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NEWS
"News You Can Use"

I/DD PROVIDERS State Funds Billing Training

June 23, 2021 10-12:00 PM

As shared during the I/DD Statewide Provider Meeting on **May 21, 2021**, DBHDD will be moving state-funded services to fee for service and billing will occur through Provider Connects. This will begin on July 1, 2021.

Please plan to attend the training offered by DBHDD and The Georgia Collaborative ASO on how to bill in the Provider Connects system.

[Click here](#) to register to attend the training. This will be a virtual training.

DBHDD Policy Information

Since May 1, 2021 DBHDD updated or developed the following policy:

[Intensive Support Coordination for Individuals in Crisis Support Homes, 02-439](#)

[Support Coordination Documentation, 02-434](#)

[State Opioid Treatment Authority Communication Strategy, 01-283](#)

[State Opioid Treatment Authority Complaints and Critical Incidents, 01-285](#)

All current policies can be found on [PolicyStat](#).

Please direct all policy-related questions to the Office of Provider Relations via the Provider Issues Management System (PIMS). To submit your questions [click here](#).

DBHDD Community Provider Manuals

DBHDD publishes its expectations, requirements, and standards for community providers in the respective Behavioral Health or Developmental Disabilities Provider Manuals. These manuals are updated quarterly throughout each fiscal year (July –June), and are posted one month prior to the effective date. Providers can access these manuals through PolicyStat or the DBHDD website.

The 1st quarter posting of each provider manual for FY 2022 is available on June 1, 2021 and the effective date is July 1, 2021.

Training Announcements

DBHDD IN-PERSON TRAININGS POSTPONED

In response to the coronavirus (COVID-19) in Georgia, DBHDD is postponing in-person trainings. The health, safety and well-being of the individuals we serve, practitioners, and staff are DBHDD's top priority, and this decision has been made with those in mind. DBHDD is closely monitoring related developments and will provide additional information and updates related to these events in the coming weeks. Thank you for your interest and event registration, and most importantly, your dedication and commitment to those we serve.

It's important to note that DBHDD is offering virtual trainings and below are those that are scheduled for the month of June. For more information regarding virtual trainings, [click here](#).

- **Participant Direction New Enrollment Webinar**
- **Positive Behavior Supports Curriculum Training**
- **The Georgia Person Centered Thinking Learning Lab**
- **The Power of Communication: Expanding the Way We Think About Communication Workshops**

If you have any questions, please contact DBHDD.Learning@dbhdd.ga.gov.

DBHDD Announcements



GEORGIA RECOVERY PROJECT

COVID-19 Emotional Support Line Continues to Help

The Department of Behavioral Health & Developmental Disabilities (DBHDD) implemented the Georgia Recovery Project (GRP) in October 2020. Since then, it has worked tirelessly to aid and serve the people of Georgia during the COVID-19 pandemic. The GRP is spearheaded by six (6) regional liaisons who connect with cultural community leaders, including religious leaders, school superintendents and helpful organizations to encourage the use of the counseling resources made available by the Emotional Support Line (ESL).

The Emotional Support Line – a hotline, accessible through calling or texting, provides a healthy communication outlet for those struggling with grief, anxiety, loss & stress as a result of being emotionally, physically, or financially impacted by COVID-19. The ESL is free,

confidential and allows all callers to remain anonymous. Trained mental health professionals are available to provide a “listening ear” to Georgians who need emotional support and referrals to resources in their communities.

This service is made possible through funding from the Federal Emergency Management Agency (FEMA) and Substance Abuse and Mental Health Services Administration (SAMHSA).

The Emotional Support Line is open daily from 8:00 a.m. to 11:00 p.m. and can be reached by calling or texting (866) 399-8938.

2021 BEHAVIORAL HEALTH SYMPOSIUM

Award Nominations & Recognition



The 2021 Behavioral Health Symposium Awards honors providers and community partners whose leadership, service, and collaboration have had a significant impact on the field of behavioral health. DBHDD will recognize award winners throughout the 2021 DBHDD Behavioral Health Symposium, October 6 - 8, 2021.

Do not miss your opportunity to nominate yourself or another provider! With the exception of the Commissioner's Award, nominations are now open for all three 2021 award categories:

- Behavioral Health Provider of the Year Award
- Behavioral Health Exceptional Recovery-Oriented Service Awards
- Regional Outstanding Behavioral Health Provider Awards

[Click here](#) to view the nomination criteria and to access the nomination form for each category. The nomination deadline is Sunday, June 13, 2021.

For award nomination questions contact ssu@cviog.uga.edu.

Behavioral Health

BEHAVIORAL HEALTH PROVIDERS

Incorrect Modifiers for Telemedicine Services



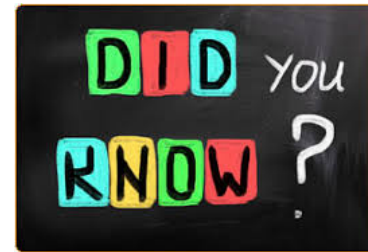
During the most recent Georgia Collaborative ASO Behavioral Health Quality Reviews, it has been noted that many behavioral health providers are incorrectly billing telephonic services with the UK modifier plus the U7 modifier (out-of-clinic). **These should be billed with the UK modifier U6 (in-clinic).**

The U7 modifier was created with a pricing differential to help offset lost productivity related to a practitioner needing to physically travel to some location in the community, other than their agency's actual office location(s), for a consumer encounter. During the COVID-19 Public Health Emergency, some practitioners have been working from their personal residences, their agencies' office(s), or other locations via telemedicine/telephonic technology. Since these services do not require physical travel for the purpose of physically meeting with a consumer in the community, they should thus be billed as “in-clinic” with the U6 modifier.

If your agency has billed for telehealth services with the U7 modifier (out-of-clinic), please correct these claims to reflect the U6 modifier (in-clinic).

Office of Adult Mental Health ACT and CST Unit

Ontario ACT Association Conference



Sarepta Archila and Kelley Brown of DBHDD's Office of Adult Mental Health, Assertive Community Treatment (ACT) and Community Support Team (CST) Unit recently presented three sessions to the Ontario ACT Association's conference. During the same conference in 2018, the Unit presented a session highlighting DBHDD's collection and use of data to improve service delivery. For this year's conference, they teamed up with former DBHDD team member Al Fisher, now with Grady Behavioral Health, to present to approximately 150 international ACT team leaders and administrators about the purposeful implementation of services, supports, and trainings to support recovery in Georgia.

The three presenters shared strategies for effectuating successful graduations and transitions into less intensive levels of care, programmatic data, fidelity ratings, and success stories from the network of providers. The conference presentation also included a discussion of the unique warm hand-off that DBHDD contracted ACT teams ensure to facilitate transition success as well as the strategies and interventions teams employ to support readiness for transition. Emphasis on Georgia's network of DBHDD contracted adult mental health providers and array of services as well as intentional service definitions and trainings made the session beneficial for both direct care staff as well as administrators.

In a second conference presentation, they presented on team cohesion, staff morale, staff retention, and fidelity monitoring as inter-dependent themes of ACT success. Data and examples demonstrated intentional implementation of policy and practice both from DBHDD and within the provider agencies and specific teams. Administrative/executive support was identified as key to sustainability of intensive teams, while individual creativity was also hailed as valuable. During the session, participants were encouraged to share which strategies they intend to employ to increase success through and across the four themes: cohesion, morale, retention, and fidelity.

The third conference presentation was a panel discussion, wherein the presenters joined with Ronda Taylor and Olga Maxwell of American Work, Inc. ACT, to highlight the process and effectiveness of the evidence-based practice of Recovery Oriented Cognitive Therapy (CT-R) to the evidence-based ACT model. The presentation covered the statewide rollout of training to how each team member can support their peers in use of the evidence-based practice. With Mr. Fisher, Ms. Taylor and Ms. Maxwell sharing success stories, this session inspired the participants to seek out and support each other in further skills development.

The experience of presenting and participating in an international conference reinforces the knowledge that Georgia's DBHDD is intentionally leading an accountable and effective continuum of care to support Georgians with behavioral health challenges, and intellectual and developmental disabilities in a dynamic health care environment.

Submitted by:
Dr. Terri Timberlake, Director
Office of Adult Mental Health

FREE Project Overview

Corrections, Department of Community Supervision, Georgia Mental Health Consumer Network, and iHope Inc. have partnered to implement an innovative new initiative focused on family reunification for Georgia's returning citizens and their natural support systems. The Family Reunification, Education, and Empowerment (FREE) Project is the result of this collaboration.

The FREE program is designed to provide enrolled returning citizens and their families the opportunity to build/rebuild closer relationships, with the support of Forensic Peer Mentors (FPM), Forensic Family Support Specialists (FFSS), Certified Peer Specialist--Parents (CPS-Ps), and licensed clinicians currently working within the prison system. These staff completed a specialized facilitator training on March 12 & 13, 2021 in preparation to implement the program.

On April 23, 2021, the first cohort of the FREE pilot began the initial session of the program. This cohort included 10 returning citizens from Metro Atlanta Reentry Facility who have a mental health and/or co-occurring substance use diagnosis and who are in the transition phase of their preparation for release from prison (12-18 months pre-release). Discussions are underway to add the second cohort at Central State Prison, in Macon, soon.

[Click here](#) to learn more about the FREE Project.

Submitted by:

**Dr. Terri Timberlake, Director
Office of Adult Mental Health**

During the month of May, DBHDD held the **2x2 Series: Daily Self-Care Tips and Support for Health Care and Emergency Response Workers**. This series was presented as Webex events and were designed to provide daily self-care tips and support for health care and emergency response workers. Each session provided attendees with mental health tips about managing stress, grief, work/life balance, and wellness.

If you could not attend the live sessions, each one was recorded and is available for review on the DBHDD website: <https://dbhdd.georgia.gov/2x2-series>.



Office of Provider Relations

JUST A REMINDER... Question for your Provider Relations Team?

The Provider Issues 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.

PIMS is 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 **"Questions for your Provider Relations Team"**. You can also access the PIMS site directly by using the link below.

**PROVIDER ISSUES MANAGEMENT
SYSTEM**

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For Provider Relations inquiries,
please contact us at

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**BE WELL, WEAR A MASK &
WASH YOUR HANDS!**

