



Weekly Provider Update

The Durham Center is Moving

The Durham Center will move to the new Durham County Human Services Building at 414 East Main Street on April 19. Our 24/7 help and information lines and our Customer Services lines should operate without interruption, but some staff may be difficult to reach on the move day. Voicemail should be uninterrupted and all phones should be working normally again by April 20. To download a flyer you can share and post, click [here](#).

Provider Quarterly Incident Reports

Provider Quarterly Incident Reports (Form QM11) are due April 10. To access the form, click [here](#). To avoid the use of paper, submit by email only by clicking [here](#). Submission is required even if you do not have any incidents to report during the quarter. Failure to submit the Quarterly Incident Report by the due date will result in a Plan of Correction.

Implementation of New Due Process Rules Delayed

Implementation of the new DMA Due Process rules has been delayed from April 1 to May 1. When implemented these rules will have significant impact on the authorization submission process and ramifications for consumer appeal rights. To access a presentation highlighting these changes, click [here](#).

Three Year Re-Endorsement

Providers are responsible for contacting The Durham Center at least 30 calendar days prior to the expiration of their current endorsement. Failure to submit the standardized re-endorsement Letter of Attestation and/or providing false or misleading information will lead to involuntary withdrawal. To access the necessary form, click [here](#). Questions can be directed to (919) 560-7366.

MH/SA TCM Providers Must Participate in NC-TOPPS

A reminder that all MH/SA Targeted Case Management providers are required to participate in NC-TOPPS (Treatment Outcomes and Program Performance System) as TCM is an outcome-focused service. Responsibility for completing NC-TOPPS interviews lies with the consumer's primary provider agency. For more important 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 Quarterly 2011 All-Provider Meetings

June 15
September 21
December 21

9:00-11:00am

Durham Community Collaborative Meetings

Fourth Thursday of the month

10:00am-Noon
(April meeting will be replaced by the Making a Difference Breakfast on April 21)



The Durham Center is a key partner in Durham System of Care

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New NC-TOPPS Contact

Hilda Smith is now the contact person at The Durham Center for NC-TOPPS matters. Reach her at (919) 560-7098 or hmsmith@durhamcountync.gov.

Importance of Using the Latest LCAD

It is important that providers submitting the LCAD use the most current form that includes the field called "Self Help Program Attendance" for both the admission and discharge areas. To access the correct form, click [here](#).

Peer Support Training

Durham Wellness City has a variety of classes in April addressing the topic of peer support skills. For more information, click [here](#).

NC-IRIS Training

A training on the online IRIS system for submitting incident reports will be held on April 8 at 1:00pm at Durham Center Access. To register, click [here](#).

Parenting Strategies Workshop

This educational workshop provides ideas on how to better manage family conflicts and challenging behaviors exhibited by special needs children using mindfulness-based skills and other practical strategies. It will be held on April 9 in Chapel Hill. To learn more, click [here](#).

Affect Regulation and Attachment in Group Psychotherapy

This session is part of the Carolinas Group Psychotherapy Association Annual Spring Workshop to be held on April 9-10 in Durham. For more information, click [here](#).

The ARC of NC Legislative Lobby Day

The Arc of NC will sponsor a Lobby Day at the General Assembly on April 12. It is an opportunity for families, people with disabilities and chapter leaders to meet with legislators to inform them how their decisions affect their lives.

Disability 101: A Training for Case Managers and Front Line Staff

This training will be offered quarterly with the first training to be held on April 14 in Durham. Capacity is limited. 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

[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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Fetal Alcohol Syndrome Training

This workshop for physicians, nurses, social workers, therapists and other prevention, treatment and recovery professionals will be held on April 15 in RTP. For more information, click [here](#).

Statewide Listening Tour on Regulatory Reform

The General Assembly's Joint Committee on Regulatory Reform will host meetings across the state to garner feedback from the public on burdensome state rules and regulations. The closest meeting will be held in Raleigh on April 21. To view the entire meeting schedule, click [here](#).

Quality Improvement Planning and Reporting Training

The Durham Center QM Department will host a training for all contracted providers on writing and reporting on a quality improvement plan. It will be held on April 29 at Durham Center Access. To learn more and to register, click [here](#).

Change for Providers Billing Medicaid Direct Using TDC Number

As of July 1 payments that The Durham Center receives from the Medicaid weekly checkwrite cycles will be posted in FY12 regardless of the date of service on the claim. For additional important information, click [here](#).

NCTracks Information

NCTracks is the new multi-payer claims processing system currently under development that will replace the Legacy Medicaid Management Information System currently managed by HP. To learn more, click [here](#).

Training Information from The Durham Center

To access a listing of additional trainings hosted by The Durham Center and other organizations, click [here](#). Fax registrations are no longer accepted. To access the online registration form, click [here](#).

NC Council Trainings

The NC Council is sponsoring a variety of trainings throughout the winter, including Service Definition trainings for ACTT, Day Treatment, Intensive In-Home and Community Support. To learn more, click [here](#).

[Utilization Management or 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.

The fax number for UM/STR is (919) 560-7377



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