



Kenneth E. Jones
CEO

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

EASTPOINTE PROVIDER MEETING AGENDA

May 15, 2013

10:00am until 1:00pm

Mount Olive College

| | |
|--|-------------------------|
| Welcome and Overview | Karen Salacki |
| Eastpointe Provider Network Council | Fred Nelson |
| CFAC Updates | Melissa Reese |
| Eastpointe Provider Network Status | Karen Salacki |
| Type of MCO Applications that Eastpointe is currently accepting | |
| Transition Services for existing agency Members being discharged from inpatient settings. | |
| Wait Lists for Services | |
| Current Request for Proposal (RFP) | |
| Housing | Ellen Blackman |
| NC TRACKS | Anna North |
| Member Call Center | Victoria Jackson |
| Claims | Vicki Evans |

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

Utilization Management
Urgent Request Types
Treatment Request Timelines
Peer Review Process
Peer to Peer Review Process
Appeal Process
ICF-MR/Level of Care Process
Voiding/Withdrawing a request

Lynnette Gordon

Eastpointe Provider Change Form
Network Operations Call Center
Weekly Webinars
Grid Sheets- Connecting LIP's to an Agency in order to bill
LME Consumer Admission and Discharge Form
Enrollment Form for IPRS only
Eastpointe's List Serve
Calcium Calendars
Provider Reports due to Eastpointe
Intensive in Home Survey
NC Innovations Waiver Services Survey

Linda Hawley Isbell

IDD Care Coordination
Short Term Goals
Quarterly Progress Summaries

Becky Cale

Relative/Legal Guardian as Provider

Susan Johnson

Provider Meeting Schedule

Karen Salacki

Questions and Answers

Karen Salacki