Brokaw at 970-347-2307 or via email at jason.brokaw@northeastbho.org

Advanced Directives – New State Requirement

NBH contracts with the Department of Health Care Policy and Financing (HCPF). The contract includes an expectation that all Medicaid Providers inquire as to whether or not an adult consumer/client has Advanced Directive and to offer, with consumer consent, to place a copy in the clinical record.

Advanced Directives are written instructions, recognized under State law, relating to the making of medical treatment decisions and the provision of health care when, or if, an individual is incapacitated.

If an adult consumer requests additional information about

Advanced Directives, please refer them to the Medicaid Consumer Handbook or the Advanced Directives brochures.

As always, we appreciate your assistance in supporting the treatment and recovery of our Members.

Provider Directory on NBH Website – www.northeastbho.org

The NBH website includes a Provider Directory. Please make sure that **your information is correct** as listed if you have not already done so.

Electronic Forms and Forms Submission

NBH has added a new section to our website called Provider Login. To use NBH forms, please make sure you have the most recent version of Adobe Reader, as older versions are not always compatible with this process; a link to this can be found on our homepage. To get set up in this system please contact Jason Brokaw at jason.brokaw@northeastbho.org or 970-347-2307.

Step 1: Go to www.northeastbho.org and click on Provider Login. It will take you to a page prompting you for a password. Use the password provided to you when you are set up on the system and click login. This will take you to the list of displayed forms.

Step 2: From the list of displayed forms, choose the form that needs to be completed and submitted to NBH. At this point you may end up with various amounts of pop-up windows depending on your system, say yes to these.

Step 3: Once the blank form has loaded select both Highlight Fields and Highlight Required Fields, by clicking the boxes (these can be found in the upper right corner in the yellow bar). With these options turned on, areas that you can type into are colored a light blue and sections that are required by NBH to be submitted are outlined in red.

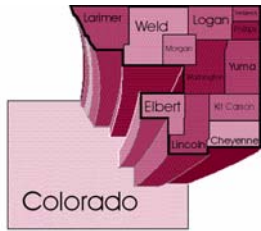
Step 4: Once you have filled in any applicable data, you should print a copy for your records. This is done the same as in any other application by going to File and then down to Print or by clicking on the Print Form button in the yellow bar to the left of the Highlight Fields and Highlight Required Fields check boxes.

- *****Optional***** At this point you may want to save a copy of your form to your hard drive. Click the Save Form button and select where you would like to save this form and what you want to name it. You will probably get an error saying that you may not save this, select ok and continue anyway, your form will be saved. The Save Form changes to a Green Download button, click this and it will allow you to save a copy of your form. You will also get a pop-up saying that you are downloading a blank form, this is in error, you are actually downloading the data you just typed in.

Step 5: When you select Submit, the application will first check to see if all of the required fields are filled in, if these have not been filled in, it will tell you Error: Required fields have not been completed. At this point if you have Highlight Required Fields check-marked, make sure that all fields highlighted in red have correct information in them. If you have saved your form, you will need to save it again. Then click submit.

If you have any difficulties with this process, please do not hesitate to call NBH. We will be happy to walk you through the process. We will also be training on the process at the electronic CCAR training sessions. You may use the form on page 2 if you would like to attend.





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Greeley, CO 80631

National Practitioner Identifier (NPI)

All Providers are required to sign up for a National Practitioner Identification Number by May 23, 2007. On May 23, 2007 practitioners will be required to use their NPI on all claim forms. This will apply to Medicaid claims as well as other managed care claims.

For more information, helpful websites are:
<http://www.cms.hhs.gov/NationalProvIdentStand/>
<https://nppes.cms.hhs.gov>
Or by calling the Enumerator at 1-800-465-3203
(TTY 1-800-692-2326)



Important Contact Information:

Consumer Affairs:
Carol Staples
970-347-2367

Outpatient Coordinator:
Pam Johnson
970-347-2375

Inpatient/Intensive Services:
Anne Mitchell
970-347-2282

Provider Relations:
Libby Goode-Grasmick
970-347-2360

Claims Information:
Sylvia Job
970-347-2379

CCAR Coordinator:
Jason Brokaw
970-347-2307

OR Toll-free 888-296-5827