

# Alliance

**BEHAVIORAL HEALTHCARE**

*Serving Durham, Wake, Cumberland and Johnston Counties*

## Weekly Update

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### Alliance CEO to Retire

Alliance CEO Ellen Holliman has announced that she is retiring from her distinguished 45-year career effective March 31, 2014. Ms. Holliman indicated that her decision to spend more time with family is made possible by Alliance's strong position as it moves into the next phase of Medicaid reform. She looks forward to the opportunity to speak to many of you in person over the next few months.

### Important Provider Information Needed

To ensure that our Provider Directory and online provider search tool supply consumers and referral sources with the most accurate and current information on services and populations served by you or your agency/practice, all providers are asked to complete a form available by clicking [here](#). Please submit the completed form to [ProviderNetwork@AllianceBHC.org](mailto:ProviderNetwork@AllianceBHC.org) by December 20.

### Next All-Provider Meeting

The next meeting of the Alliance Provider Network will be held on December 18 from 1:00-3:00pm at the Alliance corporate office. Note that due to this meeting, the Durham Provider Advisory Council meeting scheduled for December 9 has been cancelled.

### Change in December Checkwrite Schedule

For the cutoff date of December 24, Alliance's checkwrite has been changed from December 27 to December 31. The EFT effective date/RA available date has been changed from December 31 to January 2. To learn more, click [here](#). To access the checkwrite schedule for calendar year 2014, click [here](#).

### Electronic Payments

All providers receiving payments from Alliance are now required to receive them electronically. To access an EFT Authorization Agreement, click [here](#) and submit the completed form along with a voided check or bank letter to [AccountsPayable@AllianceBHC.org](mailto:AccountsPayable@AllianceBHC.org) or mail to Alliance Behavioral Healthcare, Attention: Finance, 4600 Emperor Boulevard, Suite 200, Durham, NC 27703.

[Alliance  
Provider Helpdesk](#)

(919) 651-8500

8:30am-5:15pm  
Monday-Friday

[Alliance  
Contact Information](#)

[www.alliancebhc.org/  
about-alliance/contact-us](http://www.alliancebhc.org/about-alliance/contact-us)

[Durham Center Access](#)

309 Crutchfield Street  
near Durham Regional  
Hospital, Durham

[Wake Crisis and  
Assessment Center](#)

107 Sunnybrook Road  
Raleigh

[Community Mental Health  
Center at Cape Fear Valley](#)

109 Bradford Avenue  
Fayetteville

[Mental Health Division,  
Johnston County  
Health Department](#)

521 N. Brightleaf Boulevard  
Smithfield

# Weekly Update

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## Medicaid Contracts

Medicaid contracts for 2013-14 are currently being emailed to applicable providers. Contracts will be automatically renewed for the next calendar year unless a provider has received notification indicating otherwise.

## Rate Changes for Hospitals

Hospitals are alerted of an upcoming change regarding services to consumers with Medicaid within the Alliance catchment area. As part of Alliance's Medicaid waiver Per Member Per Month (PMPM) rate adjustment for calendar year 2014, the Division of Medical Assistance (DMA) included rate reductions. To learn more, click [here](#).

## LIPs Needed for Innovations Specialized Consultative Services

Alliance currently seeks LIPs to provide Innovations Specialized Consultative Services that supply expertise, training and technical assistance in a specialty area to assist family members, support staff and other natural supports. To learn more, click [here](#).

## Innovations Quarterly Progress Summaries

Effective February 1, 2014 only the Alliance Innovations Quarterly Progress Summary form will be accepted. To access the form or instructions and due dates, click [here](#).

## Weekly Updates Accessible to All

Note that the current as well as past issues of this Weekly Update are available on the Alliance website and accessible to anyone by clicking [here](#). No special email link is necessary to access the Updates.

## Durham ILI Applications and Training

The Alliance Durham office is not accepting ILI applications for the remainder of 2013 but will resume accepting them on January 1. ILI and Supportive Housing trainings at the Durham office will also resume as regularly scheduled in January.

## Information for Innovations Residential Supports Providers

To access important information for providers of Innovations Residential Supports about licensing requirements for these services, click [here](#).

### [Alliance CFAC Meetings](#)

Alliance Corporate Office  
4600 Emperor Boulevard  
Durham

First Monday in February,  
April, June, August, October  
and December at 5:30pm

### [Alliance Durham CFAC Subcommittee](#)

TROSA  
1820 James Street  
Durham

First Monday in January,  
March, May, July,  
September and November  
at 5:30pm

### [Alliance Wake CFAC Subcommittee](#)

5000 Falls of Neuse Road  
Raleigh

Second Tuesday in  
January, March, May, July,  
September and November  
at 5:30pm

### [Alliance Cumberland CFAC Subcommittee](#)

711 Executive Place  
Fayetteville

Fourth Thursday monthly  
at 5:30pm

# Weekly Update

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## Youth Mental Health First Aid Instructor Certification Program

A five-day Instructor Certification Program will allow attendees to offer the 8-hour Youth MHFA course to members of the general public. It will be held on February 17-21 at the Alliance corporate office in Durham. To access the application packet for this free training, click [here](#). Note in the instructions in the packet that the application should be submitted to DHHS, not to Alliance.

## Technical Assistance for Credentialing

Providers that would like individual technical assistance with completing the credentialing process can contact [ProviderNetwork@AllianceBHC.org](mailto:ProviderNetwork@AllianceBHC.org) to arrange for an appointment at the corporate office with a Credentialing staff to help you with this process.

## Technical Assistance for Claims

Technical assistance is available on Tuesdays from 9:30am-noon in Room 204 of the Alliance corporate office in Durham for providers needing individual assistance with billing, reconciling payments, working denials and submitting claims in Alpha. To ensure ample staff to help you with your questions, let us know if you wish to attend on a particular Tuesday by clicking [here](#).

## Claims Training for ICF Providers

Technical assistance is available on Tuesdays through January 7 from 1:00-3:00pm in Room 204 of the Alliance corporate office in Durham for ICF providers needing assistance with billing on a UB04 form in Alpha. Bring your laptops and Alpha login information. To ensure ample staff to help you with your questions, let us know if you wish to attend on a particular Tuesday by clicking [here](#).

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