

Communication as forwarded to LME-CEOs and Contract Managers – May 2, 2018

Sent on behalf of Lisa Haire, AD, Quality Management and Operations, DMH and Deb Goda, BH Unit Manager, DMA:

In follow up to *LME-MCO Communication #J254*, Changes to the Agency Monitoring Process this is to advise that, following continued collaborative efforts and assessment of the Monitoring Process, the *DHHS Monitoring Tools for Providers* and the *DHHS Unlicensed AFL Review Tool for Providers* has been updated (Guidelines revised effective May 3, 2018) and are posted to the DHHS website. In addition, the *Clinical Coverage Policies* reference has been updated in all of the tools. The revision of the guidelines is the on-going commitment by DHHS, provider organizations, providers and the LME-MCOs to improve the monitoring process. Utilization of the revised guidelines will be effective May 3, 2018.

The update in process does not diminish or reduce the LME-MCOs responsibility/authority to analyze and aggregate the data to determine trends/patterns specific to their Provider Networks.

The Department continues to focus on streamlining processes that will be more efficient, effective, ensures the best use of all available resources, and will result in positive outcomes for individuals supported across the mental health, developmental disabilities and substance abuse service system.

Please contact Janet Breeding at janet.breeding@dhhs.nc.gov or 910-434-3811 or Deb Goda at deborah.goda@dhhs.nc.gov or 919-855-4297 if you have any questions regarding the above.

Janet Breeding

LME-MCO Liaison
DMH/DD/SAS, Systems Performance Team
[NC Department of Health and Human Services](http://www.dhhs.nc.gov)

919-715-1294 office
910-434-3811 mobile
919-715-1294 voice/TTY
919-508-0976 fax
janet.breeding@dhhs.nc.gov

306 N. Wilmington Street, Bath Building
3004 Mail Service Center
Raleigh, NC 27699-3004

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