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**BE EXCEPTIONAL**

 LEARNING  
CORNER



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## Training Announcements

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The Department of Behavioral Health and Developmental Disabilities (DBHDD), Office of Human Resources and Learning, is offering virtual trainings. Listed below are those currently scheduled. For more information regarding virtual trainings, [click here](#).



- [Positive Behavior Supports Curriculum Train the Trainer Series - Virtual](#)
- [I/DD Participant Direction New Enrollment Webinar](#)

If you have any questions, please contact [DBHDDLearning@dbhdd.ga.gov](mailto:DBHDDLearning@dbhdd.ga.gov).

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## Featured Article

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### Georgia Collaborative ASO Resumes Onsite Quality Reviews

#### All Behavioral Health and Intellectual/Developmental Disabilities Providers

As mentioned in the November 1, 2022, Network News newsletter, the Georgia Collaborative ASO will resume onsite quality reviews beginning January 3, 2023. After taking into consideration the success of the remote process, reviewing our previous onsite process, and listening to Provider feedback, we've partnered with the Georgia Collaborative ASO to create a hybrid quality review process. This hybrid process is designed to ensure we meet our obligation to provide oversight and technical assistance, while instituting or continuing changes to the review process which reduce provider burden.



#### **Prior to the beginning of the quality review:**

Notification timeframes will remain the same. We will continue with the remote 'touch base' call after notification of the review, and before the beginning of field work. During this call, providers will be oriented to the Programmatic Documentation Checklist, Documentation Location Survey (BHQR, CSUQR, QEPR), and Key Staffing contact list. Providing or updating these documents prior to the initiation of fieldwork will help minimize time spent onsite by quality assessors.

#### **During the quality review:**

For many providers, fewer quality assessors will be onsite for a shorter period of

time. Additional quality assessors will work on the review remotely. Timeframes for production of records or granting of access to Electronic Medical Records (EMRs) will return to the onsite standards.

We will continue using the missing documentation forms. The same timeframes for production of missing information will apply. The entrance conference will continue to be conducted remotely, and the exit conference may be conducted onsite or remotely, depending on the provider's preference.

**After the quality review:**

The same timeframes for production and posting of the final quality report will remain. The appeals process will remain unchanged.

**For Intellectual and Developmental Disability Providers only:**

Quality Technical Assistance Consultations (QTACs) will be completed remotely unless there is an immediate action item (IAI) or quality of care concern (QCC) which was not resolved during fieldwork. Any QTAC for IAIs or QCCs not resolved during fieldwork will be conducted onsite.

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## Division of Developmental Disabilities

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### I/DD 5% RATE INCREASE

#### Claim Denials

The Georgia Department of Community Health (DCH) and the Department of Behavioral Health and Developmental Disabilities (DBHDD) would like to provide an update regarding the 5% rate increase for NOW and COMP providers. Work is underway to reprocess prior claims with dates of services beginning July 1, 2021. This work began the week of October 24th.



A part of this work included updating the Fee Schedule (Rate Table) for every active Medicaid provider number within the Georgia Medicaid Management Information System (GAMMIS). Services which once paid directly from information listed on the prior authorization, such as the procedure code and/or modifier and rate, are now paying based on the service information and rates listed in the providers' Fee Schedule. Claims billed for service information and rates not included in the Fee Schedule resulted in the suspension and/or denial of those. The most common error for the suspended claims listed on Remittance Advices is "NO PROVIDER RATE FOR DATE OF SERVICE".

DCH, DBHDD, and Gainwell are aware of this issue, and we are working vigorously to resolve the matter.

If you are currently experiencing billing issues related to the 5% increase, please contact your Gainwell Representative for assistance. The Provider Call Center can be reached at (770) 325-9600 or (800) 766-4456.

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## Office of Investigative Services

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### I/DD Contracted and Volunteer Staff Requirements

Please be aware Intellectual and Developmental Disabilities (I/DD) staff training and personnel requirements outlined in the [Provider Manual for Community Developmental Disability Providers](#) (I/DD Provider Manual) and [DBHDD PolicyStat](#) must be maintained for contracted and volunteer employees. “All staff, direct support volunteers, and direct support consultants shall receive competency-based training” as listed in the I/DD Provider Manual.



Specifically, regarding Developmental Disability Professionals (DDPs), the provider agency “must show participation and document the participation of each DDP employed or under contract, a minimum of eight (8) hours per year of DBHDD sponsored or other training in the area of developmental disabilities in the DDP employee’s file or require and maintain the documentation of participation in such training on an annual basis from any DDP independent contractors”

In addition, the I/DD Provider Manual requires the agency’s “code of conduct is acknowledged by signature of all employees **and contractors** at least annually.”

The DBHDD policy, [Criminal History Record Check for DBHDD Network Provider Applicants, 04-104](#) requires fingerprint-based criminal history check to be completed for:

1. any person being considered as a final selectee for employment as an employee **or contractor** in a position the duties of which involve direct care, treatment, custodial responsibilities, or any combination thereof, for individuals served through DBHDD's Provider Network; and
2. any person being considered as a final selectee for employment as an employee **or contractor** in a position the duties of which involve access to funds belonging to individuals served through DBHDD's Provider Network.

Please refer to the I/DD Provider Manual and DBHDD PolicyStat to confirm all requirements for contracted and/or volunteer employees.

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## Office of Incident Management & Compliance

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### Proxy Caregiving Required Documentation



If a provider elects to utilize non-licensed staff to provide Health Maintenance Activities (HMA) (including Medication Administration), it is necessary these documents are in place before the implementation of Proxy Caregiving.

1. **Informed Consent:** The individual or authorized representative must execute a written informed consent. The consent must state the actual health maintenance activity (HMA) to be performed, list the names of the proxy caregivers authorized to deliver the service, and be dated and signed. The provider may attach a current list of Proxy Caregivers trained to provide the HMA.
2. **Written Plan of Care (POC):** The POC is developed based on the written orders of a physician, Nurse Practitioner, or Physician Assistant. The POC must specify the HMA to be provided and the frequency and duration of services. For medication administration, a copy of the Medication Administration Record (MAR) at the time the POC is written, must be attached. For other HMA, the provider must attach the individualized Detailed Care Protocol for the specific HMA to be performed. The plan must be completed by the licensed healthcare professional responsible for completing the training and the evaluation of skills competency. The provider does not have to use the plan of care template supplied by the Healthcare Facility Regulations Division (HFRD), but the plan must have all the required elements and must be updated

- annually.
3. **Skills Competency Checklist(s):** The provider must utilize the HFRD Medication Administration Training Curriculum and Skills Competency Checklist. Competency-based training must be conducted by a licensed healthcare professional. The skills checklist must be used to indicate the proxy caregiver has satisfactorily demonstrated the knowledge and skills to perform each HMA. There must be a separate skills checklist and signature page for each HMA. Training must be completed at least annually and more often if indicated by significant changes in the individual's condition. *Note: LPNs are not approved to train proxy caregivers or sign the plan of care.*
  4. **New Medications Form:** When a new medication is ordered, the licensed healthcare provider must be contacted to ensure no additional training is required prior to administration of a new medication. The date, time, and the outcome of the contact with the Licensed Healthcare Provider must be documented.

Review the [Rules and Regulations of Proxy Caregiving](#), which includes the training curriculum and document templates for all requirements listed above.

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## Office of Disaster Mental Health Services

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### Stay Prepared

Tropical Storm Nicole is no longer a threat to Georgia or the surrounding areas. A storm this late in the season is rare, however not uncommon. From this we have learned no matter the time of year there is always a chance of unpredictable weather, which is why it is important to stay prepared!



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## Disaster Preparedness: Trainings

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The best way we can prepare for disasters is to train and exercise. Below are a few training opportunities for Winter 2022-2023 that are open for registration and provide unique opportunities for learning.

### **Critical Incident Stress Management (CISM) Training**

Crisis Intervention is NOT psychotherapy; rather, it is a specialized acute emergency mental health intervention which requires specialized training. These programs are designed to teach participants the fundamentals of, and a specific protocol for, crisis intervention. These courses are designed for anyone who desires to increase their knowledge of crisis

intervention techniques in the fields of Business & Industry, Crisis Intervention, Disaster Response, Education, Emergency Services, Employee Assistance, Healthcare, Homeland Security, Mental Health, Military, Spiritual Care, and Traumatic Stress. Please see opportunities below for Critical Incident Stress Management Training Opportunities.

#### **Critical Incident Stress Management: Peer (DPH-126-2)**

- Monday, Dec. 5, 2022—Tuesday, Dec. 6, 2022
- Gwinnett Board of Health—2570 Riverside Parkway, Lawrenceville, GA 30046
- 8:30 AM—4:30 PM

#### **Critical Incident Stress Management: Group Crisis Intervention (DPH-126-1)**

- Thursday, Dec. 8, 2022—Friday, Dec. 9, 2022
- Gwinnett Board of Health—2570 Riverside Parkway, Lawrenceville, GA 30046
- 8:30 AM—4:30 PM

#### **Critical Incident Stress Management: Group and Individual Class (DPH-126-7)**

- Monday, Jan. 9, 2023—Wednesday, Jan. 11, 2023 (**3 DAYS**)
- Hall County EOC—470 Crescent Dr., Gainesville GA 30501
- 8:30 AM—5:00 PM

#### **Medical Management of Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) Events (FEMA/HHS)**

This course provides a strong emphasis in developing a multi-discipline, whole-community team approach to planning, preparing, responding, managing, and recovering from an event involving CBRNE agents, a coordinated complex terrorist attack (CCTA), an active shooter or other violent event. To reinforce this multi-discipline team approach, participants should optimally be from fire services, law enforcement, Emergency Medical Services (EMS)/hospital, public health, public works, and emergency management organizations.

- **WHEN:** January 10th & 11th, 2023
- **WHERE:** Augusta University, 2500 Walton Way, Augusta, GA 30904
- **CONTACT:** John Ryan (706) 495-695 (johnryan@augusta.edu)
- **REGISTRATION:** <https://training.gema.ga.gov/TRS/courseDesc.do?sourcePage=courseSearch&cofId=49745>

#### **Tactical Emergency Casualty Care (DPH-107-24)**

This 3 day 24-hour course covers topics designed to decrease preventable death in the tactical situation. Topics include: Hemorrhage control; surgical airway control and needle decompression; strategies for treating wounded responders in threatening environments; caring for pediatric patients; and techniques for dragging and carrying victims to safety. CEU's and POST Credit Offered! There are NO PRE-REQUISITES to take this course! EMT's, Paramedics, RN's, PA's, NP's, Physicians, Security personnel, and LEO's are welcome!

- **WHEN:** Wednesday Dec. 7, 2022—Friday, Dec. 9, 2022, 8:00 AM—5:00PM
- **WHERE:** Fire Station#1—507 Shoe Factory Rd., Blairsville, GA 30512
- **REGISTRATION:** <https://training.gema.ga.gov/TRS/courseDesc.do?sourcePage=courseSearch&cofId=51867>

#### **Tools & Resources:**

**[GEMA/ GDA: Radiological Emergency Information for Farmers, Food Processors, & Distributors](#)**

**[Georgia Power Plants Map](#)**

**[How to Self-Decontaminate](#)**

**[How to Survive Nuclear Fallout](#)**

[Population Monitoring, Community Reception Centers \(CRC\), and Shelter Resources for a Radiation Emergency](#)

[Radiation Emergencies: What Should I Do?](#)

[Radiation Contamination vs. Exposure](#)

[Southern Nuclear: Emergency Preparedness Information](#)

### **Resources for Providers:**

[FEMA Nuclear/Radiological Incident Annex](#)

[OSHA: Radiation Emergency Preparedness and Response](#)

[Psychological First Aid in Radiation Disasters](#)

[Radiation Emergencies: Information for Clinicians](#)

[Radiation Emergencies: Information for Public Health Professionals](#)

[Radiation Emergencies: Occupational Accidents](#)

If you have any questions, please contact the DBHDD Office of Disaster Mental Health Services at [kalie.burke@dbhdd.ga.gov](mailto:kalie.burke@dbhdd.ga.gov) or 404-416-2829.

## **Office of Provider Relations & ASO Coordination**

### **Question for your Provider Relations Team?**

The **Provider Issue Management System (PIMS)** is your online source to have your questions answered in a consistent, reliable and timely way! In addition to providing a timely response, the information we gather from PIMS will assist DBHDD in trending common concerns, developing FAQs, and informing policy reviews. You can access the PIMS site directly by using the link below.

**PROVIDER ISSUE MANAGEMENT  
SYSTEM**

PIMS is also accessible through the [DBHDD website](#) by hovering over the **"For Provider"** tab located across the top of the page. When the drop-down menu appears, click on **"Submit a question to PIMS"**.

#### **Director**

Anna Bourque

#### **Senior Provider Relations Managers**

Carole Crowley

Sharon Pyles

For Provider Relations inquiries,  
please contact us at  
[DBHDD.Provider@dbhdd.ga.gov](mailto:DBHDD.Provider@dbhdd.ga.gov).



## BE WELL



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