



## Weekly Provider Update

### The Durham Center Closed July 5

The Durham Center offices will be closed on Monday, July 5 in observance of Independence Day. Durham Center Access will be open 24/7 as usual.

### Important Authorization Trainings for Providers

As The Durham Center moves toward the assumption of Medicaid UR it will be implementing a web-based tool, ProviderConnect, to process authorization requests. It will host trainings for DD providers on July 12 at 3:00pm, for providers of enhanced and residential services on July 21 at 9:00am, and for outpatient therapy providers on July 26 at 10:00am. Space is limited. To register, click [here](#).

### Online Consumer Missed Appointment Form

All providers are reminded to complete the Consumer Missed Appointment form on The Durham Center website when they reschedule a consumer's intake appointment or if the consumer fails to connect with them. To access the form, click [here](#).

### Network of Care Website Being Updated

If your agency is listed in the Network of Care database, you are asked to check your information to make sure it is up-to-date and accurate. To learn how to add or correct information to your listing or to add an event to the Provider Calendar, click [here](#).

### Proposed Changes to OAH Rules

The Office of Administrative Hearings proposes to amend the rules that govern the procedure and filing fees for contested cases it hears. To learn more about the proposed changes and the process for commenting on them, click [here](#).

### Food Bank for Kids Summer Stock

The Durham Police Department will hold a food drive from June 21-30 to benefit the Food Bank for Kids. You can drop off your non-perishable food donations at Police headquarters at 505 West Chapel Hill Street.

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.

#### 2010 Quarterly All-Provider Meetings

September 15  
December 15

9:00-11:00am  
The Durham Center

#### 2010 New Provider Orientations

July 27  
October 26

10:00am-Noon  
The Durham Center



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## Provider Satisfaction Survey

This annual survey is an opportunity for providers to rate their satisfaction with their working relationships with The Durham Center. Please take a few minutes to share your input with us by July 9 by clicking [here](#).

## NC-IRIS Technical Manual, Updates and Training Opportunities

To access a new IRIS Technical Manual, click [here](#). Refer to it for instructions on how to enter incidents into the IRIS system. For helpful hints about working with IRIS, click [here](#).

## Durham Early Head Start Services

Durham Early Head Start provides free home-based and center-based services for pregnant women and children from birth to three years old who meet eligibility requirements. For more information, click [here](#).

## NAMI Peer-to-Peer Classes

Peer-to-Peer is a unique experiential learning program for people with serious mental illness who are interested in establishing and maintaining their wellness and recovery. Classes are held on Saturdays for ten weeks starting July 24 in Durham. For more information about the classes, call (919) 884-1804 or (919) 806-7259.

## Harvesting Support Systems Institute

The National Youth Leadership Network will host this event for young adults with disabilities (ages 13-28), family members, professionals and allies on July 29-31 in Raleigh to introduce a new curriculum on how youth with disabilities can build their own support systems. For more details, click [here](#).

## NC One Community in Recovery Conference

This conference will feature breakout sessions promoting recovery-based service philosophies and will offer continuing education credits. It will be held on October 21-22 in Winston-Salem. For more information, 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](#).

### [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  
(July meeting - July 12)

1820 James Street  
Durham

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

First and third Tuesday  
of each month  
The Durham Center

### [Durham Community Collaborative Meetings](#)

Fourth Thursday of  
the month

10:00am-Noon  
The Durham Center



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## NC Council Trainings

The NC Council is sponsoring a variety of trainings throughout the summer. For more details, click [here](#).

## Utilization Management Monthly Report

To access routine utilization management data for IPRS authorizations that The Durham Center completes, click [here](#). Questions can be submitted by clicking [here](#).

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

Sean Schreiber  
(919) 560-7244

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

Kathy Niblock  
(919) 560-7303

### [UM Information](#)

The email address for UM spreadsheets is [UMLME@co.durham.nc.us](mailto:UMLME@co.durham.nc.us).

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



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