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SERVING BURKE & CATAWBA COUNTIES

## MHP Provider Network Procedural Update #11

**TO:** MHP Provider Network

**FROM:** Mental Health Partners – Ryan Frye

**RE:** Changes to the STR/Registration Process

**NOTIFICATION DATE:** September 2, 2010

**EFFECTIVE DATE:** October 1, 2010

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Effective October 1<sup>st</sup>, 2010 Mental Health Partners LME will cease use of the LME web portal as the method by which providers submit STR data and request Registration for consumers. Mental Health Partners will replace this program with a Registration and STR reporting program inside of the provider MCO/CMHC. This program will be the sole method through which providers can submit STR and/or request Registration of a consumer to the provider for services.

As Registration is a necessary and critical function for all providers, any provider currently connected to the Mental Health Partners MCO/CMHC system will need to make arrangements to have at least one person in the agency trained on the use of the CMHC/MCO STR program.

The new program is vastly more efficient and simpler than the web portal process, and the training will take a relatively short amount of time. We do anticipate difficulties, however, for providers who forego the training, so **attendance of at least one person who can see the program demonstrated is strongly recommended.**

### Training Dates and Locations:

1. **September 23, 2010 – AHEC in Hickory – 9:30 am to 11:30 AM**
2. **September 27, 2010 – Foothills Higher Education Center - HEC- 163 – 1 pm to 3 pm**

In addition to the two formal trainings MHP will be hosting on the use of the new program, the Access to Care staff and MHP IT department will be available to assist with any difficulties that should occur during the transition. Mental Health Partners is constantly examining ways to be more efficient in every way we do business, and moving the STR and Registration process from the web portal to the MCO/CMHC system will create a single portal of entry for provider data to enter the LME, as opposed to the use of multiple programs. We have also taken great steps to improve the program from its current state in the web portal, and I believe you will find the CMHC/MCO STR and Registration process to be vastly easier, quicker and more efficient than the current web portal process.

ACCESS TO CARE 1-877-327-2593 (TOLL FREE) 24/7/365

[www.mentalhealthpartners.org](http://www.mentalhealthpartners.org)

*This information will be posted on the MHP website at [www.mentalhealthpartners.org](http://www.mentalhealthpartners.org) in the Provider Updates section.*