



EMPOWERING PEOPLE ~ STRENGTHENING COMMUNITY

## PROVIDER RELATIONS

### FREQUENTLY ASKED QUESTIONS

**Q: How do I get a state dollar contract with Mental Health Partners?**

**A:** When a provider gets a referral for a non Medicaid Burke or Catawba County consumer and the provider knows they will be serving this consumer, they should contact the Provider Relations Unit at LME. The LME will send the provider a Mental Health Partners provider application. The provider should return the completed application with all required attachments (license, proof of insurance, NPI information, W-9 etc.) to the Provider Relations Unit for review and verification. The LME Provider Liaison will then forward the processed provider package to the Contracts Manager who will develop the state standardized contract upon UM approval of the Service Action Request Form (authorization for IPRS dollars).

**Q: How do I get a MOA with Mental Health Partners?**

**A:** When a provider gets a referral for a Medicaid Burke or Catawba County consumer and the provider knows they will be serving this consumer, they should contact the Provider Relations Unit at the LME, 828-327-2595. The LME will send the provider a Mental Health Partners provider application. The provider should return the completed application with all required attachments (license, proof of insurance, direct enrollment information, NPI information, etc.) to the Provider Relations Unit at MHP, 1985 Tate Blvd. SE, Suite 529, Hickory, NC 28602 for review and verification. The LME assigned Provider Liaison will develop a MOA and send to the provider for returned signature.

**Q: How do I get endorsed for an enhanced service within Burke or Catawba Counties?**

**A:** Providers who are interested on getting endorsed for an enhanced service in the Burke/Catawba catchment area should follow the Endorsement Policy that is posted on the Division website:

<http://www.ncdhhs.gov/mhddsas/stateplanimplementation/providerendors/index.htm>



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**Q: Does Mental Health Partners conduct routine and complaint based providers?**

**A:** Mental Health Partners conducts routine and complaint based monitoring on all category A and B (licensed and periodic) providers within the LME catchment area (Burke and Catawba Counties). The LME utilizes the state standardized tools to conduct these monitoring. The LME is currently developing a new monitoring schedule based on the FEM tool developed by the Division. For more information on the FEM, go to the Division's website.

**Q: Who do we send our Level II and III incident reports to at the LME?**

**A:** Providers should fax their Level II and III incident reports to their assigned LME Provider Liaison at 828-325-9826.

**Q: Who do we send our Quarterly Incident Reports to at the LME?**

**A:** Providers should fax their or email their Quarterly Incident Reports to Beth Lackey, Quality Management Coordinator at Mental Health Partners, 828-325-9826 or [elackey@mentalhealthpartners.org](mailto:elackey@mentalhealthpartners.org).

**Q: Should a provider have a Q: or a need, who can we call?**

**A:** Providers are encouraged to contact their assigned LME Provider Liaison to facilitate assistance.

**Q: Who can we contact if a provider has training needs?**

**A:** Providers should contact Beth Lackey, Quality Management Coordinator at 828-323-5058 regarding training needs.

**Q: How often does Mental Health Partners conduct provider forums?**

**A:** Mental Health Partners sponsors provider forums quarterly.

**Q: Who can I contact at the LME to obtain a list of all service providers for choice or referral reasons.**

**A:** Contact Provider Liaisons at the LME to obtain a list of approved service providers.