



Provider Bulletin

for the Adult Mental Health Division

February 2009

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Aloha!

The purpose of this communication tool is to provide Purchase of Service (POS) providers with up-to-date new or revised information, and to assist us when implementing new AMHD business activities and initiatives. We welcome your ongoing feedback and suggestions for improvement as we work to develop this valuable communication tool.

AMHD Billing & Claims

Announcement Regarding Fiscal Year:

In February 2009, AMHD will be closing cases for all Consumers for whom no fee for service claims have been received in this fiscal year which started July 1, 2008. This does not apply for services reimbursed under the cost reimbursement methodology. Providers are advised that if any of these individuals return for services, it will be considered a new episode of care and a new authorization for services will be required.

Reminders of Changes to Claim File Specifications:

- 1. Remittance Advice.** A reminder for claims files submitted after January 1, 2009, AMHD will distribute remittance advice to all Providers who submit electronic claims by posting the HIPAA compliant 835 file on the Provider's SharePoint website after the check has been cut by DAGS.
- 2. Adjustment Reason Codes.** Providers requested information about the adjustment reason codes used in the 835 electronic Remittance Advice. The website that lists these industry standard codes is http://www.wpc-edi.com/custom_html/claimadjustment.htm
- 3. Rendering Provider in the 837 Claims File.** Based on provider input regarding the Rendering Provider claim edit, AMHD has decided to indefinitely postpone the implementation of this requirement.
- 4. Consumer Names in the 837 Claims File.** As a reminder, please fax information about discrepancies in names to (808) 236-8365. AMHD MIS staff are contacting providers who asked for a follow up call during the recent provider conference calls. Providers can call (808) 236-8393 with any questions. In order to make sure that information provided by case managers is made available to billing staff, please fax the name, email address, telephone and fax number of the preferred contact for this kind of information to (808) 236-8365.

AMHD Medical Director Corner (Dr. William Sheehan)

Community Based Case Management Service Authorization Limits:

I have heard from several sources, reports of case managers not responding to requests for assistance. The reasons are some variant of this theme "I can't respond or help because I've used up my CBCM service units for the month".

If you have a question about information in this Provider Update, please contact AMHD Provider Relations at (808) 586-4689.

It seems to me that a consumer is under the care of the agency, psychiatrist, case manager and treatment team assigned regardless of whether a monthly allotment of CBCM service units has been consumed. The relationship is based upon assessed need and acuity, as much as numbers of CBCM service units available. (Remember, billing for appropriate services rendered can be done directly to the consumer's third party insurance, even if the CBCM service unit limits are reached.)

So, the obligation entailed in a consumer's relationship with a provider of services is that the provider will work to prevent crises, provide appropriate services based on assessed need, advocate for the consumer to have necessary services, and appeal adverse decisions made by third parties when appropriate and necessary.

The responsibility of caring for the consumer is independent of the number of AMHD authorized CBCM service units when issues of an emergent nature are present.

I hope this type of report will be short-lived, and providers will provide medically necessary services for our consumers, and if needed, render services and then submit to AMHD thoroughly-documented requests for exceptions if the monthly CBCM unit limit has been exceeded.

Reminder for Sentinel Event Reporting:

On another topic, in reviewing the information sent to AMHD Performance Improvement when requested as part of a sentinel event review, I've noticed psychiatrist notes and team leader/supervisor notes usually do not accompany the case manager notes. In the event of a sentinel event review and your agency receives a request for documentation, please be sure to include the psychiatrist notes, team leader consultation notes as well as the case management notes. It will help us complete a more thorough review in a timely manner.

AMHD Utilization Management (UM) Reminders

All referrals from Purchase of Service Providers and Community Mental Health Centers to other AMHD funded programs must be done using the **DOH/AMHD Referral Form**. This form is available electronically at AMHD.org (under Provider Forms) and is fillable online. <http://www.amhd.org/Provider/Forms.asp>

Once a decision has been made, the Provider Decision Form on the back of the packet should be used to notify the referring source. All refusals of referrals are to be faxed to the AMHD UM department at (808) 453-6966 to the attention of the AMHD UM Supervisor.

Community Based Case Management (CBCM)

Providers are reminded that **post hospital discharge appointments** are to be scheduled within seven (7) days of discharge. Understanding that it may be difficult to adhere to this requirement, it is necessary to provide continuity of care for our consumers and keep to this standard. Please continue to work within your CBCM teams, including your medical staff to meet this requirement.

AMHD is continually working with the Community Mental Health Centers and Purchase of Service providers to address questions and concerns regarding CBCM services. Meetings are held within each county (with video conference to Oahu) to discuss issues specific to that county. Here is a list of future meetings:

1. Maui CBCM Meeting, February 4, 2009, at the Cameron Center Conference Room
2. Kauai CBCM Meeting, February 20, 2009, at 1:00 pm. Video Conferencing will be available on Kauai at the District Health Office-Reading Room, 3040 Umi Street
3. Oahu CBCM Meeting, April 16, 2009, at 11:30 am, at Helping Hands Hawaii (Dillingham Office)

Homeless Outreach

A Homeless Outreach Quarterly Provider meeting will be held on Monday, March 9, 2009, from 9:00 am – 11:00 am, at AMHD – 2385 Waimano Home Road, in Room 10.

Representative Payee

Rep Payee Quarterly Provider meeting will be held on Monday, March 9, 2009, from 1:00 pm – 3:00 pm, at AMHD – 2385 Waimano Home Road, in Room 10. Video Conferencing will be available on Kauai at the District Health Office-Reading Room, 3040 Umi Street.

AMHD Website

We continue to update our AMHD Website and revisions are underway. If you have any questions regarding the AMHD website information, please contact the AMHD Provider Relations Director at (808) 586-4689 or email at dawn.mendiola@doh.hawaii.gov.

Learning Opportunities & Opportunities for Growth

1. **Breaking the Barriers: Combating Stigma and Discrimination Against People with Mental Illness**, January 15 - February 17, 2009, Kapiolani Community College Library. During the month of January 2009, the Adult Mental Health Division (AMHD) and VSA arts of Hawaii-Pacific will sponsor a juried exhibit for artists willing to use their art to combat discrimination against people with Mental Illness. Public opinion about mental illness has been negatively skewed by sensationalized coverage of recent tragic events involving people with mental illness. As a result, people with mental illness can be too ashamed to seek treatment and those already in treatment are often further ostracized. The goal of the exhibit is to help reduce negative stigma toward mental illness, reduce discrimination against those with mental illness, and to emphasize the human dimension, which is often best expressed through creativity and the arts. If you have any questions or comments, please contact Jennifer Miyasaki (events@mhsret.org), Dr. Philippe Gross (grossphi@hawaii.edu), or call (808) 735-3435.
2. **AMHD in partnership with Mental Health America of Hawaii presents: A Life in Balance: Wellness Promotion & Crisis Planning for Adults with Mental Illness and Their Children** will be held on:
 - Tuesday, February 10th, 9:00 am – 11:00 am, **Kalihi Palama CMHC**, Room 1 & 2, 1700 Lanakila Avenue
 - Wednesday, February 11th, 9:00 am – 11:00 am, AMHD Waimano, Room 10 (**Oahu**), DOH Environmental Bldg, 1582 Kamehameha Avenue (**Hilo**); Kona Health Center– Public Health Nurse Office, 79-1015 Haukapila St (**Kealahou**); State Bio-Terrorism Office, 210 Imi Kala Street, Suite 204 (**Maui**)

The goals of this training are: to raise awareness of the needs of minor children cared for by a parent with a mental illness; discuss strategies on the development of effective crisis plans; identify opportunities to promote and support wellness in individuals with a mental illness; and highlight the importance of prevention to avert or better manage crises. If you are interested in attending, please call or email Kau'i Martinez at 453-6942 or beatrice.martinez@doh.hawaii.gov. Space is limited at each site, so please sign up early. The deadline for registration is February 6, 2009.

3. **Communications within the Family** workshop will be held on February 3, 2009, in **Maui** at the Cameron Center auditorium in Maui. Sponsored by Mental Health America. Free. For more information call 244-6461.
4. **What Works Shop: Disrupting Disruptive Behaviors** will be held February 12, 2009, in Maui. For more information contact Lori Coleman at 733-4493 or email lcolema@camhmis.health.state.hi.us.

5. **5th Annual Stress, Violence and Trauma Conference** at the **Ala Moana Hotel** on February 19 and 20, 2009. This year's conference features an exciting mix of highly-respected experts on trauma research, treatment, and prevention. They have made every effort to keep costs low - \$60 per day including all plenary sessions, workshops, concurrent sessions and lunch - in order to be highly accessible to front-line counselors, therapists, and other healthcare providers. Please visit the website at www.stressconference.com for more details and registration information.
6. NAMI Hawai'i Presents **A Free Suicide Prevention Workshop, Suicide Across The Lifespan**, A distinguished panel of eight speakers will address suicide in the: Needy, Disabled, Women, Children, Youth, College-Age Students, Elderly, Suicide Survivor.
When: Saturday, February 21, 2009, 9 am- 3 pm; Where: Nichiren Mission, 33 Pulelehua Way
Register: Call 591-1297 or e-mail: info@namihawaii.org by January 30, 2009.
 - No charge for the event
 - Free parking on site and bus stop nearby
 - Complimentary continental breakfast and luncheon
 - A free, relevant book will be distributed to each attendee
7. **What Works Shop: Disrupting Disruptive Behaviors** will be held March 5, 2009, in **Honolulu**. For more information contact Lori Coleman at 733-4493 or email lcolema@camhmis.health.state.hi.us.
8. **What Works Shop: Motivation/Engagement** will be held March 12, 2009, in **Maui**. For more information contact Lori Coleman at 733-4493 or email lcolema@camhmis.health.state.hi.us.
9. **6th Annual Hawaii Conference on Preventing, Assessing & Treating Childhood, Adolescent & Adult Trauma** will be held from March 30 – April 2, 2009, in **Honolulu** at the Ala Moana Hotel. Up to 18 hours of CEU's available. For more information please visit IVATconf@alliant.edu or www.IVATcenters.org.
10. **AMHD's 6th Annual Best Practices Conference, Responsibility and Recovery in the Legal System** will be held from April 14-16, 2009 in **Honolulu** at the Hawaii Convention Center. For more information please visit: www.amhd.org/conferences/2009 or email conference@mhsret.org
11. **The Language of Suicide** will be held June 2, 2009, in **Maui** at the Cameron Center Auditorium. Sponsored by Mental Health America. Free. For more information call 244-6461.