



Corporate Office:
514 East Main Street
Post Office Box 369
Beulaville, N.C. 28518
Administration: 800-513-4002
Access to Care: 800-913-6109

Sarah N. Stroud, CEO

Getting Started: For New Eastpointe Providers

Below are several links within the **Eastpointe website** that you will find helpful as you prepare to become an Eastpointe Provider. Please feel free to contact us if you have any questions.

The link for Eastpointe's website is: <http://www.eastpointe.net/>

This link is to the Eastpointe home page of our website. We suggest that you take some time to orient yourself and/or your staff to our website. On the right side, at the top, you will see a heading "For Provider Community". This section consists of a lot of information that you will need as an Eastpointe Provider.

The link for Eastpointe's training calendar/calendar of events is:

<http://www.eastpointe.net/home/all-news-and-events/>

The Eastpointe training calendar lists available trainings and information regarding training registration. Please check the calendar on a regular basis as it is updated frequently.

The link for Eastpointe's Operations Manual is

http://www.eastpointe.net/download/92/provider-operations-manual/8961/eastpointe-provider-manual_10-11-18.pdf

This manual is a binding part of the Standard Agreement (Memorandum of Agreement for Medicaid Services) and the State Funded Contract.

The link for Eastpointe's Medicaid Utilization Review information is:

<http://www.eastpointe.net/provider/authorization-um-and-benefits-packages/#1469739348375-908a9546-997377c3-1d34>

This section gives an overview of Medicaid utilization review and the authorization process.

The link for Eastpointe's IPRS Benefit Plan is:

<http://www.eastpointe.net/provider/authorization-um-and-benefits-packages/#1470758490658-e054f0e1-e25b>

This table serves as a guide to the authorization process for state funded services.



Managing Behavioral Healthcare for the Citizens of Bladen, Duplin, Edgecombe, Greene, Lenoir, Robeson, Sampson, Scotland, Wayne, and Wilson Counties

An Equal Opportunity/Affirmative Action Employer

www.eastpointe.net

The link for Eastpointe's Provider Meeting Documents/Handouts is:

<http://www.eastpointe.net/provider/authorization-um-and-benefits-packages/#1470758490658-e054f0e1-e25>

This section includes the PowerPoint presentations and handouts from past provider meetings.

The link to Eastpointe's Provider Choice Database is:

<https://mco.eastpointe.net/Pages/PCDB/Views/List/>

This information is updated continuously as new providers are added to the Eastpointe Community of Providers and existing providers' information is updated regularly.

Below are several links within the **North Carolina Division of Mental Health/ Developmental Disabilities and Substance Abuse Services** that you will find helpful as you prepare to become an Eastpointe Provider.

The link to the NC Division of Mental Health/Developmental Disabilities and Substance Abuse Services' website is:

<http://www.ncdhhs.gov/mhddsas/>

This link is to the Division of MH/DD/SAS' home page. It consists of lots of information that you will need as a provider. We suggest you visit it frequently in order to check for updates.

The link to the NCDMH/DD/SAS "Manuals" is:

<http://www.ncdhhs.gov/mhddsas/statspublications/Manuals/index.htm> This site

includes the following manuals:

- CAP-MR/DD Waiver Manuals
- Rules for MH/DD/SAS Facilities and Services (APSM 30-1)
- Confidentiality Rules (APSM 45-1)
- Client Rights Rules in Community Mental Health, Developmental Disabilities, & Substance Abuse Services (APSM 95-2)
- Records Management and Documentation Manual (APSM 45-2)
- NC SNAP Manual
- Person Centered Planning Instruction Manual
- Incident Response and Improvement System (IRIS)

The link to the NC DMH/DD/SAS Provider Endorsement Information is:

<http://www.ncdhhs.gov/mhddsas/providers/providerendorsement/index.htm> This link includes the Core Rules Self Study and all the Checksheets for the Enhanced MH/SA Benefit Services, CAP-MR/DD Services, and I/DD Targeted Case Management.

The link to the DMH/DD/SAS "Community Alternatives Program for Persons with Mental Retardation/Developmental Disabilities (CAP-MR/DD)" is:

<http://www.ncdhhs.gov/mhddsas/providers/CAPMRDD/index.htm>

This section includes an overview of the CAP-MR/DD Program, Information on Money Follows the Person Demonstration Project, CAP-MR/DD Unlicensed AFL Health and Safety Check On Site Review Form, the Risk Identification Tool, Supports Intensity Tool, CAP-MR/DD Staff Training Competencies, and Information on Self Direction.

The link the DMH/DD/SAS "Person Centeredness" Information is:

<http://www.ncdhhs.gov/mhddsas/providers/personcenteredthinking/index.htm> This link includes the required PCP Template and instruction manual as well as information on person-centered planning/documenting/thinking/recovery training.

The link to the DMH/DD/SAS "Record Management Information" is:

<http://www.ncdhhs.gov/mhddsas/providers/recordsmanagement/index.htm>

The link to the DMH/DD/SAS "Child and Family Mental Health Services" is:

<http://www.ncdhhs.gov/mhddsas/providers/childandfamilymhs/index.htm> This link contains valuable information on the System of Care Approach for children and families. The system of care is a philosophy of how care should be delivered, and recognizes the importance of family, school, and community and promotes each child's full potential.

The link to the DMH/DD/SAS "Critical Access Behavioral Health Agency (CABHA)" information is:

<http://www.ncdhhs.gov/mhddsas/providers/CABHA/index.htm>

This new category of provider agency was designed to ensure that critical services are delivered by a clinically competent organization. This site includes information on the CABHA Certification process, CABHA Certified Agencies, and a link to the CABHA rules.

The link to the DMH/DD/SAS Provider Monitoring Information is:

<http://www.ncdhhs.gov/mhddsas/providers/providermonitoring/index.htm>

This link includes information on the Frequency and Extent of Monitoring Tool and the Provider Monitoring Tool. The Frequency and Extent of Monitoring Tool is completed and assists the LME in determining and scheduling the frequency and extent of monitoring of providers in the catchment area.

The link to the DMH/DD/SAS "Policy and Procedure for the Review, Approval, and Follow up of Plans of Correction" is:

<http://www.ncdhhs.gov/mhddsas/providers/POC/index.htm>

A Plan of Correction may be required when an audit or provider review results in out of compliance findings.

Below are several links within the **North Carolina Division of Medical Assistance** that you will find helpful as you prepare to become an Eastpointe Provider.

The link to the NC Division of Medical Assistance's website is:

<http://www.ncdhhs.gov/dma/>

This link is to the Division of Medical Assistance's home page. The NC DMA manages the Medicaid and Health Choice Programs. This website includes information on Medicaid enrollment, billing, and Medicaid communication for providers. We encourage you to view this website frequently to check for new communication.

The link to the NC DMA's Clinical Coverage Policies is:

<http://www.ncdhhs.gov/dma/mp/>

Behavioral Health Clinical Coverage Policies are 8A through 8N.

The link to NC DMA's "Medicaid Billing Guide April 2011" is:

<http://www.ncdhhs.gov/dma/basicmed/index.htm>

The link to NC DMA's "Fee Schedules" is:

<http://www.ncdhhs.gov/dma/fee/index.htm>

The fee schedules include the Medicaid reimbursement rates for services.

The link to NC DMA's "Medicaid Bulletins" is:

<http://www.ncdhhs.gov/dma/bulletin/index.htm>

Information in these bulletins is arranged according to provider type.

The link to NC DMA's "Provider Enrollment" Information is:

<http://www.ncdhhs.gov/dma/provenroll/index.htm>

The enrollment process includes credentialing, endorsement and licensure verification. Applicants must meet all requirements and qualifications before they can become enrolled as a Medicaid provider.

Below are several links within the **North Carolina Division of Health Service Regulation** that you will find helpful as you prepare to become an Eastpointe Provider.

The link to the NC Division of Health Service Regulation (NC DHSR) website is:

<http://www.ncdhhs.gov/dhsr/>

Effective July 5, 2007, the **Division of Facility Services** was renamed the **Division of Health Service Regulation**. This link is to the Division of Health Service Regulation's home page. We suggest you visit it frequently in order to check for updates.

The link to the NC DHSR "How to Establish a Mental Health Facility" is:

<http://www.ncdhhs.gov/dhsr/mhlcs/flomhnoc.htm>

This page details how to obtain a license for facilities that do not require a certificate of need to provide services for the care, treatment, habilitation or rehabilitation for individuals with mental illness, developmental disabilities, or substance abuse issues. Consumers cannot be served until the facility is licensed by DHSR, Mental Health Licensure and Certification Section.

The link to the NC DHSR "Mental Health Licensure and Certification Section Forms and Applications" is:

http://www.ncdhhs.gov/dhsr/formsapp.htm#mental_health

This section includes the Mental Health Licensure and Certification section Initial Licensure Packet, instructions for completing the Initial Licensure Packet, and DHHS Incident and Death Reporting Information.

The link to the NC DHSR "Licensed Facilities" is:

<http://www.ncdhhs.gov/dhsr/reports.htm>

This listing indicates the licensed facilities by service type. Scroll down to "Mental Health Facility Listing by County" in order to view the licensed mental health facilities in each county of North Carolina.

The link to the NC DHSR "Rules and Regulations" is:

<http://www.ncdhhs.gov/dhsr/testrules.htm>

Scroll down to "mental health" to view the rules related to mental health licensed facilities.

The link to the DHSR "Health Care Personnel Registry" information is:

<http://www.ncdhhs.gov/dhsr/hcpr/index.html>

The HCPR section formed in 1996 because of a new state law for the Health Care Personnel Registry. The department reorganized and combined its Nurse Aide I programs, including registry, training, testing, and investigations, with the new Health Care Personnel Registry.