

# NBH News

Winter 2007

## 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

### New Claim Forms

The HCFA 1500 forms you have been using are changing to the CMS 1500. This change will be effective April 2, 2007. NBH will be mailing out the new forms and instructions. The major change on the new form is that it has a place for your NPI number. If you have not signed up for an NPI number please follow the instructions on the back of the newsletter. The deadline is May 23, 2007.

### Provider Manual Available Online

The NBH Provider Manual has been updated and is available on the NBH website at [www.northeastbho.org](http://www.northeastbho.org) under Provider Information. The manual has a quick reference section called general information as well as detailed sections on billing and claims

appeals, credentialing, and utilization management and much more. If you would like a paper copy mailed to you please contact NBH at 970-347-2366 and leave your name and address.

## Inside this issue:

New Claim Forms	1
Provider Manual Available Online	1
35 Session Limit	1
Consumer Complaints	2
CCAR's and Forms	2
Cultural Competency	2
Compliance Training	3
Do you need...?	3
Terminations	3
Provider Directory	3
National Practitioner Identifier	4
Contact Numbers	4

### 35 Outpatient Session Limit and Early Periodic Screening Diagnosis & Treatment

Medicaid has a limit of 35 individual outpatient sessions allowed per fiscal year (July 1 – June 30). If you feel you may need to exceed the 35 session limit you must call NBH and request a medical necessity review form. For clients under 21 years of age, Providers will need to know if the client has a primary care provider and if they are receiving health screens. This is the EPSDT requirement discussed in the last newsletter. The Provider will need to put the date of the last health screen on the medical necessity review form and fax it to NBH at 970-392-1354.

## Consumer Complaints, Appeals and Second Opinions!

Northeast Behavioral Health has an Office of Consumer and Family Affairs (OCFA) to help with many situations where consumers may be dissatisfied with any aspect of their services, or that services may not meet their expectations. Consumers may also disagree with NBH denials or reductions of a service, or you, as a provider, may disagree with the NBH decision. If any of these situations arise, you can call the Office of Consumer and Family Affairs for information and assistance. Contact Carol Staples directly at 970-347-2367 or 888-296-5827 and ask for her. The Medicaid requirements around complaints (grievances) and appeals

are confusing, but the OCFA staff person will spend as much time as needed to help the consumer or provider to understand the processes. While this information is written in the Consumer Handbook and in the Provider Manual, there may be questions. Consumers can call NBH directly to file a grievance or an appeal of a decision to deny or reduce services. Providers can also file an appeal if requested by the consumer and with the consumer's written permission. The OCFA assures that there is never any retaliation on a provider for advocating on behalf of a consumer or any retaliation on a consumer for complaining.

Regardless of whether a consumer decides to file a grievance or an appeal of an action, the consumer has the right to a second opinion about a diagnosis or treatment recommendation including medications. The OCFA will arrange a face-to-face assessment at no charge with another NBH Provider (a qualified clinical peer) who was not previously involved with the consumer or the recommendation about treatment.

Questions? Need help? Contact Carol Staples, the OCFA Director at 970-347-2367.

## A few brief words about CCARs and the Electronic Forms

For providers not on the electronic CCAR, please note that blanks are not acceptable and CCARs with blanks will be rejected, which can delay your payment, due to a lack of required clinical paperwork.

When requesting the "Amount of Services" on the electronic service plan, this is

to be the total number of services for the time period that the service plan covers. For example, if you are seeing the client every other week for a six month service plan you would request 13 sessions.

Also please use capital letters for the first letter of the Medicaid ID when submitting that

information to NBH. This helps us identify these clients much better.

If you have any questions please call at 970-347-2307 or email at [jason.brokaw@northeastbho.org](mailto:jason.brokaw@northeastbho.org)

## Cultural Competency

### Self-Awareness

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

According to this model, **self-awareness** refers to active exploration of one's personal and culturally inherited understanding of the world. For most of us, this is an **unsettling** and **prolonged** process of self-exploration. Choosing to examine and acknowledge our inherent biases, possible feelings of cultural superiority, and

unrecognized privilege means choosing to feel **uncomfortable** and **anxious**. There is nothing easy about this process and it requires a substantial amount of **openness** and **introspection**.

Here are a few ways to increase your **self-awareness** regarding cultural competency:

- Confront your own biases and deal with them in a non-defensive, guilt-free manner.
- Increase your contact with others from cultures different from your own.
- Actively attempt to see people as individuals rather than

members of a group.

- Change your perception of "us versus them" to a more inclusive "we."
- Cultivate tolerance and empathy.

Please contact Julie Kellaway with any questions (970-347-2315 or [julie.kellaway@northeastbho.org](mailto: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.

## Compliance Training

The Deficit Reduction Act requires NBH to provide compliance training to all providers and contractors. This is a mandatory training.

All it will take is **5 minutes** of your time. By Wednesday, March 7th, the Compliance Training will be on our website at [www.northeastbho.org](http://www.northeastbho.org). It is located at the top of the page and accessible by clicking on the link. This link does use Adobe Reader. Once in the presentation pressing Ctrl + Shift + B will cause it to read the text aloud if your computer is equipped with speakers. At the end of the presentation a page will display asking for your name, credentials, and facility/company. Once you click submit your information along with the current date and time will be sent to NBH verifying that you have completed this training.

If you have any questions, please contact LaRue Leffingwell, Compliance and Contract Coordinator, at 970-347-2374 or [larue.leffingwell@northeastbho.org](mailto:larue.leffingwell@northeastbho.org).

### Do you need ...?

Have you run out of **Consumer Handbooks?** **Advance Directives Brochures?** **EPSDT Brochures?** Call Stephanie at 970-374-2332 or email her at [stephanie.swearingen@northeastbho.org](mailto:stephanie.swearingen@northeastbho.org).

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

## Terminations

### Provider Terminates Client

As an NBH provider, if the termination of services to your client is not a mutually agreed upon decision between you and your client, and there is a disruption of service for any reason, you are required to notify NBH if you are terminating a client and or transferring the client to another provider. You must notify the client in writing via certified mail. In your letter, you should cite the reason you are terminating the client (inconsistent treatment due to no shows for appointment, etc). Your letter must also state that the client may call NBH at 970-347-2366 or 1-888-296-5827 for assistance in finding a new provider. The termination paper work you submit to NBH should clearly state what was agreed to with the client and/or the guardian.

NBH monitors disciplinary actions taken by the Mental Health Board on a monthly basis. One of the most prevalent reasons providers are disciplined with

either a letter of admonition or suspension of their license is client abandonment. The letter you send will help to protect you from possible Board sanctions. If you are sanctioned by the Board, you have 10 calendar days to notify NBH (please refer to section 3.15 of your contract, under Required Notice to NBH) if you have questions regarding this policy.

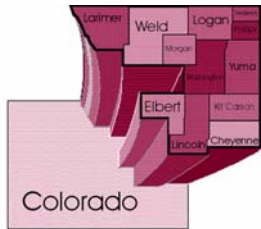
### Provider Terminations

If a provider decides to leave the NBH network, NBH will need a list of any open Medicaid clients the provider is currently serving. NBH will write a letter to each client notifying them that their provider has chosen to leave the network and that NBH will assist them with finding a new provider. NBH is committed to working with providers to make the transition a smooth one for the client's. However, even if the provider has assisted the client in finding a new provider, the State of Colorado requires NBH to send a letter.

## 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.





Northeast Behavioral Health  
1306 11<sup>th</sup> 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)



## 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