

Spring 2006

NBH News

Northeast Behavioral Health

Mission:

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



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New NBH website

The NBH website is up and running. The website has information for consumers and providers. The Consumer Handbook, Provider Manual, forms, and many other items are on the site. Please feel free to familiarize yourself with the site and the resources that it offers. The site includes an online Provider Directory. **Please make sure that your information is correct as listed.** The Provider Login section will allow providers to submit forms to NBH directly via the internet. If

you have any comments or questions about the site, corrections that need to be made to the Provider Directory, or need to be set up to access the Provider Login portion of the website, please contact Jason Brokaw at: jason.brokaw@northeastbho.org.

The NBH web address is: www.northeastbho.org.

Dam Johnson joins NBH

Pam Johnson has joined NBH as our Outpatient Services Coordinator.

Pam is an RN with over 33 years experience in counseling, supervision, administration and program development.

Pam plays 6 string and bass guitar. She also volunteers at Abbi's Pet Emporium where she adopted her Jack Russell Terrier puppy, Betty Boop.

Pam is excited about the potential of her position with NBH and is looking forward to working with each of you in our Provider Network.

Rate Increase for Private Providers

The NBH Board of Members and Managers voted to increase the rates for outpatient services effective July 1, 2006. You may have noticed that your authorizations end on 6/30/06 and begin again on 7/1/06 for this reason. You will receive an update to your contract with the new rates in May. If you have any questions, please call NBH at 970-347-2366.



Training: Electronic CCAR and Forms

In preparation for the new 2006 CCAR coming out July 1st, NBH will be providing training for both the new CCAR form itself as well as training on our electronic CCAR submission system with InNet. We will be offering 5 different training sessions. At the end of the CCAR training, NBH will give a short presentation on using our new electronic forms.

June 7th in Greeley, at North Range Behavioral Health,
1306 11th Avenue, Downstairs Conference room from 2:00pm – 4:30pm

June 14th in Limon, at Plains Medical Center from 10:00am – 12:30pm

June 21st in Fort Collins, at Larimer Center for Mental Health,
525 West Oak Street, Downstairs Conference room from 10:00am - 12:30pm

June 27th in Greeley, at North Range Behavioral Health,
1306 11th Avenue, Downstairs Conference room from 9:30am – 12:00pm

June 29th in Fort Collins, at Larimer Center for Mental Health,
525 West Oak Street, Downstairs Conference room from 2:00pm – 4:30pm

While the State is not requiring providers to attend CCAR training, they are highly recommending that providers, who provide Medicaid services, attend. In the future incorrect CCAR submissions or the lack of a CCAR may result in delays or holds in processing your claims. If you would like to attend one of these trainings, please RSVP to Jason Brokaw at either 970-347-2307 or jason.brokaw@northeastbho.org in the format below.

Provider Name or Facility Name: _____

Training date interested in attending: _____

Names of people attending: _____

If you would prefer to attend a training being held in the Denver/Boulder area please let me know and I can provide times that InNet will be doing trainings in that area.

A light snack will be provided.



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.



Using the SAMHSA Toolkits: Illness Management and Recovery

In development through grants and pilot programs for more than seven years, SAMSHA has completed the first of eight toolkits to assist mental health practitioners to use evidence-based practices with their consumers. The first toolkit on Management and Recovery is divided into 10 Chapters with an explanation about the tools, specific Practitioner Guidelines, and corresponding Educational Handouts/Work Sheets for each tool for consumers and their family members/supporters. The handouts are not meant to be used alone, but rather used in conjunction with teaching strategies outlined in the Practitioner Guidelines selected by practitioners to work with consumers.

This article outlines Chapters Six through Ten and describes the modules. Chapters One through Five were covered in the Winter 2005 Newsletter. You can access all these modules on-line at

www.mentalhealthpractices.org and general information about several evidence-based practices toolkits at www.mentalhealth.samhsa.gov/cmhs/communitysupport/toolkits/

Compliance

Northeast Behavioral Health and its owner/member Community Mental Health Centers have developed and formally adopted plans to create a culture of compliance to ensure that our work is done in an ethical and legal manner. Compliance for us falls within the scope of six principles: legal, business ethics, confidentiality, conflicts of interest, business relationships, and protection of assets.

You, as an employee of NBH or a Mental Health Center or a private provider for NBH, have an important contribution to make in *fulfilling our obligation to observe the laws and public policies affecting business and to deal fairly with consumers, providers, employees/contractors, vendors, and third parties.* You are not only responsible to comply with

Chapter Six: Using Medication Effectively is a module about medications and how they contribute to the recovery process. It encourages a discussion about medications, side effects, and informed decision making, including strategies to help people take medication. Handout #5 has information about specific medications and worksheets to assist consumers.

Chapter Seven: Reducing Relapses is a module that helps people examine their previous experience with relapse in order to develop a relapse prevention plan. This is similar to a portion of the WRAP (Wellness Recovery Action Plan). Handout #6 has worksheets and examples of a Relapse Prevention Plan.

Chapter Eight: Coping with Stress is a module that helps people recognize different types of stress and to identify the signs that they are under stress (similar to portions of WRAP). Coping strategies and practice are included which can decrease distress and increase ability to manage illness. Handout #7

for consumers includes suggestions and worksheets.

Chapter Nine: Coping with Problems and Symptoms is a module that helps people identify problems that they are experiencing, and teaches two approaches for dealing with the problems: a step-by-step method for solving problems and coping strategies for dealing with specific symptoms or problems. Handout #8 has situations with suggestions, check lists, and strategies to help consumers choose a course of action.

Chapter 10: Getting Your Needs Met in the Mental Health System provides an overview of the mental health system, programs and services commonly offered in community mental health centers, benefits, community self-help, advocacy and other resources. It provides strategies to help consumers advocate for themselves. Handout #9 includes information, checklists and strategies.



legal and ethical standards, you are responsible to report any suspected violation of any applicable laws, regulations, ethical standards, or NBH or Center policies.

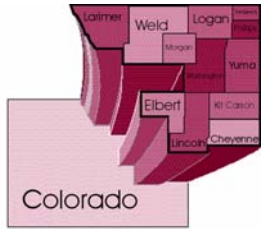
Reporting

Employees/contractors may report incidents directly to the NBH either verbally or in writing. Verbal reports may be made in person or by telephone. Written reports may be mailed, faxed, or e-mailed to the Compliance Coordinator. The employee/contractor may identify him/herself or remain anonymous. Every attempt will be made to keep the employee's/contractor's identity confidential unless he/she gives permission or requests that his/her identity be revealed through the process of investigation. It is recognized that the direction of an

investigation may lead inevitably to identification of the reporter.

Failure to report a known compliance issue is a violation of NBH policy and will subject an employee/contractor to sanctions and possible termination where appropriate. No employee/contractor who reports a compliance issue in good faith will be subject to disciplinary action or punished in any way for making a report. Knowing submission of a false or misleading report will subject the reporting employee/contractor to sanction, including termination where appropriate.

Adhering to these requirements will demonstrate consistently that we act with absolute integrity in the way we do our work.



Northeast Behavioral Health

1306 11th Avenue
Greeley, CO 80631

Authorization Process Change

In the past, when a provider requests an initial authorization they are given an intake and one individual session. NBH has decided to change the process and issue an intake and 3 individual sessions for the first authorization. The authorization will still expire one month from the date of intake, whether all sessions are used or not. This allows the provider one month to submit the Intake, CCAR, and Service Plan.



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