



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

Effective October 1 NC law will require that providers submit authorization requests electronically via the vendor's website. To prepare for this transition The Durham Center will provide several live training webinars in the coming months. To access the training calendar, click [here](#). Providers unable to participate in a live webinar can access a pre-recorded webinar for self-paced training by clicking [here](#). The ProviderConnect User Manual can be found by clicking [here](#). The webinar and User Manual contain information on how to obtain a ProviderConnect user name and password.

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](#).

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 an event flyer, click [here](#).

Insurance Certificates

The Durham Center is still receiving insurance certificates with our old Willard Street mailing address. 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.

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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Enrolling Medicaid and Health Choice Patients in CCNC/CA

To learn what providers are asked to do to assist consumers in enrolling in CCNC/CA, click [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.

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.

Recovery Support Line on TV8

During September the *In Touch with Durham County Government Show* on Cable Channel 8 includes a discussion of the new Recovery Support Line and the Peer Support Specialists who operate it. For program times, click [here](#).

Emergency Assistance Program

The Emergency Assistance Program can help individuals with intellectual and developmental disabilities with rental and emergency food assistance and funds for utility bills, prescriptions and medical bills. For more information, click [here](#).

QM Now Handling Grievances

All grievances coming to The Durham Center are now being handled and resolved by staff in the Quality Management Department. Complaints and grievances should still be directed to (919) 560-7200 or (877) 839-0301. If you have questions you may call (919) 560-7487 or click [here](#).

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](#).

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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Child Sexual Abuse Prevention Trainings

One in four girls and one in six boys will be sexually abused before the age of 18. Stewards of Children trainings will be held on September 16 and October 21 in Durham. Note that you can also request trainings can also be requested for your organization at your location. For more information, click [here](#).

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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](#).

Introduction to Acceptance and Commitment Therapy (ACT)

ACT is based on the view that much of psychological suffering is caused by experiential avoidance and cognitive fusion. This workshop will discuss and demonstrate techniques designed to change the ways that one relates and responds to challenging thoughts, feelings and memories. It will be held on September 23 in Greenville. To learn more, click [here](#).

NC Providers Council Annual Conference

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](#).

Newsletter Archives

To access past issues of the Provider Newsletter, 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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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 hosts a variety of trainings on a ongoing basis. For more information about what is currently scheduled, click [here](#).

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