

**NORTH CAROLINA FINANCE, REIMBURSEMENT AND  
MIS OFFICER'S ASSOCIATION**

**NC FARO  
2005 SPRING CONFERENCE**



**REGISTRATION  
AGENDA**

**APRIL 24 - 27, 2005**

**WILMINGTON HILTON  
301 N. Water Street  
Wilmington, NC  
Phone: 910-763-5900**

NORTH CAROLINA FINANCE, REIMBURSEMENT AND  
MIS OFFICER'S (NC FARO) SPRING 2005 CONFERENCE

WILMINGTON HILTON  
WILMINGTON, NC  
APRIL 24 - 27, 2005

SUNDAY, APRIL 24, 2005

- 5:00 – 7:00 P.M.      **EARLY REGISTRATION** – LOWER LOBBY (BOARDROOM A)
- 9:00 – 11:00 P.M.    **HOSPITALITY SUITE** – Rooms 701-707, Exhibitor/Vendor Sponsored Event  
“Visit with friends and meet new FARO participants”

MONDAY, APRIL 25, 2005

- 7:00 – 8:10 A.M.      **CONTINENTAL BREAKFAST** – AZALEA ROOM  
Exhibitor / Vendor Sponsored Event
- 7:15 – 8:15 A.M.      **REGISTRATION** – LOWER LOBBY (BOARDROOM A)
- 8:15 – 9:00 A.M.      **WELCOME & BUSINESS MEETING** – MAGNOLIA / DOGWOOD  
Debbie Hatley, Pathways  
2005 NC FARO President
- VENDOR INTRODUCTIONS**  
Pat Stultz, Alamance-Caswell Area MH/DD/SAS

9:00 – 10:15 A.M. (JOINT SESSION)

TRACK 1

**SESSION:**            **DIVISION UPDATE**

**SPEAKER:**          Leza Wainwright, Deputy Director  
Division of MH/DD/SAS

**DESCRIPTION:** Key issues, recent communications, policy decisions and their impact as we move closer to complete implementation of Mental Health Reform. Session will also cover major funding issues and projections of potential changes.

**TARGET AUDIENCE:** All levels of LME, Provider, and DHHS staff.

10:15 – 10:45 A.M.                    *BREAK: EXHIBITOR / VENDOR VISITATION – AZALEA ROOM*

10:45 – 12:00 P.M. – BREAKOUT SESSIONS  
(Choice of 6 Breakout Sessions)

TRACK 1

**SESSION:**            **BEST PRACTICE MODELS**

**SPEAKER:**          Val Carmine, DDTI

**DESCRIPTION:** The State Plan supports the implementation of person centered planning as a best practice model. Person-centered planning implementation means that an individual and their families direct the process based on the needs, desires, and interests of the person. A basic overview of models such as Essential Lifestyle Planning (ELP), Circles of Friends the McGill Action Planning System (MAPS), Planning Alternative Tomorrows with Hope (PATH) and others will be provided.

**TARGET AUDIENCE:** LME finance, clinical, and management staff; Provider finance, clinical, and management staff; and DHHS staff.

## TRACK 2

**SESSION: COMPLIANCE AUDITS**

**SPEAKER:** Jim Jarrard, Division of MH/DD/SAS

**DESCRIPTION:** This session will cover Division compliance audits of provider and area program services and specified LME-DHHS contract items requiring on-site verification. The review includes general trends seen in previous audits and monitoring reviews, as well as current areas of concentration and consequences of non-compliance situations.

**TARGET AUDIENCE:** LME Director, finance, and management staff; Provider Director, finance, and management staff; and DHHS staff.

## TRACK 3

**SESSION: BASIC IPRS 101 FOR PROVIDERS**

**SPEAKER:** Cheryl McQueen, Division of MH/DD/SAS

**DESCRIPTION:** This session will give an overview from a provider's perspective of the current IPRS system so that they can understand the capabilities and limitations LMEs have under the system. Submission requirements and report availability will be discussed.

**TARGET AUDIENCE:** Provider management, reimbursement and MIS staff.

## TRACK 4

**SESSION: PROFESSIONAL PRESENCE**

**SPEAKER:** Judy H. Barbour, Vice-President  
Leadership & Development  
BB&T University

**DESCRIPTION:** Do you hate to be asked for your opinion in the staff meeting? Do you avoid eye contact with the facilitator when in training classes? Does making small talk at a group gathering feel like a big deal? If so, drop in on the Professional Presence session. Learn tips that facilitators and speakers use to feel more confident when dealing with groups. Leave with practical knowledge that will help you to be more effective in both your professional and personal lives.

**TARGET AUDIENCE:** All levels of LME, Provider and DHHS staff.

## TRACK 5

**SESSION: NCLEADS – OVERVIEW AND WEB PORTAL DEMONSTRATION**

**SPEAKERS:** ACS and OMMIS Staff

**DESCRIPTION:** An overview of the NCLeads multi-payer replacement system for Medicaid and IPRS billing with demonstrations of Web accessible capabilities for LMEs and providers.

**TARGET AUDIENCE:** LME finance, reimbursement, and MIS staff; Provider finance, reimbursement and MIS staff, and DHHS staff.

## TRACK 6

**SESSION: INTRODUCTION TO MICROSOFT ACCESS**

**SPEAKER:** Michael Stewart, MDS Consulting

**DESCRIPTION:** This session will include: Introduction to Database Concepts and Terminology, Introduction to Access, Database planning and design, creating tables, working with tables, queries, creating and using forms, creating and using reports, creating and maintaining a database. Time will be allowed for questions.

**TARGET AUDIENCE:** All levels of LME, Provider, and DHHS staff.

1:30 – 2:30 P.M. – BREAKOUT SESSIONS  
(Choice of 5 Breakout Sessions)

TRACK 1

**SESSION: CONTRACT STANDARDS – PROVIDER**

**SPEAKER:** John Morrison, Attorney  
Twiford Law Firm, Elizabeth City, NC

**DESCRIPTION:** Come to this session to learn what it takes to qualify for a Public Mental Health Contract.

**TARGET AUDIENCE:** LME Director, finance, contract managers, and management; Provider Director, finance, contract managers, and management.

TRACK 2

**SESSION: SERVICE DEFINITIONS – LME/AP PERSPECTIVE**

**SPEAKER:** Bonnie Morell, Division of MH/DD/SAS

**DESCRIPTION:** This session covers an overview of new services scheduled for implementation as well as services scheduled to be discontinued from an LME point of view. The impact on the philosophy of service planning and service authorization and management will be discussed.

**TARGET AUDIENCE:** LME clinical, finance, reimbursement, MIS, and management staff; Provider clinical, finance, reimbursement, MIS, and management staff; and DHHS staff.

TRACK 3

**SESSION: DEVELOPING CONSUMER PATHWAYS: THE LINK BETWEEN CLIENT AND INFORMATION**

**SPEAKERS:** LME Representatives  
NC Council Staff

**DESCRIPTION:** An information session on the development of consumer pathway models for new and transitioning clients, both target and non-target pop, entering and exiting the system. The creation of a seamless system between clinical and administrative will be explored.

**TARGET AUDIENCE:** LME Director, management, and clinical staff; Provider Director, management, and clinical staff; and DHHS staff.

TRACK 4

**SESSION: HIPAA UPDATE 2005**

**SPEAKER:** Dave Kirby, MS, CHSP, CISSP  
Kirby Information Management Consulting

**DESCRIPTION:** This session will familiarize participants with the HIPAA Security Regulations. The presentation will reveal the regulation requirements in the form of a set of issues that health care providers encounter in their work. Attendees to this session will be able to describe changes, refinements, interpretations, and other key events related to the HIPAA Privacy Rule since its compliance date. They will also be able to describe changes, progress, and other key events associated with the HIPAA Standard Transactions and finally, state the steps to take in order to form or facilitate an information security program at a healthcare facility.

**TARGET AUDIENCE:** LME management, medical records, and MIS staff; Provider management, medical records, and MIS staff; and DHHS staff.

TRACK 5

**SESSION:** INTERMEDIATE MICROSOFT ACCESS

**SPEAKER:** Michael Stewart, MDS Consulting

**DESCRIPTION:** This session will cover table design, table relationships, designing select queries, customizing form designs and customizing reports. Time will be allowed for questions.

**TARGET AUDIENCE:** All levels of LME, Provider, and DHHS staff.

2:30 – 3:00 P.M.

*BREAK: EXHIBITOR / VENDOR VISITATION – AZALEA ROOM*

<p>3:00 – 4:30 P.M. – BREAKOUT SESSIONS (Choice Of 5 Breakout Sessions)</p>
---

TRACK 1

**SESSION:** CREDENTIALING

**SPEAKERS:** Ann Taylor, SPHR, Director Human Resources, Piedmont Behavioral Healthcare  
Sue Marchetti, LCSW, Director Network/Provider Relations, Piedmont Behavioral Healthcare

**DESCRIPTION:** This session will cover the steps in verifying credentialing information, primary source verification and background checks. Session will also address Supervision Contracts for paraprofessionals and associate professionals, under a competency based personnel system.

**TARGET AUDIENCE:** LME clinical, personnel, and management staff; Provider clinical, personnel, and management staff.

TRACK 2

**SESSION:** SERVICE DEFINITIONS – PROVIDER PERSPECTIVE

**SPEAKER:** Bonnie Morell, Division of MH/DD/SAS

**DESCRIPTION:** This session covers an overview of new services scheduled for implementation as well as services scheduled to be discontinued from a provider perspective. Session will provide insight into changes in service offerings necessary for providers in a changing market as well as ways to redeploy and retrain current staff to respond to changing needs of the system.

**TARGET AUDIENCE:** LME clinical, finance, reimbursement, MIS, and management staff; Provider clinical, finance, reimbursement, MIS, and management staff; and DHHS staff.

TRACK 3

**SESSION:** DEVELOPING CONSUMER PATHWAYS: THE LINK BETWEEN CLIENT AND INFORMATION

**SPEAKERS:** LME Representatives  
NC Council Staff

**DESCRIPTION:** A continuation of previous session.

**TARGET AUDIENCE:** LME Director, management, and clinical staff; Provider Director, management, and clinical staff; and DHHS staff.

TRACK 4

**SESSION:** HIPAA Update 2005....continued

**SPEAKER:** Dave Kirby, MS, CHSP, CISSP  
Kirby Information Management Consulting

**DESCRIPTION:** A continuation of previous session.

**TARGET AUDIENCE:** LME management, medical records, and MIS staff; Provider management, medical records, and MIS staff; and DHHS staff.

TRACK 5

**SESSION:** MMIS/IPRS UPDATE

**SPEAKERS:** Gary Imes, Division of MH/DD/SAS  
Judy Boone, Division of MH/DD/SAS

**DESCRIPTION:** This session provides an update of current IPRS issues as well as a look forward towards the NCLeads replacement system and changes slated for related systems such as the state Health Information System and Client Data Warehouse (CDW) and CNDS.

**TARGET AUDIENCE:** LME finance, reimbursement, and MIS staff; Provider finance, reimbursement, and MIS staff; and DHHS staff.

4:45 – 6:15 P.M. **HOSPITALITY SUITE** – Rooms 701 - 707 - Exhibitor/Vendor Sponsored Event  
*“Visit with friends – make dining plans”*

9:00 – 11:30 P.M. **HOSPITALITY SUITE** – Rooms 701-707 - Exhibitor/Vendor Sponsored Event  
*“Network with fellow associates in other Agencies”*

TUESDAY, APRIL 26, 2005

7:30 – 8:15 A.M. **CONTINENTAL BREAKFAST** – AZALEA ROOM  
Exhibitor / Vendor Sponsored Event

7:45 – 8:30 A.M. **REGISTRATION** – Lower Lobby Area (Boardroom A)

8:30 – 10:00 A.M. – BREAKOUT SESSIONS  
(Choice Of 6 Breakout Sessions)

TRACK 1

**SESSION:** IMPLEMENTING CHANGES IN THE CAP-MR WAIVER FOR THE PROVIDER COMMUNITY

**SPEAKER:** Provider Council Representative

**DESCRIPTION:** This session will be presented by members of the North Carolina Community Support Providers Council. As providers plan transition for the changes in the CAP-MR waiver, many areas of operations will need consideration such as service definitions, staff requirements, and competencies. Strategies and issues will be discussed from a provider's perspective by members of your provider community.

**TARGET AUDIENCE:** Provider management, personnel, and clinical staff; and DHHS staff.

## TRACK 2

**SESSION: ARE YOU COVERED CORRECTLY?**

**SPEAKER:** Jimmy Adams, Citizens Insurance, A Division of Joel T. Cheatham, Inc.

**DESCRIPTION:** A session especially focused on insurance information for Private Providers. Issues such as what LMEs require, types of coverage available, questions to ask agents, and premiums to expect will be discussed. A Q&A session will be included.

**TARGET AUDIENCE:** Provider Director, finance, and management staff.

## TRACK 3

**SESSION: EFFECTIVE LEADERSHIP STYLES**

**SPEAKERS:** Kim Newsom, Personnel Director, Randolph County  
Mel Crocker, Retired, State of NC

**DESCRIPTION:** This session is designed to analyze styles of leadership and how effective they are through group interaction and discussion. We will explore different ideas of what management is and is not. We will view a straightforward approach to recognizing and applying leadership skills by a new supervisor. By attending this session, you can expect to expand your knowledge of leadership and the impact of certain styles.

**TARGET AUDIENCE:** All levels of LME, Provider, and DHHS staff.

## TRACK 4

**SESSION: GENERAL MEDICAID BILLING GUIDELINES**

**SPEAKER:** Chris Ferrell, EDS

**DESCRIPTION:** An overview of enrollment and Medicaid billing requirements for providers who must or may want to enroll as providers as well as for a LME staff who are asked to assist new providers with enrollment and billing. Enrollment requirements, electronic billing options, paper billing, Remittance Advices, how to make adjustments will be covered.

**TARGET AUDIENCE:** LME finance, reimbursement, medical records, and management staff; Provider finance, reimbursement, medical records, and management staff; and DHHS staff.

## TRACK 5

**SESSION: ARE YOUR INDEPENDENT CONTRACTORS, EMPLOYEES? HOW TO MAKE THE DISTINCTION?**

**SPEAKERS:** Ann Taylor, SPHR, Director Human Resources, Piedmont Behavioral Healthcare  
Sue Marchetti, LCSW, Director Network/Provider Relations, Piedmont Behavioral Healthcare

**DESCRIPTION:** This session will cover the IRS guidelines regarding what criteria needs to be met to determine Independent Contractor status, and the penalties for failing to make the correct distinction.

**TARGET AUDIENCE:** LME Director, finance, personnel and management staff; Provider Director, finance, personnel and management staff.

## TRACK 6

**SESSION: UNIVERSAL TROUBLESHOOTING PROCESS (UTP) - TECHNICAL**

**SPEAKER:** Steve Litt, President  
Troubleshooters.Com

**DESCRIPTION:** Do you always have plenty of time to complete all your work? In this seminar you'll learn a simple strategy to troubleshoot technical problems in less time, and with less mental effort. This strategy is effective for all technical problems; software, networking, telephony and hardware. You'll also learn to find additional resources on the process of troubleshooting.

**TARGET AUDIENCE:** LME management, and MIS staff, and Provider management, and MIS staff.

<b>10:30 – 12:00 P.M. - BREAKOUT SESSIONS</b> (Choice of 6 Breakout Sessions)
--

## TRACK 1

**SESSION:**       **PREPARING AND IMPLEMENTING CHANGES FOR NEW SERVICE DEFINITIONS – PROVIDER PERSPECTIVE**

**SPEAKER:**       Provider Council Representative

**DESCRIPTION:** How will providers prepare for and implement the changes and requirements of the new service definitions? Discussion by one of your provider councils will cover potential operational changes, changes in staffing requirements, and assistance to consumers and families during the transition. Example being the transition to community support from case management and CBS services.

**TARGET AUDIENCE:** Provider Director, clinical, management, and reimbursement staff; and DHHS staff.

## TRACK 2

**SESSION:**       **ANNUAL AUDIT REQUIREMENTS**

**SPEAKERS:**       Wayne Terry, Larson Allen  
Cline Comer, Larson Allen  
Local Government Commission

**DESCRIPTION:** Have you ever wondered exactly how audit requirements are affected with the many changes brought about by State Reform to our business practices? This session will provide input into annual audit requirements for LMEs, single county agencies, and provider agencies from the LGC, and CPA perspective.

**TARGET AUDIENCE:** LME Director, finance, and management staff; Provider Director, finance, and management staff; and DHHS staff.

## TRACK 3

**SESSION:**       **DMA UPDATE 2005**

**SPEAKER:**       Carol Robertson, Division of Medical Assistance (DMA)

**DESCRIPTION:** This session will focus on updates and changes for 2005.

**TARGET AUDIENCE:** LME Director, finance, and reimbursement staff; Provider Director, finance, and reimbursement staff; and DHHS staff.

## TRACK 4

**SESSION:**       **EXCEL SHORTCUTS & TIPS**

**SPEAKER:**       Tommy B. Harrington, President  
CompuHELP

**DESCRIPTION:** Instruction on advanced Excel functions—SUMIF, VLOOKUP, and others—will increase productivity of all Excel users. Shortcuts, shortcuts, and more shortcuts! Become an expert on the Data Commands—Sort, Validation, Filter, Subtotals. Use Pivot Tables to automatically create reports whenever new data is entered or imported. You will be amazed when you explore the full use of Pivot Tables for summarizing accounting and management information. Learn tips for creating repetitive reports automatically.

**TARGET AUDIENCE:** LME finance, reimbursement, and MIS staff; Provider finance, reimbursement, and MIS staff; and DHHS staff.

TRACK 5

**SESSION:** LMEs AND INSURANCE: AN EVER CHANGING ENVIRONMENT!

**SPEAKER:** Jimmy Adams, Citizens Insurance, A Division of Joel T. Cheatham, Inc.

**DESCRIPTION:** A session designed to help Area Programs/LMEs adjust to the insurance problems brought on by the metamorphosis from Area Programs to LMEs. Issues such as coverage requirements, contracts, extended reporting periods, what effect mergers have on insurance coverages, and private provider relationships will be discussed. A Q&A session will be included.

**TARGET AUDIENCE:** LME Director, finance, and management staff.

TRACK 6

**SESSION:** UNIVERSAL TROUBLESHOOTING PROCESS (UTP) FOR MANAGERS

**SPEAKER:** Steve Litt, President  
Troubleshooters.Com

**DESCRIPTION:** Does your team consistently and quickly correct technical problems to the satisfaction of users and co-workers? In this seminar you will learn to help your team identify and correct key areas of improvement in their troubleshooting process, facilitating significant productivity gains. You will also learn to find additional resources on the process of troubleshooting.

**TARGET AUDIENCE:** LME management and MIS staff, and Provider management and MIS staff.

12:00 – 1:30 P.M.

*LUNCH ON YOUR OWN*

1:30 – 2:30 P.M. – BREAKOUT SESSIONS  
(Choice of 6 Breakout Sessions)

TRACK 1

**SESSION:** CONTRACTUAL EMPLOYEES – FLSA LAW

**SPEAKER:** John Morrison, Attorney  
Twiford Law Firm, Elizabeth City, NC

**DESCRIPTION:** How to draft a contract that insulates you from liability.

**TARGET AUDIENCE:** LME Director, management, and contract administration; Provider Director, management, and contract administration staff.

TRACK 2

**SESSION:** HOW TO PREPARE FOR NATIONAL ACCREDITATION?

**SPEAKER:** Sue Creighton, CWBH Consulting, LLC

**DESCRIPTION:** So, just where do we start in becoming Nationally Accredited? This session is designed to provide information to agencies on how to develop strategies and work plans in order to successfully achieve national accreditation. The session will review basic steps that an agency can follow and discuss issues that participants may have concerning accreditation.

**TARGET AUDIENCE:** LME Director, management, and clinical staff; Provider Director, management, and clinical staff.

TRACK 3

**SESSION: HEALTH INFORMATION DOCUMENTATION UPDATE**

**SPEAKER:** Marilyn Brothers, CWBH Consulting, LLC

**DESCRIPTION:** With all the revisions and changes for LME/APs and Providers in how we do business, there are many questions regarding documentation requirements. This session will provide an update on the documentation requirements and the revised Service Records Manual.

**TARGET AUDIENCE:** LME clinical, medical records, and reimbursement staff; Provider clinical, medical records, and reimbursement staff; and DHHS staff.

TRACK 4

**SESSION: EXCEL SHORTCUTS & TIPS, continued**

**SPEAKER:** Tommy B. Harrington, President  
CompuHELP

**DESCRIPTION:** A continuation of previous session.

**TARGET AUDIENCE:** LME finance, reimbursement, and MIS staff; Provider finance, reimbursement, and MIS staff; and DHHS staff.

TRACK 5

**SESSION: SUPERWOMAN: ARE YOU INVINCIBLE?**

**SPEAKER:** Laura Hamilton, President  
Hamilton Seminars, Waxhaw NC

**DESCRIPTION:** Because of the demanding roles women have to play today, they often feel that they must perform each one perfectly in order to achieve acceptance and become successful. This is an impossible mission. This humor-laced, practical session examines the history of women, their current status, and their futures. Topics include learning how to accept your role as a woman, overcoming the disease of perfectionism, achieving what is necessary without guilt, assessing the current situation, and getting started – without the red cape!

**TARGET AUDIENCE:** All levels of LME, Provider, and DHHS staff.

TRACK 6

**SESSION: ELECTRONIC TRANSACTION SETS**

**SPEAKER:** Cheryl McQueen, Division of MH/DD/SAS

**DESCRIPTION:** This session will give an overview of the 837-Professional Transaction Set required to submit claims to both Medicaid and IPRS. The emphasis will be on the format for IPRS claims, but this same format can be used as a starting point of submitting Medicaid claims electronically. If time permits, the 835 and 834 transaction sets may also be discussed.

**TARGET AUDIENCE:** LME finance, reimbursement, and MIS staff; Provider finance, reimbursement, and MIS staff; and DHHS staff.

2:30 – 3:00 P.M.

*BREAK: EXHIBITOR / VENDOR VISITATION – Azalea Room*

3:00 – 4:30 P.M. – BREAKOUT SESSIONS  
(Choice of 5 Breakout Sessions)

TRACK 1

**SESSION: FINANCE OFFICERS NETWORKING**

**FACILITATOR:** Melissa Isaacs, Foothills Area Program

**DESCRIPTION:** Join this lively discussion on financial issues, concerns and challenges you are facing in this ever-changing environment. Share your ideas and experiences in the LME role with your peers and ask questions. A discussion of training needs for finance officers and their staff will be discussed and used in planning the Fall 2005 Conference.

**TARGET AUDIENCE:** LME Director and finance staff.

TRACK 2

**SESSION: REIMBURSEMENT OFFICERS NETWORKING**

**FACILITATOR:** Jandy Andrews, Alamance-Caswell Area MH/DD/SAS

**DESCRIPTION:** What reimbursement issues do you have? What changes did you make in moving to the LME role...what worked, what didn't? Take this opportunity to learn what others have done in the reimbursement area, share your experiences and ask questions. A discussion of training needs for reimbursement staff will be discussed and used in planning the Fall 2005 Conference.

**TARGET AUDIENCE:** LME reimbursement staff.

TRACK 3

**SESSION: PROVIDER NETWORKING**

**FACILITATORS:** Dennis Farley, Support Inc.  
Grady Smith, Family Alternatives

**DESCRIPTION:** Come and join this session to discuss current issues and challenges that face private providers on a daily basis. Share your experiences and what you have learned with your peers. Take this opportunity to establish lasting working relationships with your peers. A discussion of training needs for providers will be discussed and used in planning the Fall 2005 Conference.

**TARGET AUDIENCE:** Providers – all levels of staff.

TRACK 4

**SESSION: LISTENING SKILLS & CONFLICT RESOLUTION**

**SPEAKER:** Laura Hamilton, President  
Hamilton Seminars, Waxhaw NC

**DESCRIPTION:** Have you ever wondered why people cannot work well together? Cannot seem to live well together? Each of us hails from different educational, geographic, gender, and cultural backgrounds, yet, we are all expected to just "get along." Topics in this session include understanding and embracing differences, discover coping skills, identifying the stages of conflict in everyday life, recognizing listening patterns, and learning problem solving techniques.

**TARGET AUDIENCE:** All levels of LME, Provider, and DHHS staff.

TRACK 5

**SESSION: MIS OFFICERS ROUNDTABLE**

**FACILITATOR:** Dave Cowan, Wake County Human Services

**DESCRIPTION:** Open discussion on the challenging MIS issues in the LME/AP's. Come and exchange ideas, offer solutions and share what has worked for you. A discussion of training needs for MIS Officers and staff will be discussed and used in planning the Fall 2005 Conference.

**TARGET AUDIENCE:** LME MIS staff; and Provider MIS staff.

4:45 – 6:00 P.M. **HOSPITALITY SUITE** – Rooms 701-707- Sponsored by Exhibitors/Vendors  
*“Visit with friends”*

6:15 – 8:15 P.M. **BANQUET** – Magnolia / Dogwood / Camellia - Sponsored by NC FARO  
*Agenda: Banquet, “Understanding Yourself and Others – Communication On An Optimal Level”,  
Speaker: Laura Hamilton, Hamilton Seminars*

8:30 – 12:30 A.M. **ENTERTAINMENT** – *“Liquid Pleasure”*  
Magnolia / Dogwood / Camellia - Sponsored by Exhibitors/Vendors

WEDNESDAY, APRIL 27, 2005

7:45 – 8:45 A.M. **CONTINENTAL BREAKFAST** – AZALEA ROOM

8:45 – 10:00 A.M. – BREAKOUT SESSIONS  
(Choice of 3 Breakout Sessions)

TRACK 1

**SESSION: STATE OF THE STATE: FROM THE NC COUNCIL'S PERSPECTIVE**

**SPEAKER:** Carol Duncan Clayton, Executive Director  
NC Council of Community Programs

**DESCRIPTION:** This session will consist of an update on system reform implementation and the policies and procedures that drive the system. Hot topics include, but are not limited to, transition to new service definitions, endorsement, and legislative agenda.

**TARGET AUDIENCE:** LME Director, finance, management, and clinical staff; Provider Director, finance, management, and clinical staff; and DHHS staff.

TRACK 2

**SESSION: ETHICS VIOLATIONS**

**SPEAKER:** John Perkinson, Financial Investigator  
Medicaid Investigation Unit, Attorney General's Office

**DESCRIPTION:** This session will cover ethics violations that could amount to violations of the law and the consequences of same.

**TARGET AUDIENCE:** LME clinical, and management staff; Provider clinical, and management staff; and DHHS staff.

TRACK 3

**SESSION:** DIRECT ENROLLMENT

**SPEAKER:** Lacey Barnes, Division of MH/DD/SAS

**DESCRIPTION:** An overview of current Direct Enrollment requirements for which services as well as a look forward toward future possible areas of expansion of types of providers and services covered and probable enrollment changes under the NCLeads system.

**TARGET AUDIENCE:** LME clinical, management, reimbursement, and MIS staff; Provider clinical, management, reimbursement, and MIS staff; and DHHS staff.

10:00 – 10:30 BREAK : EXHIBITOR / VENDOR VISITATION – AZALEA ROOM

10:30 – 11:45 A.M. – JOINT SESSION
------------------------------------

TRACK 1

**SESSION:** RULES OF COMMUNITY PROVIDERS

**SPEAKERS:** Leza Wainwright, Deputy Director, Division of MH/DD/SAS  
Dick Oliver, Division of MH/DD/SAS

**DESCRIPTION:** What are the responsibilities of LMEs in authorizing services next year and in future years? What does “Endorsement” of a provider mean for the provider and the LME? What are the ground rules for contracting with providers by LMEs? What avenues are open in resolving disputes between LMEs and providers?

**TARGET AUDIENCE:** All levels of LME, Providers, and DHHS staff.

11:45 – 12:00 P.M. CLOSING REMARKS / DOOR PRIZES

**NC FARO SPRING 2005 CONFERENCE**  
**April 24 – 27, 2005**  
**Wilmington Hilton**  
**Wilmington, NC**

**CONFERENCE REGISTRATION:**

**Registration Fees:**

	<u>Pre-Conference</u>	<u>After April 8, 2005</u>
<b>LME/AP <u>Members</u> (Full Conference)</b>	<b>\$ 100.00</b>	<b>\$ 120.00</b>
<b>Provider Associate <u>Members</u> (Full Conference)</b>	<b>\$ 100.00</b>	<b>\$ 120.00</b>
<b>LME/AP/PROVIDER <u>non-members</u> (Full Conference)</b>	<b>\$ 110.00</b>	<b>\$ 130.00</b>
<b><u>One Day</u> – ALL (Tuesday Dinner <u>NOT</u> included)</b>	<b>\$ 70.00</b>	<b>\$ 90.00</b>

**NOTE:** Pre-Conference Registrations must be POSTMARKED no later than April 8, 2005. LME/AP and Provider non-members are encouraged to join NC FARO prior to April 8, 2005 to take advantage of the member and associate member fee offered for Spring and Fall sessions.

If you are registering for Full Conference, please indicate if you will be attending the Banquet by marking the appropriate box on the Registration Form. Additional Banquet tickets may be purchased for \$25.00 each (you must register in advance). A check for \$25.00 must be enclosed with registration for each additional ticket. **Note:** Banquet tickets that are not requested in advance will not be available at the conference.

**CANCELLATION POLICY:** Registration fees are fully refundable if notice is received on or before April 14, 2005. After April 14, 2005, refunds less a 30% cancellation fee will be honored at your request. To discuss a cancellation, call Alice Matthews at 910-488-5170 (phone/fax) or by e-mail at [abmcms@aol.com](mailto:abmcms@aol.com).

**HOTEL INFORMATION:** A rate of \$96 plus tax per night for standard rooms. Guaranteed riverfront rooms are subject to \$10.00 additional charge per room. **Reservation cut-off date is March 23, 2005.** The NC FARO Spring 2005 Conference will be held at the Wilmington Hilton, 301 N. Water Street, Wilmington, NC 28401. Phone 910-763-5900 for reservations. Be sure to tell them you are with the NC FARO Conference when making reservations. Hotel check-in time is 4:00 p.m. Checkout time is 11:00 a.m. Parking fees (for NC FARO Conference only) are as follows (not included in room rate):

Overnight Guests	\$ 3.00/Day
Daily Attendees	\$ 5.00/Day
Valet Parking	\$ 9.00/Day

Make sure you get a parking decal from hotel at check-in!

**ADDITIONAL INFORMATION:** Should you need additional registration information, forms, or agenda, you may contact Alice Matthews at (910) 488-5170 (phone/fax) or e-mail at [abmcms@aol.com](mailto:abmcms@aol.com). You may also make copies of the registration packets for use by others in your agency as well as providers with whom you contract.

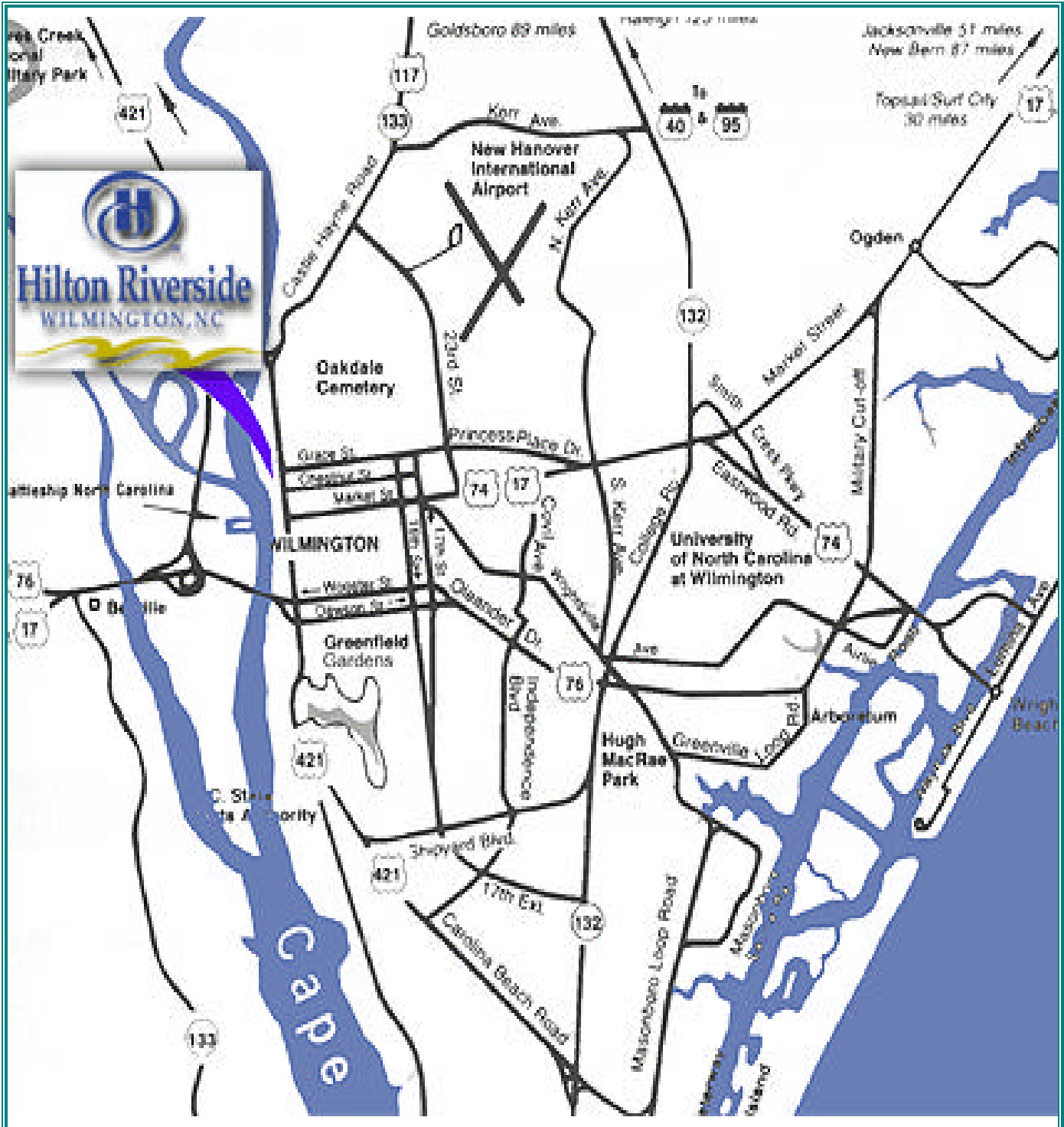
\*\*\*\*\*

**IMPORTANT!!!! NOTE TO AREA PROGRAMS / LME AGENCIES / PROVIDERS:** In order to receive the full conference rate of \$100, ***membership must have been paid prior to registration or included along with the registration payment*** and postmarked no later than April 8, 2005. If a membership form is needed, contact Alice Matthews at the above phone number or e-mail address.

## Directions to the Hotel:

301 North Water Street  
Wilmington, NC 28401-3934  
(910) 763-5900

The Hilton Riverside - Wilmington, NC is located in the heart of the Historic Downtown District on the shore of the Cape Fear River.



## DIRECTIONS TO THE HOTEL

### From 74/76 East Bound:

- Follow 74/76 into Wilmington and cross over the Cape Fear Memorial Bridge.
  - Go to stop light.
  - Turn LEFT at stop light on 3rd Street and go approximately eight (8) city blocks.
  - Turn LEFT on Market Street and go straight until you reach the Cape Fear River.
  - Turn RIGHT on Water Street. Go two (2) city blocks and the Hilton is on the LEFT.
- 

### From 17 - North Bound:

- Follow Highway 17 North until it merges with 74/76 East Bound.
  - Follow the same instructions listed above, "From 74/76 East Bound".
- 

### From 17 - South Bound:

- Follow Highway 17 South until it merges with Market Street. Go STRAIGHT on Market Street for about ten (10) miles until you reach the Cape Fear River.
  - Turn RIGHT on Water Street. Go two (2) city blocks and the Hilton is on the LEFT.
- 

### From I-40 East Bound (from Raleigh)

- Follow I-40 into Wilmington.
  - GO PAST the Wilmington/Wrightsville Beach Exit (Martin Luther King Jr. Parkway).
  - Take the NEXT EXIT, which is EXIT 8 (Market Street)
  - Turn LEFT on Market Street (also Highway 17 South).
  - Go STRAIGHT on Market Street for about five (5) miles until you reach the Cape Fear River.
  - Turn RIGHT on Water Street. Go two (2) city blocks and the Hilton is on the LEFT.
- 

### From Wilmington International Airport:

- Take LEFT out of airport entrance onto 23rd Street.
- Follow 23rd Street until you reach Market Street  
Turn RIGHT onto Market Street.
- Follow Market Street all the way downtown until you reach the Cape Fear River.
- Turn RIGHT on Water Street. Go two (2) city blocks and the Hilton is on the LEFT.

**Message to Conference Attendees:** In an effort to help us better prepare for the number of persons attending each session, we ask that you place a check mark in the space provided next to the sessions that you plan to attend during the conference. Submit this survey with your registration form and payment.

- |  |   |
|--|---|
| <input type="checkbox"/> Division Update                                     | <input type="checkbox"/> Preparing & Implementing Changes.....        |
| <input type="checkbox"/> Best Practice Models                                | <input type="checkbox"/> Annual Audit Requirements                    |
| <input type="checkbox"/> Compliance Audits                                   | <input type="checkbox"/> DMA Update 2005                              |
| <input type="checkbox"/> Basic IPRS 101 for Providers                        | <input type="checkbox"/> Excel Shortcuts & Tips                       |
| <input type="checkbox"/> Professional Presence                               | <input type="checkbox"/> LMEs and Insurance: An Ever Changing....     |
| <input type="checkbox"/> NCLeds – Overview and Web Portal Demo               | <input type="checkbox"/> Universal Troubleshooting (UTP) for Managers |
| <input type="checkbox"/> Introduction to Microsoft Access                    | <input type="checkbox"/> Contractual Employees - FLSA Law             |
| <input type="checkbox"/> Contract Standards – Provider                       | <input type="checkbox"/> How to Prepare for National Accreditation    |
| <input type="checkbox"/> Service Definitions – LME/AP Perspective            | <input type="checkbox"/> Health Information Documentation             |
| <input type="checkbox"/> Developing Consumer Pathways: The Link....          | <input type="checkbox"/> Excel Shortcuts & Tips, continued            |
| <input type="checkbox"/> HIPAA Update 2005                                   | <input type="checkbox"/> Superwoman: Are You Invincible?              |
| <input type="checkbox"/> Intermediate Microsoft Access                       | <input type="checkbox"/> Electronic Transaction Sets                  |
| <input type="checkbox"/> Credentialing                                       | <input type="checkbox"/> Finance Officers Networking                  |
| <input type="checkbox"/> Service Definitions – Provider Perspective          | <input type="checkbox"/> Reimbursement Officers Networking            |
| <input type="checkbox"/> Developing Consumer Pathways: The Link...cont.      | <input type="checkbox"/> Provider Networking                          |
| <input type="checkbox"/> HIPAA Update 2005, continued                        | <input type="checkbox"/> Listening Skills and Conflict Resolution     |
| <input type="checkbox"/> MMIS/IPRS Update                                    | <input type="checkbox"/> MIS Officers Roundtable                      |
| <input type="checkbox"/> Implementing Changes in the CAP-MR Waiver           | <input type="checkbox"/> State of the State: From the NC Council....  |
| <input type="checkbox"/> Are You Covered Correctly?                          | <input type="checkbox"/> Ethics Violations                            |
| <input type="checkbox"/> Effective Leadership Styles                         | <input type="checkbox"/> Direct Enrollment                            |
| <input type="checkbox"/> General Medicaid Billing Guidelines                 | <input type="checkbox"/> Rules of Community Providers                 |
| <input type="checkbox"/> Are Your Independent Contractors, Employees?        |   |
| <input type="checkbox"/> Universal Troubleshooting Process (UTP) - Technical |   |

**COMPLETE REGISTRATION FORM AND RETURN ENTIRE FORM WITH A CHECK PAYABLE TO 'NC FARO' FOR APPROPRIATE AMOUNT.**

**MAIL TO:** NC FARO  
 c/o Alice Matthews  
 P O Box 9361  
 Fayetteville, NC 28311

**\*Important:** Remember to check appropriate boxes for Registration Status, Conference Attendance, and Banquet Reservation. Print all information clearly.

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

AGENCY: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

PHONE: \_\_\_\_\_ E-MAIL: \_\_\_\_\_ FAX #: \_\_\_\_\_

\*REGISTRATION STATUS >  LME/AP MEMBER  LME/AP NON-MEMBER  
 PROVIDER ASSOCIATE MEMBER  PROVIDER NON-MEMBER

\*CONFERENCE ATTENDANCE >  FULL CONFERENCE  ONE DAY (check day below)  
 Mon  Tue  Wed

\*BANQUET RESERVATIONS >

I WILL ATTEND

I WILL NOT ATTEND

I WILL NEED AN ADDITIONAL TICKET (enclose \$25)