

Summer 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.



### NBH Practice Guidelines

NBH has two new Practice Guidelines. The topics for the Practice Guidelines are ADHD and Mood Disorders. NBH will be distributing the Practice Guidelines throughout the month of September and will welcome feedback from our Provider Network.

NBH assembled a team of psychiatrist and licensed therapist to develop the Practice Guidelines. They researched many articles across the globe in order to

have the most up to date information.

The Practice Guidelines will also be reviewed by mental health center staff, consumers and family members.

The Practice Guidelines are not a set of rules that must be followed. They are a guideline to use and should be considered as standard procedures for care for clients with ADHD and Mood Disorders.

### Julie Kellaway joins NBH

Julie Kellaway has joined NBH as our Assistant Director of Quality Assurance. Julie is finishing her Ph.D. at Colorado State University in counseling psychology and has strong research background.

She lives in Loveland with her husband of 10 years and 7-year-old daughter, and takes care of three mean little fish, two slobbery (but sweet) Basset Hounds, a black-and-white cat and an aquatic turtle. In her free time, Julie reads contemporary fiction, studies historical theology and does the laundry.

### Inside this issue:

NBH Practice Guidelines	1
Julie Kellaway joins NBH	1
Continuity of Care with Medical Providers	1
CCAR News	2
Emergency Call Coverage	2
Ombudsman	2
Electronic Forms and Forms Submission	3
National Practitioner Identifier	4
Contact Numbers	4

### Continuity of Care with Medical Providers

In an annual audit from the State of Colorado an identified area of deficiency was reported. Providers are required to make contact and DOCUMENT efforts to coordinate care with medical provider(s) who are involved in treatment with your client. Please make sure that you are not only coordinating your care but that you have documented notes in your charts that display this coordination.

## Electronic CCAR and Paper CCAR Forms

NBH has an electronic CCAR available for all network Providers. In the past 2 months, NBH, in conjunction with our CCAR Technical Support Company, InNET, has offered 10 CCAR training sessions. If you are interested using the electronic CCAR please contact Jason Brokaw

at 970-347-2307 to find out when the next training will be available.

If you do not wish to use the electronic CCAR system, the new CCAR form is required as of July 1, 2006. The state of Colorado will no longer accept old forms and therefore NBH can not accept them. If we

receive old forms they will be returned and Providers will be asked to fill out a new form. NBH has mailed new CCAR forms to Providers who use the paper system. If you did not receive the new forms, please contact NBH and we send a copy out immediately.

## Contract Compliance - Emergency Call Coverage

All providers should be aware that NBH requires a call coverage provider be available when you are unavailable. It is acceptable to have a message on your voicemail directing your clients to call 911 if they are a danger to themselves or others. However, this is not the only call coverage you should have available on your voicemail. Also, you may not direct a client to call their nearest mental health center

or any other facility unless you have a contracted agreement with that center or facility agreeing they will cover your emergency calls. Your call coverage provider does not have to be an NBH network provider. The provider does have to have a valid Colorado license.

NBH will be conducting random phone calls next month to ensure that providers do have adequate call

coverage. If you do not return the auditors call within 15 minutes of a voice message being left, NBH will send a formal letter asking you to send in a corrective action plan. Your plan will need to state how you plan to provide emergency coverage in the future.

NBH will conduct random audit twice yearly.



## Ombudsman for Medicaid Managed Care

This is a reminder that all Medicaid providers are required to post information about the Ombudsman program conspicuously in their offices. On May 29, 2005, Governor Owens signed HB 05-1325 into law. The law requires the State Department of Healthcare, Policy and Finance (HCPF) to have a

Patient Representative Program in place for people who receive Medicaid mental health services. The purpose of the patient representative program is to address complaints and grievances. HCPF has designated the *Ombudsman for Medicaid Managed Care* to serve in this

capacity. NBH will be sending out additional copies of the Ombudsman handouts to Network Providers. You also have information on the Ombudsman on you Medicaid Posters. If you do not have these posters, please call Jason Brokaw at 970-347-2307 for copies.

## Provider Directory on NBH Website – [www.northeastbho.org](http://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](mailto:jason.brokaw@northeastbho.org) or 970-347-2307.

**Step 1:** Go to [www.northeastbho.org](http://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.

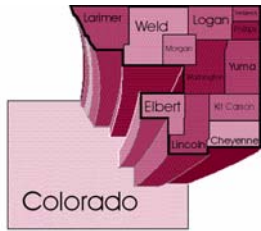
**Step 4:** Once you have filled in any applicable data, you should print a copy for your records. This is done the same as in any other application by going to File and then down to Print or by clicking on the Print Form button in the yellow bar to the left of the Highlight Fields and Highlight Required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



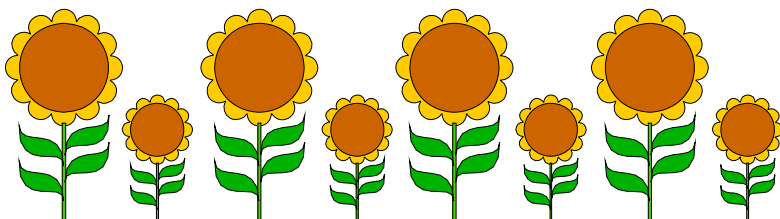


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## National Practitioner Identifier (NPI)

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