



# Provider Bulletin

for the Adult Mental Health Division

## October 2008

### Page 1

Billing & Claims

New Claim Inquiry Form

Medical Director

### Page 2

Utilization Management

Program Updates

### Page 3

Kauai SAA/Provider Meeting

New Address Change Form

QOLI

### Page 4

AMHD Website

Learning Opportunities

### Attachments

Claim Inquiry Form

DHS Form 1149

AMHD Directive, Conditional Release

Address/Location Change Form

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

## Aloha!

The purpose of this communication tool is to provide you 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

#### New AMHD Provider Claim and Payment Inquiry Form:

**Effective October 1, 2008**, AMHD will require that all claim status and payment inquiries be submitted to AMHD via a [new inquiry form \(attached\)](#). AMHD will no longer accept telephone call inquiries; however, the Provider may fax a completed form to AMHD Provider Relations (808) 586-4745. The form is fillable online, and is located on the AMHD.org website under the section "For Providers" - "Provider Forms." At this time we are unable to accept the completed form via electronic mail; however, we hope to have this available for you sometime in the near future.

#### Reminders of Changes to Claim File Specifications:

As detailed in our last Provider Bulletin, additional specifications for claims files will be rolled out in 2008 and 2009.

- 1. Consumer Names in the 837 Claims File.** **Effective November 1, 2008**, AMHD will require that all claim files include the Consumer name spelled exactly the way it is printed on the Authorization Letter.
- 2. Rendering Provider in the 837 Claims File.** **Effective November 1, 2008**, AMHD will require claim files for CBCM services to include the name of the person who actually rendered the service. [The next conference call specifically geared for Providers who use EZClaim is planned for Friday, October 10, at 3:00 PM.](#) To participate in the conference call, dial 1-888-482-3560 and enter access code: 5864781.
- 3. Remittance Advice.** **Effective 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.

### AMHD Medical Director Reminders

**AMHD Case Management Agencies:** Please be sure to request and use the Department of Human Services (DHS) emergency medication system for consumers discharged from Hawaii State Hospital (HSH). The [application for emergency medication \(DHS form 1149\)](#) should be used.

**AMHD Psychiatrists and Case Management Teams:** Please be sure to use every available community intervention to stabilize a consumer on Conditional Release in the community **before** implementing a 72 hour hold. The 72 hour hold is now the second most frequent reason for admitting a person into the HSH, and there is an ongoing 72 hour hold Process Improvement Team which has identified that individuals admitted to HSH on a 72 hour hold rarely have had every community intervention implemented prior to being placed on the hold.

As a rule of thumb, treat every consumer on Conditional Release the same as you would if they were not on Conditional Release. Click [here](#) to view the current [AMHD Directive on managing Conditional Release consumers](#).

## **AMHD Utilization Management (UM) Reminders**

### **Change in Diagnosis:**

If you are serving a consumer and note that the consumer's diagnosis has changed, please do the following:

- 1. Eligible to Eligible Diagnosis.** Document previous diagnoses on file as well as updated diagnoses you are currently observing. Include rationale for change of diagnoses or additional diagnoses including observed/documented symptoms, duration and acuity to support the new diagnosis. Submit this documentation to the AMHD UM Department with a cover letter indicating the reason for submission. Submissions will be reviewed by an AMHD UM Specialist. If sufficient evidence has been submitted, the diagnoses will be updated in the database. Updates may also be submitted with requests for authorization.
- 2. Eligible to Not Eligible Diagnosis.** Document previous diagnoses on file as well as updated diagnoses you are currently observing. Include rationale for change of diagnoses including observed/documented symptoms, duration and acuity to support the new diagnoses. If the consumer is no longer exhibiting symptoms, please document that symptoms are no longer observed and any rationale for why this is so. Diagnoses of Post Traumatic Stress Disorder (PTSD), substance induced psychosis and others will sometimes clear with treatment. If you determine that this consumer is no longer eligible and should be discharged from AMHD funded services, please work with all members of the recovery team to ensure all other AMHD services are discharged before discharging from case management services. Also, please work with the recovery team including the consumer to set up a transition plan to appropriate non-AMHD funded community services. If you are discharging the consumer from AMHD funded case management due to this change of diagnosis, please provide them with a copy of their appeal rights.
- 3. Not Eligible to Eligible.** Consumers who have been determined to be not eligible through the AMHD Eligibility Determination process must file an appeal through the Office of Consumer affairs.

## **Community Based Case Management**

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. West Hawaii CBCM Implementation, November 14, at 1:00 PM. Video Conference site to be announced.
2. Kauai CBCM Implementation, November 21, at 1:00 PM. Video Conferencing will be available on Kauai at the District Health Office-Reading Room, 3040 Umi Street.
3. East Hawaii CBCM Implementation, December 12, at 1:00 PM. Video Conference site to be announced.

## **Community-Based Intervention**

AMHD has issued a Request for Proposal to request applications from interested Providers to administer the CBI program. Proposal applications are due on October 3, 2008. To download a copy of the RFP, please visit <http://hawaii.gov/spo>. For more information about this RFP you may contact Ms. Betty Uyema at (808) 586-4689.

## **Consumer Resource Fund**

AMHD has issued a Request for Proposal to request applications from interested Providers to administer the CRF program. Proposal applications are due on October 3, 2008.

To download a copy of the RFP, please visit <http://hawaii.gov/spo>. For more information about this RFP you may contact Ms. Enid Kagesa at (808) 586-4689.

### **Homeless Outreach**

Homeless Outreach Quarterly Provider meeting will be held on Monday, November 10, 2008, from 9:00 AM - 11:00 AM, at AMHD, 2385 Waimano Home Road, in Room 10.

### **Peer Coach**

AMHD issued a Request for Information for Peer Coach services statewide on September 8, 2008. Responses to the RFI are due October 2, 2008. To download a copy of the RFI, please visit <http://hawaii.gov/spo>. For more information about this RFI you may contact Ms. Enid Kagesa at 586-4689.

### **Representative Payee**

AMHD issued a Request for Information for Representative Payee services statewide on September 8, 2008. Responses to the RFI are due October 2, 2008. To download a copy of the RFI, please visit <http://hawaii.gov/spo>. For more information about this RFI you may contact Ms. Enid Kagesa at 586-4689.

The next Representative Payee Quarterly Provider meeting will be held on Monday, November 10, 2008, 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.

Hale Ipu Kuku'i Alaka'i (HIKA) has announced their new website. It provides valuable information about their program and is a wonderful resource for case managers when referring a consumer for representative payee services. This site contains forms, a satisfaction survey and more. To access HIKA's website, please visit [www.haleipu.com](http://www.haleipu.com).

### **Transportation**

AMHD continues to work with East and West Hawaii Transportation Improvement Project (TIP) groups to improve transportation services on the Big Island. Meetings are held to discuss issues specific to each area. Here is a list of future meetings:

1. East Hawaii TIP, October 10, at 10:00 AM, DOH Environmental Bldg conference room.
2. West Hawaii TIP, November 14, at 10:00 AM. Video Conference site to be announced.

### **Change to Kauai Monthly Provider Meeting**

The Kauai Service Area Administrator monthly AMHD Provider Meeting has changed to the second Tuesday of each month, from 10:00 AM - 11:30 AM, at the Lihue Public Library Conference Room. The dates for the remainder of 2008 are as follows: October 14, November 18 (second Tuesday is Veteran Days so it was moved up a week), and December 9. If you have any questions, please contact Angela Correale, Psy.D. at (808) 645-7066 or email her at [Angela.Correale@doh.hawaii.gov](mailto:Angela.Correale@doh.hawaii.gov).

### **New AMHD Provider Address Change, Closed Location, Additional Location Form**

**Effective October 1, 2008**, AMHD will require that all changes to addresses, i.e., new or closed locations, mailing address change, etc., be submitted to AMHD via a [new informational form \(attached\)](#). The Provider may mail or fax a completed and signed form to AMHD Provider Relations (808) 586-4688. The form is fillable online, and is located on the AMHD.org website under section "For Providers" - "Provider Forms." At this time we are unable to accept the completed form via electronic mail; however, we hope to have this available for you sometime in the near future.

### **AMHD Quality of Life Interview (QOLI)**

By now all AMHD Providers should have received the QOLI data entry program developed by Mental Health Services Research Evaluation and Training (MHSRET). The data entry program is an ACCESS based program, which not only allows data entry but also provides a function for Providers to generate a Clinical Feedback Form (CFF).

The CFF condenses all of the QOLI data into seven domains: (1) Mental/Physical Functioning, (2) Arrest/Victimization, (3) Finances/Benefits, (4) Relationships/Resources, (5) Hospitalization/Medication, (6) Housing and (7) Employment/School. The CFF is intended to serve as a clinical guide to assist Providers to identify, for each domain:

1. Urgent concerns: areas that need to be addressed immediately or within a few days;
2. Concerns: areas that should be addressed in the near future in order to enhance the consumer's overall quality of life;
3. Strengths: areas in which the consumer is doing well and which could be further used in a strength-based model; and
4. Supports: areas that provide the consumer with some support for his or her recovery.

The program also includes the function to save the data to a desktop, which will then allow Providers to upload the data to the AMHD server through SharePoint. The advantage of this function is that Providers no longer need to fax or mail in the completed forms. All Providers should be entering their QOLI data into the ACCESS program, generating Clinical Feedback Forms on each consumer, and uploading all of the QOLI data through SharePoint to the AMHD Server. Providers who have not yet received the data entry program or who are having difficulty with installing the program should call Annette Crisanti, Ph.D., MHSRET immediately at (808) 895-0440 or email [Annette.crisanti@doh.hawaii.gov](mailto:Annette.crisanti@doh.hawaii.gov).

### **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 Provider Relations Director at (808) 586-4689 or email at [dawn.mendiola@doh.hawaii.gov](mailto:dawn.mendiola@doh.hawaii.gov).

### **Learning Opportunities & Opportunities for Growth**

1. Combat Stress and PTSD: Working with Veterans and their Families will be held on October 16 in **Honolulu** at the Hyatt Regency Waikiki. For more information on registration call 1-800-844-8260 or visit [www.pesi.com](http://www.pesi.com).
2. Ethics & Ethical Thinking for Substance Abuse Counselors will be held on October 16 in **Honolulu** at Kapolei. \$15. For more information call Lilia Calivo at 692-7522.
3. Meeting the Challenge: Treating Addiction in the 21<sup>st</sup> Century will be held on October 24 in **Honolulu** at the Waikiki Beach Marriott Resort and Spa. \$85. For more information call 1-888-257-7800, ext. 4429 or visit [www.hazelden.org/hawaiiconference](http://www.hazelden.org/hawaiiconference).
4. Trauma, PTSD and Traumatic Grief seminar will be held on November 3 in **Honolulu** at the Hyatt Regency Waikiki. \$189. For more information email [info@pesi.com](mailto:info@pesi.com) or call 1-800-844-8260. Register online at [www.pesi.com](http://www.pesi.com)
5. Healthy Grief seminar will be held on November 4 in **Honolulu** at the Hyatt Regency Waikiki. \$189. For more information email [info@pesi.com](mailto:info@pesi.com) or call 1-800-844-8260. Register online at [www.pesi.com](http://www.pesi.com)
6. Ethical Standards for Certified Substance Abuse Counselors will be held on November 13 in **Honolulu** at Kapolei. \$15. For more information call Lilia Calivo at 692-7522.
7. Tools for Suicide Prevention & Intervention will be held on November 21 in **Honolulu** at the Pacific Beach Hotel. For more information call 733-9238 or email [arthur.tani@doh.hawaii.gov](mailto:arthur.tani@doh.hawaii.gov).
8. 2009 - SAVE THE DATES. 6<sup>th</sup> 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](mailto:IVATconf@alliant.edu) or [www.IVATcenters.org](http://www.IVATcenters.org).