

Summer 2007

NBH News

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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Northeast Behavioral Health

New Timeline for 1st Appointment

Effective July 1, 2007, routine services shall be available within seven (7) business days. This requirement by the State changed from calendar days to business days.

Remember, you must offer the appointment within seven business days. If the client chooses not to be seen within that time frame, document why the client did not accept the appointment. Also, write the date the appointment is scheduled on the application for initial authorization.

Laurie Paquette joins NBH

Laurie Paquette has joined NBH as our Utilization Management Coordinator. Laurie is finishing her Psy.D. at the University of Northern Colorado in counseling psychology. She has a strong background working with children and families.

Laurie lives in Johnstown with her animal assisted therapy dog and two cats. In her free time, she likes to play tennis, work on her dissertation, read mysteries, and go for walks.

5th Annual Northeast Mental Health Consumer Meeting

The 5th Annual Northeast Mental Health Consumer Meeting was held on June 29, 2007 in Ft. Morgan. The meeting attracted the largest attendance ever: forty-three consumers, five staff from three community mental health centers, two Consumer Representatives, two NBH staff, three guests and four invited speakers.

Amy Smith, President of WECAN, a statewide consumer organization talked about her role as a consumer advocate at the State level. She emphasized the importance of consumers getting involved not only in directing their own recovery, but also getting informed about political and social issues that can change the lives of all consumers.

Three people from the Legal Center for People with Disabilities talked briefly about their advocacy role in the state and asked consumers to fill out a brief survey regarding their main legal concerns as consumers.

Julie Kellway, NBH Director of Quality Improvement, distributed and discussed the outcomes of the 2007 NBH Consumer Report Card and invited consumers to call her with any comments, concerns or input on future surveys.

Electronic CCAR Training

The next eCCAR training is scheduled for July 31, 2007 from 10:00 – 12:00 in the North Range conference room (1306 11th Ave, Greeley, CO 80631). Please contact Jason Brokaw 970-347-2307 if you would like to attend.

Do you need ...?

Have you run out of **Consumer Handbooks?** **Advance Directives Brochures?** **EPSDT Brochures?** Call Stephanie at 970-347-2332 or email her at stephanie.swearingen@northeastbho.org.

Remember all of our handouts are in English and Spanish. If your client needs large print, give us a call.

Client Satisfaction Surveys

NBH has finished collecting satisfaction surveys from clients served by our independent provider network. We want to thank those providers who were involved in this important quality improvement process. NBH is reviewing the results and will be generating reports within the next few months.

Cultural Competency

Knowledge

In the last issue of this newsletter, I presented the first component of a three-part model of cultural competency from the September 2006 issue of the *American Psychologist*. * the first component was “self-awareness.” The second component revolves around the concept of **knowledge**.

Knowledge—as it pertains to cultural competency—involves both general knowledge and specific knowledge.

General knowledge refers to the basic principles of discrimination, prejudice, and oppression. Some ways to do this:

- Find someone who is culturally similar to you and ask them to what extent **prejudice**, **discrimination**, and **oppression** is present in every day life—then pose the same question to someone who is

culturally different from you.

- Keep abreast of **current events** that are related to diversity issues. Examples include the status of the national/local economy, immigration legislation, or sex/gender research.

Specific knowledge refers to historical and cultural issues pertaining to different groups of people. Some ways to do this:

- Non-verbal communication can enhance or impair our social interactions. Familiarize yourself with common cultural differences in non-verbal social cues. This can include use of **eye contact**, **personal space**, and **variation in affect**.
- Use **popular media** to explore the historical and social contexts for cultural groups. For example, the Academy Award-nominated

film *Pan's Labyrinth (El laberinto del fauno)* provides a rich view of gender-roles, families, and the treatment of children in fascist, post-Civil War Spain.

- While it is important to increase your knowledge of specific cultural groups, Keep in mind that it is important not to “**exaggerate within-group similarities or between-group differences**”!

Please contact Julie Kellaway with any questions or comments (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.

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.

Early Periodic Screening Diagnosis & Treatment (EPSDT)

EPSDT is a special program for those who are receiving Medicaid and are under 21 years of age. An EPSDT screen is a complete well-child check-up. Medicaid also pays for Dental & Vision care for children and young adults under 21 years of age.

To find out which doctors and dentist Medicaid clients can go to, how to get transportation to appointments and which services Medicaid cover, CALL AN EPSDT COORDINATOR.

In **Weld County** call: Carol Korgan 970-304-6420 x 2403 or Amparo Hoggard 970-304-6420 x 2327 se habla espanol.

In **Larimer County** call: Kim Walkenhurst 970-498-6755

Northeast counties:

Logan, Sedgwick, Morgan, Washington, Phillips, and Yuma: Kathy Anderson 970-526-2991

Cheyenne & Kit Carson: Rita Rueb 719-346-7158

Elbert: Georgie Cullan 303-783-7121

Care Coordination when a Client is Hospitalized

NBH has Intensive Care Coordinators (ICC) for each county who assist with clinical care coordination for all hospitalizations and other intensive services. If an external provider has a client who is hospitalized, a follow up appointment must be set up within 7 days of the discharge date. The ICC and provider should coordinate discharge planning that includes follow up appointments. All NBH providers are expected to work with the ICC to assure that the best interest of the client is served. If a provider feels more intensive services, such as intensive-in-home, day treatment or TRCCF are needed for a client, the provider should contact the ICC from his/her county. The ICC will review the criteria and service options that are available.

Intensive Care Coordinators for NBH include the following:

Larimer County: Larimer Center for Mental Health

Kathy Forrest (adults) - 970-494-4323

Nancy Hough (children & adolescents) - 970-494-4248

Weld County - North Range Behavioral Health

Gail White 970-347-2361

Enny Ortcheco - 970-347-2316

10 N/E Counties of CO - Centennial Mental Health Center

Lindsay Alexander - 303-646-4519

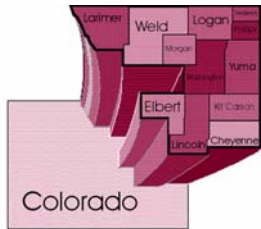
Christina Kracht 303-646-4519

Definition of Family

NBH has been working with the mental health centers, to define family and family therapy in the context of who should be present during a family therapy session.

The definition for family is as follows: The primary care giving unit and is inclusive of the wide diversity of primary care giving units in our culture. Family is a biological, adoptive or self-created unit of people residing together, consisting of adult(s) and/or child(ren) with adult(s) performing duties of parenthood for the child(ren). Persons within this unit share bonds, culture, practices and a significant relationship. Biological parents, siblings and others with significant attachment to the individual living outside the home are included in the definition of family. Releases would still need to be signed by a legal guardian.

The definition for "family therapy" is as follows: Family members working on issues related to the dynamics of the family system or family dysfunction. Foster families are included in the definition of family.

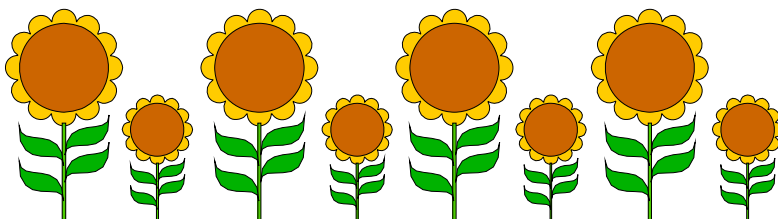


Northeast Behavioral Health
1306 11th Avenue
Greeley, CO 80631

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)



Consumer Affairs:

Carol Staples
970-347-2367

Utilization Management Services:

Anne Mitchell
970-347-2282

Inpatient/Intensive Services:

Laurie Paquette
970-347-2296

Outpatient Services

Pam Johnson
970-347-2375

Provider Relations/Credentialing:

Libby Goode-Grasmick
970-347-2360

Claims Information:

Sylvia Job
970-347-2379

CCAR Information:

Jason Brokaw
970-347-2307

OR Toll-free 888-296-5827