



North Carolina Department of Health and Human Services

Roy Cooper
Governor

Mandy Cohen, MD, MPH
Secretary

Division of Mental Health, Developmental
Disabilities and Substance Abuse Services
3001 Mail Services Center
Raleigh, North Carolina 27699-3001
Tel 919-733-7011 Fax 919-508-0951
Jason E. Vogler, Ph.D.
Interim Senior Director

Division of Medical Assistance
2501 Mail Services Center
Raleigh, North Carolina 27699-2501
Tel 919-855-4100 Fax 919-733-6608
Dave Richard
Deputy Secretary for Medical Assistance

LME-MCO Communication Bulletin #J256

Date: July 3, 2017

To: LME-MCOs

From: Deb Goda, Behavioral Health Unit Manager, DMA
Mabel McGlothlen, Team Leader for System Performance and Project Management,
DMH/DD/SAS

Subject: Back-up Staffing

The purpose of this bulletin is to provide information to the LME-MCOs and providers regarding the backup staffing reporting process. It is the expectation that if a provider or Employer of Record (EOR) staff member is unable to provide a service and the provider agency or EOR is unable to provide back-up staff, the provider or EOR is required to report this lack of staffing to the LME-MCO. This should be sent by the provider agency to the LME-MCO on a bi-weekly basis on a spreadsheet provided by the LME-MCO.

Per Clinical Coverage Policy 8P <https://www2.ncdhhs.gov/dmA/mp/8P.pdf>, service breaks do not require Back-up Staffing reporting to the LME-MCO. Service breaks are defined as holidays, family vacations, weather conditions, illnesses, and scheduling conflicts.

LME-MCOs will report to the Division of Medical Assistance on a quarterly basis their findings from these reports.

If you have questions regarding this bulletin, please contact Monica Hamlin at monica.hamlin@dhhs.nc.gov or (919) 855-4336.

Previous bulletins can be accessed at: <https://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>

Cc: Dave Richard, DMA
Jason Vogler, Ph.D., DMH/DD/SAS
Dale Armstrong, DHHS
DMA Leadership Team
DMH/DD/SAS Leadership Team
Mary Hooper, NCCCP