



Provider Bulletin

for the Adult Mental Health Division

March 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

Reminders of Changes to Claim File Specifications:

Adjustment Reason Codes. During our last POS provider phone conference regarding the 835 Remittance Advice, we mentioned a website having all the latest adjudication codes for claims. These codes are for claim adjustments so they include approval and denial codes. They are the standardized list of denial/approval codes for electronic remittance advices and also include duration periods for each code.

Please frequent the site to make sure all codes being used are up-to-date. The website for this list is: http://www.wpc-edi.com/custom_html/claimadjustment.htm

If you have any additional questions please contact John Jansen at (808) 236-8393 or Billy Lin at (808) 306-8154.

AMHD Medical Director Corner (Dr. William Sheehan)

Denial Decision Forms: If your agency denies acceptance for a consumer into an AMHD program such as specialized residential treatment, dual diagnosis treatment, housing programs, or any other specialized program for which a person has to be referred, screened, and accepted, please fill out the denial form completely and send it back to the referring party at once.

In particular, the sections describing events that should occur in order for the consumer to be accepted if referred again is critical. Also, the section on alternative recommendations is very important.

By filling this form out in a timely manner after the denial decision is made, the referring agency will know what should be addressed in treatment so the consumer can be a successful candidate for future acceptance into your program. Also, the denial decision rationale will allow the referring agency to determine if an appeal is appropriate. Finally, the suggested alternatives and assistance to be offered by the denying program will help with further referrals.

I have seen a number of partially filled out denial forms, and usually the incomplete sections are the ones on what needs to be accomplished so the consumer can be accepted in the future, in particular the part on alternatives to the denying program. It will greatly benefit the consumers when this issue of incomplete information is corrected.

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

Assessments of dangerousness to self and others: Please be sure to continually assess consumers, especially any who have been high utilizers of services or who have an elevated risk of danger to themselves or others.

It is good to review all consumers for changes or deterioration in clinical condition. Risk assessments, historical events, and current mental and behavioral status examinations are all key data points to use in monitoring our consumers. For consumers identified to be at elevated risk, convening the recovery team, developing an updated assessment, determining action steps, and implementing any appropriate intervention to achieve stabilization is in order.

If a consumer is identified as needing additional services, please provide what is medically necessary to address emerging problems and any identified risk elements. Additional authorization for services can be requested through the AMHD Utilization Management office. Clear documentation of actions taken to address relevant issues will provide good records of interventions. Please encourage consultation with supervisors and psychiatrists as appropriate, as well.

AMHD Utilization Management (UM) Reminders

AMHD Utilization Management (UM) is excited to be able to share our newest collaboration with Helping Hands Hawaii (HHH). HHH has become the most recent provider to be trained and to implement electronic authorization requests for continued stays. As we continue to work with this new process, we are hopeful that we will be able to include more of our POS providers in this initiative. The process will mutually benefit AMHD and POS providers in terms of manpower time and supplies.

Homeless Outreach

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.

Video conferencing will be available on Maui at the Community Mental Health Center, 121 Mahalani Street.

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. **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.
2. **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.
3. **Substance Abuse Prevention Specialist Training** will be held March 17- 20, 2009 in **Kauai**. Sponsored by ADAD. 22 CEU's. \$100. Registration due by March 10. For more information please contact Ana Quintal at 692-7528.

4. **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.
5. **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
6. **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
7. **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.
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.