



Provider Bulletin

for the Adult Mental Health Division

April 2009

Page 1
Billing & Claims

Page 2
Medical Director

Page 3
Utilization
Management

Program Updates

Page 4
Learning Opportunities

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

Claims Must Have Exact Consumer Name to Process:

AMHD is improving the look of its authorization letter. We are clearly separating the first name, middle initial and last name fields on the letter to make it easier to submit claims. Providers are reminded that an exact match on first name and last name is required. Please contact John Jansen at 236-8393 if you have any questions.

Consumer Names in the 837 Claims File (requirement was effective 11/01/08):

This past January, AMHD had in its *Provider Bulletin* information about how to manage discrepancies on how a consumer name is spelled. Due to ongoing questions, we are including the information again for your convenience. The following is some background information on how the process works.

During AMHD claims processing, the consumer's name as spelled in the claims file is compared with the registered name. If there is no match, an exception report is generated by AMHD Fiscal Staff and then faxed to the provider. Providers can compare their records to the authorization letter and either change the name to match how it is registered in our system or update the registration information. It is also possible that the name matches but that the authorization number needs to be corrected. After updating the authorization number information, the claim can be submitted electronically as a new claim.

Providers can receive help with researching names listed on an **Exception Report** by faxing the report to (808) 236-8365, Attention: John Jansen. Please identify which names you would like researched and include a contact person as well as phone and fax number.

When asked to update the spelling of the name as registered, the following process is followed by the AMHD MIS staff:

1. Look up the consumer in the system and verify information;
2. Verify if other providers are currently offering services to this consumer;
3. Notify all providers currently providing services that the name will be changed and the effective date of the change. At least two weeks notice will be given; and
4. On the effective change date, modify the consumer name in the system.

The impact for providers is that claims files processed on or after the date that the name is changed must include the new spelling of the name in order to process for payment.

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

Therefore, updating of these changes must occur in a timely manner to prevent delay in payment. When requesting a name change, please use the following form or format:

Request for AMHD to Update a Consumer Name

Please fax to (808) 236-8365 (don't forget a cover sheet!).

Agency Name:	
Agency Telephone Number:	
Agency Fax Number:	
Agency Contact Person:	

Reference Number	Last Name	First Name	Change Last Name To:	Change First Name To

AMHD Medical Director Corner (Dr. William Sheehan)

Recently, I heard reports that some individuals working with AMHD consumers as case managers for our contracted Community Based Case Management providers have also engaged in dual relationships, such as functioning as landlord.

This month's note is not to engage in a lengthy discussion of the ethics of case management. Those discussions may be found in the material provided by organizations such as the American Case Management Association, the National Association of Case Management, and the Case Management Society of America. Each of those organizations has guidelines and essays written about the conduct expected of case managers.

Dual relationships with consumers, whether business, personal or other, are not approved by the Adult Mental Health Division.

Dual or multiple relationships between case management (or any other) staff and consumers interfere with the objectivity necessary to maintain a provider-consumer relationship boundary. We believe dual or multiple relationships are exploitative, due to the inherent power differential between a staff member and a consumer. Therefore, dual or multiple relationships are not considered acceptable.

Because the relationship occurs as a result of a professional service being rendered (when a consumer accepts services from the Division or its contracted providers), the consumer can not give informed consent to enter into any other relationship with a staff member, other than the case management (or other professional) relationship that began with the initiation of services.

For all of us working in the field, once a professional relationship with a consumer has been established, that is the only relationship that should exist between those two individuals.

Please take time to discuss this topic at your organization, and be alert for signs of dual relationships and intervene to stop them.

AMHD Utilization Management (UM) Reminders

Just a reminder to our AMHD Community Based Case Management (CBCM) teams requesting additional CBCM service units. At this time, we are accepting requests for additional service authorization units due to a crisis as well as reviewing requests for exceptions to the 14 unit per month limit due to clinical acuity of the case.

Due to fiscal constraints, AMHD is attempting to keep the number of exceptions to approximately 1% of each case load (by provider by County). However, all requests for exceptions will be reviewed.

CBCM teams are asked to prioritize their requests so that we may review them by higher acuity. We want to stay as close to the 1% of each case load as possible, but we also understand that occasionally we may go above that percentage when it is clinically warranted.

The AMHD Utilization Management (UM) Staff is committed to reviewing complete packets as quickly as possible. Please note that incomplete packets may be denied. If you have any specific questions regarding requests for additional CBCM service units, please feel free to call the AMHD Utilization Management Department at (808) 586-7400 and ask to speak with an AMHD UM Specialist.

Psychosocial Rehabilitation Vocational Services

Welfare General Assistance Changes: As you are probably aware, due to the budget crisis, Department of Human Services (DHS) is *temporarily* reducing the welfare benefit from \$469 a month to \$234 a month from April to June 2009. Please keep in mind that this means that working individuals who earn more than \$686 a month (\$8.58 an hour/Part Time or \$4.29 an hour/Full Time) in gross (pre-tax) income from work, will not be eligible to receive any welfare funds while the \$234 a month amount is still in effect. Previously, when the welfare amount was \$469 a month, individuals could earn up to \$1,146 in monthly wages before their welfare check was reduced to zero.

Please note that the \$469 to \$234 decrease in monthly welfare checks applies only to persons in the state-funded DHS general assistance program NOT the federally-funded Aged, Blind and Disabled (ABD) state welfare assistance program. Most AMHD consumers are likely to be receiving ABD welfare checks, which will remain \$469 a month.

There is no planned reduction in food stamps at this time and in fact a small increase in food stamps benefit will go into place in April 2009. But keep in mind, that as before, for working individuals, Food Stamps will be reduced to zero for a single person with earnings of \$720 or more but this amount could increase in April 2009 when the Food Stamp benefit will be increased from its current level. For questions regarding this information, please contact Edward Suarez, Ph.D., AMHD Psychosocial Rehabilitation/Vocational Services Coordinator at (808) 453-6941.

Representative Payee

The Representative Payee Quarterly Provider meeting will be held on Monday, June 8, 2009, from 1:00 pm to 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. **Ho'oikaika Peer Mentoring Project for Persons with Traumatic Brain Injury Seeks Mentors and Peers.** The Ho'oikaika Project (UH School of Medicine, Pacific Basin Rehabilitation Research and Training Center) is recruiting "veterans" of a traumatic brain injury (TBI) to serve as volunteer mentors for other individuals with a TBI. The mentors help their peer volunteers identify needs and access services to meet those needs, and also provide emotional support and encouragement. The project is funded through a contract with the Hawaii State Department of Health. For more information, please visit the website www.tinyurl.com/tbimentoring or contact Mari Nakamura at (808) 592-5907.
2. **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.
3. **Trauma Informed Care Symposium:** will be held April 2, 2009 in Honolulu at The Queen's Medical Center at **no cost**; 7:30 am - 4:00 pm. Sponsored by the Uluakupu Award/Grant, State of Hawaii, Transformation Group. Target audience Registered Nurses, Case Managers, Psychologists, Social Workers, Peer Specialists, Certified Substance Abuse Counselors, MF Therapists, Psychiatrists and those working in any mental health setting. Students in any of these areas would also benefit. For more information, please contact Rose Clute at 537-7792 or email at rclute@queens.org
4. **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
5. **Ethics & Ethical Thinking for Substance Abuse Counselors** will be held on April 21, 2009 in **Honolulu**, Kapolei. Sponsored by ADAD. 6 CEUs. \$15. Registration due by April 15. For more information please contact Ana Quintal at 692-7528.
6. The State Executive Office on Aging and Senior Medicare Patrol (SMP) Hawai'i, in collaboration with the City and County of Honolulu's Elderly Affairs Division, are sponsoring "**PROTECT, DETECT, REPORT,**" a Hawai'i anti-fraud conference on Saturday, April 25, 2009, from 8:00 a.m. to 1:00 p.m., at the **Hawai'i Convention Center**. Conference registration cost is \$10 for seniors (60 years of age and over) and \$30 for non-seniors. Program and registration information is available at:
 - State Executive Office on Aging (ph: 586-0100)
 - City & County Elderly Affairs Division (Senior Helpline: 768-7700)
 - Senior Centers (for locations call 586-7291 or toll free 1-800-296-9422)
 - Community Parks (for locations call 768-7700)
 - Online: <http://hawaii.gov/health/eoa/> and www.elderlyaffairs.com
7. **Ethical Standards for Certified Substance Abuse Counselors** will be held on May 6th in **Honolulu**, Kapolei. Sponsored by ADAD. 6 CEUs. \$15. Registration due by April 29th. For more information please contact Ana Quintal at 692-7528.
8. **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.