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LME-MCO Communication Bulletin #J266

Date: September 21, 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: Clarification of Back-up Staffing Incident Reporting

The purpose of the bulletin is to provide clarification on LME-MCO back-up staffing incident reporting. LME-MCO must submit aggregate incident data of providers/EORs failure to provide back-up staffing to DMA quarterly on or before the 20th of the month following the end of the quarter.

The first report will be due October 20, 2017. As a reminder, per Clinical Coverage Policy 8P, 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. All back-up staffing incidents must be reported on the attached template and submitted to: monica.hamlin@dhhs.nc.gov.

Please see attached Innovations Incident Reporting Template.

Please contact Monica Hamlin at monica.hamlin@dhhs.nc.gov or 919-855-4336 if you have any questions.

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

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