



## Weekly Provider Update

### Information About MCO Operations

The Durham Center understands that providers and other stakeholders have questions about how they will be affected by our transition to managed care operations under Medicaid 1915 (b)/(c) waivers, which becomes effective January 1, 2013. While the answers to many of these questions are still being developed, The Durham Center is committed to sharing information in a timely manner with all of its stakeholders. For providers, beginning this December 21 our quarterly All-Provider Meetings as well as our Provider Newsletter and our website will be utilized to provide MCO updates as they become available.

### Provider Recredentialing Has Begun

Every active Medicaid provider must be recredentialed every three years to ensure that provider information is accurate and current. The process includes a check of criminal background, credentials and qualifications to ensure that providers continue to meet NC Medicaid guidelines. To learn how the recredentialing process is now being carried out online, click [here](#).

### NC-TOPPS Bi-Annual Updates

Bi-annual NC-TOPPS updates are calculated differently in the new system. All updates due will start from the initial interview date instead of the date that the last bi-annual update was submitted. This will be more accurate but may cause some updates to show up as currently being due that would not be due in the old system. For more information about NC-TOPPS, click [here](#).

### BECOMING Workgroup Meetings

If you are interested in knowing more about workgroups connected to the BECOMING initiative you can access information by clicking [here](#). To join a workgroup please email the appropriate person listed. Everyone is welcome.

### Trauma Grief Component Therapy Learning Collaborative

The Trauma Grief Component Therapy for Adolescents Learning Collaborative is a nine-month program providing free clinical training and organizational support focusing on meeting the specific needs of youth involved in juvenile justice or probation settings who have experienced trauma, loss or bereavement. For more information, click [here](#).

Listing of trainings, programs, services and employment opportunities offered by entities other than The Durham Center are included solely for the information of our readers. Their inclusion here should not be construed as an endorsement by The Durham Center.

#### Upcoming 2011 Quarterly All-Provider Meetings

December 21  
3:00pm  
Durham County  
Administration Building

#### Recovery Support Line

(919) 956-9566  
3:00-11:00pm  
7 days a week



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## Holiday Schedule for The Durham Center

The claim and check schedule for December 2011 applies to all providers submitting IPRS claims through The Durham Center and all providers billing Level II Residential (S5145), Case Management (T1017HE) and provisionally licensed services (H codes) to Medicaid using our billing number. To access the schedule, click [here](#).

## Incident Reporting and IRIS

The Durham Center has observed an increase in late and incomplete reports. Providers are reminded to submit all Level II and III incidents via IRIS within 72 hours of learning of the incident. For Level III incidents, also supply verbal notification to The Durham Center as soon as possible. If you have questions about incident reporting or to report a Level III incident, click [here](#) or call (919) 560-8938. To sign up for the next training to be held on December 14 at DCA, click [here](#). To access the IRIS Technical Manual, FAQs, the Incident Report Manual and other QM resources, click [here](#)

## NCTracks Provider Newsletter

NCTracks is North Carolina's new multi-payer claims processing system. To learn more about NCTracks, click [here](#) and to view the newsletter, click [here](#).

## RFP for Education and Job Training Services

A Request For Proposals has been issued by the City of Durham for qualified firms or persons to administer Education and Job Training services to the residents of the Southside neighborhood. To access the RFP, click [here](#).

## NAMI NC Provider Open House

NAMI NC will hold an Open House on December 9 at its offices in Raleigh. Providers are invited to stop by to collect information on all that NAMI NC has to offer and to enjoy networking opportunities and light refreshments. Guests are invited to bring two non-perishable food items to donate to Urban Ministries of Wake County. For more information, click [here](#).

## SOAR Stepping Stones to Recovery Training

This Case Manager's training curriculum for assisting adults who are homeless with Social Security Disability and Supplemental Security Income applications will be held on December 13-14 in Durham. There are only a few spots left and the registration cost increases by \$30 after December 9. For more information and to register, click [here](#).

### [Durham Center Access](#)

309 Crutchfield Street  
near Durham Regional  
Hospital

Business (919) 560-7305  
Fax (919) 560-7180

### [Network of Care](#)

[durhamnetworkofcare.org](http://durhamnetworkofcare.org)

Providers, please ensure that you are part of this online resource database!

### [Durham CFAC Meetings](#)

First Monday of each month  
5:30-7:15pm

TROSA  
1820 James Street  
Durham

### [Independent Living Initiative Housing Triage Committee](#)

First and third Tuesday  
of each month  
The Durham Center



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## Update on Starting and Managing Patients on Clozapine

This update is part of the Duke AHEC Mental Health Web Conference Series. It will take place on December 28 at noon. For more information and to learn how to participate, click [here](#).

## Family CONNECTIONS Class for Borderline Personality Disorder

Family CONNECTIONS is a research-based 12-week course for family members with a relative with borderline personality disorder or symptoms of the disorder. NAMI Wake County will sponsor the class in Knightdale on Sunday afternoons beginning January 22. To learn more, click [here](#).

## Grant Writing, Research & Capacity Building Workshop

This two-day workshop will cover basic objectives of grant writing, locating grants, components of a successful proposal, grant databases, customizing proposals and more. It will be held on January 30-31 in Chapel Hill. For more information, click [here](#).

## NC Council Trainings

The NC Council will host a variety of winter trainings on topics including psychosocial rehabilitation services, person-centered thinking and ACTT service definition. To learn more, click [here](#).

## Training Information from The Durham Center

To access a listing of trainings hosted by The Durham Center go to our online calendar by clicking [here](#). To access the online registration form, click [here](#).

### [Utilization Management Questions or Concerns](#)

April Parker  
(919) 560-7109

### [STR Questions or Concerns](#)

Sean Schreiber  
(919) 560-7244

### [Care Coordination Questions or Concerns](#)

Towanda Witherspoon  
(919) 560-7284

### [UM Information](#)

The email address for  
UM spreadsheets is  
UMLME@co.durham.nc.us.

Fax: (919) 560-7377

### [Contracts/Provider Relations Unit](#)

Fax: (919) 328-6005



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