



Weekly Provider Update

Next All-Provider Meeting

The upcoming All-Provider Meeting will be held on September 21 at 3:00 in the Commissioners Chambers of the Durham County Administration Building at 200 East Main Street. To access the agenda, click [here](#).

MANDATORY Electronic Submission of Authorization Requests

Beginning October 1 NC law will require that providers submit ALL authorization requests to The Durham Center electronically, regardless of how large or small the volume of your requests is. Service requests and all applicable supporting documents must be submitted through ProviderConnect. Those not submitted through ProviderConnect WILL NOT be reviewed. The Durham Center will conduct another ProviderConnect live instructional webinar on September 20 at 10:00. To register, click [here](#). To access the ProviderConnect User Manual, click [here](#).

Changes in Developmental Therapy

Due to changes in State funding TDC will establish a waitlist for individuals referred for Developmental Therapy. Also, effective immediately the maximum weekly authorization is 10 hours per week. Services already authorized are not affected but the new maximum would be in effect for re-authorization requests. For more details, click [here](#).

Recovery Celebration Expands to Include Mental Illness

Durham's sixth annual Recovery Celebration will honor citizens in recovery from mental illness as well as those recovering from addiction. It will be held on September 22 from 4:00-7:00pm at Durham Central Park. To download a flyer, click [here](#).

Human Services Softball Challenge

Staff of The Durham Center will take on their colleagues at Durham Public Health in seven innings of softball on September 21 at 6:00 at old Durham Athletic Park. The community is invited to attend and cheer on their favorite team. \$1 raffle tickets will be available before the game for chances to win a variety of prizes including an iPod touch. All proceeds benefit local charities.

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](#)

September 21
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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Provider Quarterly Incident Reports

Provider Quarterly Incident Reports (Form QM11) are due October 10, but do not submit prior to October 1 or it will be returned. Submission is required even if you do not have any incidents to report during the quarter. Failure to submit the Report by the due date will result in a Plan of Correction. To access the form, click [here](#). To avoid the use of paper, submit by email by clicking [here](#).

New Fax Number for Contracts/Provider Relations

For faxing insurance certificates, DMA enrollment letters, Notice of Change forms, licenses and various other communications to the Contracts/Provider Relations Unit at The Durham Center, the new number is (919) 328-6005.

Use New Address for The Durham Center on Insurance Certificates

You are asked to make sure your insurance agency is aware that our address has changed to 414 East Main Street, Durham, 27701. Updated insurance certificates may be submitted to this address or by fax to (919) 328-6005.

Short-Term Parenting/Case Management Program

English and Spanish-speaking parents of children ages three months to three years living in East Durham may be eligible to participate in a program that provides developmental screenings, referrals to community resources and parenting support through bi-weekly home visits. To learn more, click [here](#).

Group Living for Teen Males

Vision Quest provides a group living environment that allows males ages 14-17 on court supervision to engage in evidence-based substance abuse treatment while progressing in their education through a web-based approach. For more information, contact Tanesha McAuley at (919) 794-3814.

CAP-I/DD Informational Sessions

Five informational sessions will be held across the state during the second half of September to communicate the changes in the CAP-I/DD Comprehensive and Supports Waivers that will become effective on November 1. For dates and times and registration information, click [here](#).

Utilization Review Resources

To access a wide variety of utilization review information and other resources, 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

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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Mental Health First Aid Training

This 12-hour training course is designed to provide important skills useful in helping someone who is developing a mental health problem or experiencing a mental health crisis. It will be held on September 20-21 at Durham Center Access. For more information, click [here](#).

NC Providers Council Annual Conference

Titled *The Change Imperative: Re-Tooling for the Future*, the conference will be held on October 4-6 in Greensboro and will feature over 25 state and nationally-recognized speakers in concurrent and breakout sessions. For more details, click [here](#).

NAMI-NC Annual Conference

The conference, themed *Growing our Grassroots, Our Garden of Recovery*, will continue to have a recovery focus as well as an expanded focus designed to appeal to providers. It will be held on October 7-8 in Raleigh. To learn more or to register, click [here](#).

Training Information from The Durham Center

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

NC Council Trainings

The NC Council is hosting trainings in September and October including Using Cognitive Behavior Therapy with Children and Adolescents, Person-Centered Thinking, ACTT Service Definition, and Clinical Supervision for Team Leaders. For more information about what is currently scheduled, click [here](#).

[Utilization Management Questions or Concerns](#)

April Parker
(919) 560-7109

[STR Questions or Concerns](#)

Jackie Truitt
(919) 560-7505

[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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