



# Provider Bulletin

for the Adult Mental Health Division

**December  
2008**

**Page 1**  
Billing & Claims

Medical Director

Suicide & Crisis  
Plans

**Page 2**  
Utilization  
Management

**Page 3**  
Program Updates

Learning Opportunities

*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

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

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

- 1. Rendering Provider in the 837Claims File - DELAY.** Based on provider input regarding the **Rendering Provider claim edit**, AMHD has decided to **delay** the implementation of this requirement until **February 1, 2009**. Should you have any questions regarding this matter, please feel free to contact the AMHD Chief Information Officer, Mr. John Jansen at (808) 306-8091 or by email at [john.jansen@doh.hawaii.gov](mailto:john.jansen@doh.hawaii.gov)
- 2. Remittance Advice.** 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.

### AMHD Medical Director Corner (Dr. William Sheehan)

Now that everyone has heard the news about the AMHD budget issues and spending cuts, let's get ready for the implementation. With these changes ahead, we must be ready for the distress and challenge this will pose for our consumers. It's analogous to a 'disaster', except this is economic as opposed to a natural event or act of God. Let's get ready as if a hurricane was coming!

Everyone has pretty much predicted an increase in the number of adverse and sentinel events. There will be a natural tendency to blame someone or something, and to look to others for solutions and resources.

I am asking you, in your agency or service, to make a plan RIGHT NOW to monitor, assess, and intervene for each consumer in your care who is affected by these changes in AMHD services. Please focus internally on your agency, and develop solutions and plans using those resources that are under your control. Please refrain from focusing on others to 'solve the problem'.

Two specific areas I want to mention are Suicide and Crisis Plans. Suicide and attempted suicide will be critical to anticipate, assess, and intervene. Be on the lookout for signs of distress, suicidality, and decompensation in our consumers. Develop a plan for how you will respond when a case manager, housing provider, or other concerned person identifies a consumer to be at increased risk.

I've attached a [list of some common signs associated with increased suicidality](#).

Dr. David Rudd, who gave two excellent lectures at the recent Suicide Prevention Conference, reminded us that:

1. The risk of suicide fluctuates, and every effort should be made to instill hope into a suicidal person so as to help move them out of a period of increased risk;
2. Ambivalence about suicide is almost always present, and instilling hope through interventions can bring a person back from the brink;
3. Simple things can influence individual's intent to complete suicide, so any humane act of compassion and support may change a person's intent to suicide;
4. Getting individuals to commit to treatment decreases their risk for suicide; and
5. All effective treatments for suicidality have in common that they offer markers of hope for the suicidal person.

Dr. Rudd's information on the [assessment and management of suicidality](#) is available in the Provider Section of the [www.amhd.org](http://www.amhd.org) website. Also available online is a handout "Suicide Warning Signs" that includes the phone number to the National Suicide Prevention Lifeline (DHHS).

Any of our consumers may experience changes in their services as a crisis. Please monitor everyone in your care to be sure they have a Crisis Plan. If they have one, review it with them to be sure it is current. If they don't have one, please make one. Tell all our consumers how to reach you if they are in crisis. Encourage them to call you when they need to. Have a plan to help them through the crisis.

We've all been through challenges in our personal and professional lives. This is one of the biggest to hit us in a long time. Basically, the whole world is affected by these economic conditions. We here in the AMHD system will have to adjust, and make do with what we have. It will be a big difference from the life to which we've grown accustomed. We can do it, though, I know it!

As Charles Darwin said, "it is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is the most adaptable to change".

I want us to be the ones who are the most adaptable to change.

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

1. Bed Holds. As per the AMHD Administrative Directive 2005-08 dated May 13, 2005; the SOP on holding bed space was revised. Providers are reminded that they must follow the following procedures to be authorized for bed holds. Failure to follow the procedure will result in a denial.
  - a. 8-16\* and 24\* Group Homes
    - i. Case manager must contact UM within 24 hours (or the next business day, if absence occurs after hours) by phone at 808-586-7400 with the consumer's name, date consumer left, where the consumer went (if known), and legal status of consumer
    - ii. Housing provider must submit a service authorization request form within 24 hours
    - iii. Housing provider must contact UM within 24 hours by phone 808-586-7400 with consumer's name, the address of the house, and the company name of the housing provider.
  - b. Specialized Residential (SRSP)
    - i. Case manager must contact UM within 24 hours (or the next business day, if absence occurs after hours) by phone at 808-586-7400 with the consumer's name, date consumer left, where the consumer went (if known), and legal status of consumer
    - ii. Treatment provider must submit a service authorization request form within 24 hours
    - iii. Treatment provider must contact UM within 24 hours by phone 808-586-7400 with consumer's name, the address of the house, and the company name of the housing provider.

2. Provider Referral Forms. Please fax any refusals to UM at 808-453-6966 to the attention of the AMHD UM Supervisor.

## 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 the last meeting for 2008:

- East Hawaii CBCM Implementation, December 12<sup>th</sup>, at 1:00 pm. Video Conference available at DOH Environmental Bldg., 1582 Kamehameha Ave.

### Authorization Limits for Community Based Case Management Services

Effective January 1, 2009, Adult Mental Health Division (AMHD) will change the maximum service authorization limit from twelve units or three hours in one day, to fourteen (14) units per month or three hours and thirty minutes (3.5) hours for Community Based Case Management (CBCM) services. This change will apply for any claims received after December 31, 2008, regardless of date of service.

Providers may request an exception to the fourteen units per month limit on a case by case basis in an emergent situation only when the consumer is at imminent risk of harm to self or others. Provider should fax their written requests for exceptions to AMHD's Utilization Management Unit at (808) 453-6966 utilizing the current request for additional units form. As a reminder, all requests for exceptions must be accompanied by written clinical documentation that clearly documents the specific crisis or emergent situation, the specific interventions utilized and the specific number of additional units requested.

Claims received that exceed the fourteen service unit per month limit and have not been authorized as an exception prior to claim submission will be rejected for payment. Providers may request a reconsideration of the claim rejection in writing with the submission of clinical documentation supporting the emergent nature of the service outlier. Payment decisions will be based on AMHD's clinical determination of the clinical need for and urgency of the outlier units of service.

## 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. Invisible Children's Project, Providing support services and Crisis Planning for your clients who are raising children. A Workshop Meeting for Adult Mental Health Case Managers by Mental Health America. Date: **Friday, December. 5, 2008; Time: 11:30am - 1:00 pm**, lunch provided; Place: DOH Uluakupu Bldg. 4, Waimano Home Rd.

Video Teleconference available:

Oahu – AMHD Waimano, Room 10

Hilo – DOH Environmental Bldg, 1582 Kamehameha Ave

Kauai – District Health Office, 3040 Umi Street

2. "Out of the Shadows, Seeking Supports for Families with a Mentally Ill Parent". A community meeting sponsored by Mental Health America of Hawaii's Invisible Children's Project. Date: **Saturday, December. 6, 2008, Time: 8:30am - 1:30pm**, free lunch included, Place: State Capitol Auditorium (free parking); Cost: none.

3. 2009 – SAVE THE DATE. “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](mailto:events@mhsret.org)), Dr. Philippe Gross ([grossphi@hawaii.edu](mailto:grossphi@hawaii.edu)), or call (808) 735-3435.
4. 2009 - SAVE THE DATE. 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).
5. 2009 - SAVE THE DATE. 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](http://www.amhd.org/conferences/2009) or email [conference@mhsret.org](mailto:conference@mhsret.org)