



**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

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Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Leza Wainwright, Director

July 26, 2010

MEMORANDUM

TO: LME Directors
FROM: Leza Wainwright 
RE: LME Reporting of Timely Access Information and Data

Based on an agreement between the Division and LME Directors in Fall 2009, the NC Council of Community Programs facilitated a workgroup of LME and DMH/DD/SAS Quality Management staff to improve the consistency of screening, triage, and referral (STR) data submitted to the Division. As a result, the Division has revised criteria for submitting screening data to the Division through the Consumer Data Warehouse and through the quarterly "*LME Report of Access, Triage, and Referral for Emergent, Urgent, and Routine Care*" template.

Effective October 1, 2010, screening data submitted to the Division should adhere to the following guidelines:

1. Submit data to the Division only for screenings that are completed by the LME or providers who contract with the LME to do STR.
2. Submit screening data only on (1) individuals who have not previously received services through the public system and (2) consumers seeking to reinstate services after a lapse in service of 60 days or more. NOTE: Currently active consumers who call the LME's Access Unit or Crisis Unit are not required to go through the statewide standardized screening process using the "DMH/DD/SAS Standardized Consumer STR Interview and Registration Form" and should not be included in screening data submitted to the Division. These consumers should be served through care coordination activities instead.
3. Only include screening data for individuals whose severity of need has been determined to be Emergent, Urgent, or Routine, as defined on the "*DMH/DD/SAS Standardized Consumer STR Interview and Registration Form*."*
4. Where the severity of need has been determined to be Emergent, only include individuals seeking to reinstate services after a lapse in service of 60 days or more. Do not include consumers with emergent needs who are actively enrolled with the LME. These consumers should be served through care coordination activities instead.
5. Exclude screening data for individuals who are referred only to community resources, such as pastoral counseling and information referrals.
6. Exclude screening data for Medicaid-eligible individuals who are referred only for Medicaid basic benefit services (outpatient or medication management services not requiring prior authorization).



7. Exclude active consumers who have a change in level of care.
8. If an individual receives multiple screenings on the same day, only submit the earliest screening.
9. Do not submit a screening on any individual more often than every 60 days.

The template for reporting quarterly screening data to the Division is attached to this memo. It includes instructions with the above guidelines. In addition, the template has been revised to collect additional information about persons who were offered an appointment within expected timelines, but declined or who were scheduled for an appointment, but did not keep it. This information will be used to calculate a new performance measure for the forthcoming *SFY 2010-11 DHHS-LME Performance Contract*.

Please pay special attention to the changes in the Instructions to the template (as outlined above) and to the extension of time to submit the report. The deadline to submit report to the DMH/DD/SAS Quality Management Team is the 30th of the month following the end of the quarter.

If you have questions concerning this matter, please send them via electronic mail to:

ContactDMHQuality@dhhs.nc.gov.

*The current “*DMH/DD/SAS Standardized Consumer STR Interview and Registration Form*” is available on the DMHDDSAS web site at <http://www.ncdhhs.gov/mhddsas/statspublications/manualsforms/index.htm>. For more information on the STR interview process, please refer to the August 10, 2006 “*DHHS Enhanced Services Implementation Update #14: Uniform Screening and Registration*,” located at <http://www.ncdhhs.gov/mhddsas/servicedefinitions/servdefupdates/dmadmh8-10-06update14.pdf>,

Cc: Secretary Lanier Cansler
Michael Watson
DMH/DD/SAS Executive Leadership Team
DMH/DD/SAS Management Leadership Team
Yvonne Copeland
Rebecca Troutman
MH Commission Chair
The Coalition Chair
SCFAC Chair
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