



## North Carolina Department of Health and Human Services

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### LME-MCO Communication Bulletin #J275

Date: January 30, 2018

To: Local Management Entities/Managed Care Organizations (LME-MCOs)

From: Lisa Haire, Assistant Director, Quality Management and Operations, DMH/DD/SAS  
Deb Goda, Behavioral Health Unit Manager, DMA

Subject: Children with Complex Needs- Murdoch Developmental Center Children's Assessment Clinic,  
New Statewide Administrator, and New Web-Based Provider Training Curriculum

#### Updates to Assessment Process:

As described in [Communication Bulletin #J231](#), *Children with Complex Needs*, the Department of Health and Human Services (DHHS) and Disability Rights North Carolina (DRNC) entered into a Settlement Agreement on October 14, 2016 to outline a plan to assist children with complex needs. The Settlement Agreement defines children with complex needs as Medicaid Eligible Children ages 5 and under 21, who have been diagnosed with a developmental disability (including Intellectual Disability (IDD) and/or Autism Spectrum Disorder) and a mental health disorder who are at risk of not being able to return to, or maintain placement in a community setting.

The Settlement Agreement included the establishment of a Children's Assessment Clinic at Murdoch Developmental Center (MDC), beginning April 1, 2017 for children from the Central Region of the state with complex needs who required a thorough interdisciplinary team assessment.

**Effective immediately, the MDC Children's Assessment Clinic will begin to accept referrals from the entire state of North Carolina.**

The MDC Children's Assessment Clinic provides a thorough review and assessment of the clinical needs of the children referred. It is an interdisciplinary process which provides the individual, guardian, LME/MCO and existing providers (if applicable) the opportunity to meet with the clinical team. The clinical team includes a:

social worker, psychologist, physician, psychiatrist and registered nurse. Additional staff are included as indicated, including a: pharmacist, behavior specialist, a speech-language pathologist, physical therapist, occupational therapist, dietician, dentist and/or educator.

The referral process is as follows:

- Children who have been identified as having complex needs are eligible for referral to the Clinic by LME-MCO staff as clinically indicated. Guardians can request a referral for their child from their LME-MCO.
- LME-MCO staff, along with the child's guardian, will complete the MDC Children's Assessment Clinic Referral Form (attached). This form can also be found at: <https://www.ncdhhs.gov/about/department-initiatives/children-complex-needs>.
- The LME-MCO will submit the Referral Form and additional documentation to Elizabeth Hayes, Admissions/Discharge Coordinator for MDC at [elizabeth.hayes@dhhs.nc.gov](mailto:elizabeth.hayes@dhhs.nc.gov) or fax 919-575-1104. If information is sent via email, you must encrypt the information.
- Ms. Hayes will work with the LME-MCO and guardian until the referral information is complete and will then forward the referral package to the Intake Coordinator. The Intake Coordinator will confirm the child's acceptance and schedule the Clinic appointment. Please see the attached FAQ document for families which provides helpful information for what guardians can expect at the appointment.

MDC Children's Assessment Clinic staff will ask guardian/families to complete a survey at the close of the clinic appointment to capture information regarding their satisfaction with the referral process, planning, the appointment experience and the travel to the clinic. MDC Children's Assessment Clinic staff will send a follow-up survey six months post-clinic appointment to gather information about outcomes experienced by the child, to the need for establishment of regional Children's Assessment Clinics will be assessed by DHHS on a regular basis utilizing this data. MS. Hayes can be contacted at 919-575-1073.

#### Statewide Administrator:

Beginning February 1, 2018, Rachel Johnson will be the Division of Mental Health, Developmental Disabilities and Substance Abuse Services Statewide Administrator and primary point of contact for the Children with Mental Health (MH), IDD and Complex Needs Settlement Agreement. She can be contacted at [Rachel.Johnson@dhhs.nc.gov](mailto:Rachel.Johnson@dhhs.nc.gov) or 919-733-7011.

#### MH/IDD Web-Based Provider Training Curriculum:

New MH/IDD web-based provider training is available for access at no cost. This curriculum is designed for MH and IDD staff, health care providers, caregivers and others to expand their knowledge of IDD and MH conditions, behavioral concerns, and evidence-based strategies to treat these conditions. The courses are self-paced and certificates will be available for individual modules as well as for the series.

There is also a professional track of the course for obtaining Continuing Education (CE) hours, available at: <https://bhs.unc.edu/intro-children-and-young-people-mh-idd>.

For any questions regarding information within this joint communication bulletin, please contact Nicole Cole, Project Manager at [Nicole.cole@dhhs.nc.gov](mailto:Nicole.cole@dhhs.nc.gov) or 919-715-1294.

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

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