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