



## News From Andy Anderson

Dear Colleagues,

I am writing this note to provide some clarity on our corporate financial position.

When you decided your major in your sophomore year in college, you purposely avoided being a math, accounting or business major. Now, everything we do is affected by budgets, reimbursement rates, check writes and cash flows.

Yes, cash flow, the life blood of business and personal finance, has been difficult of late for our group of companies.

I am a full disclosure manager and want you to know that it has been a real challenge for Saguaro Management to pay us and pay all the bills, but they have done it without fail. I have been working here for over twenty years and our history has been one of financial strength and stability.

However, anyone who has spent one day out of the cave in the last three years keenly understands the current challenges of our economy in general and the instability of industry in particular.

What am I getting at? Times are hard, banks are tight and technology will almost kill you when it doesn't work! It is very difficult to run a business in this environment, but we are still here because we have one of the best management teams in the country.

I promise to keep you informed as we face these challenges. I hope that you will work with me toward taking charge of our own plight by being more efficient and effective than ever before so that we can do this work for at least twenty-five more years.

Thank you for your understanding and your loyalty.

Andy

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### Our Mission

*To enable individuals who we support to access services, make choices, pursue aspirations, live and interact with dignity and respect in their communities.*



## Periodic Clinical Update

It is challenging for me to be writing about something other than audits right now in view of having presented several “cases” during last week’s reconsideration hearing. Of course when there is no note or the PCP does not have a service order dated on the date the PCP is completed (NOT before!) – or there is a lapse of dates in the PCP, I am not able to defend our actions. It’s the seemingly “little things” that we always need to be looking for – things that ultimately are detrimental in an audit. When there is a lapse in the PCP, for example, none of the services provided during that time is eligible for billing. We are required to pay back that date of billing as well as all of the services provided during the lapse in the PCP. The amount we are required to payback is then extrapolated – giving a significantly larger pay back than is even imaginable. ALL staff need to be vigilant in making sure all PCP’s are kept current with no lapses, service notes are turned in daily and are filed in the record and that the service order is dated on the date the PCP is completed for that service.

What I did attempt to defend was typically about medical necessity and meeting entrance criteria for services. We focused on this area at the Clinical Leadership meeting this past Monday, and I expect some of you have probably started to hear more about the need to become exceptionally careful when completing assessments and medical necessity checklists. When you **either** refer to an enhanced service **OR** begin to provide an enhanced service YOU need to make sure that the consumer CLEARLY meets EACH element of entrance criteria is supported by information in the clinical assessment as listed in the service definition. If you start working with a new consumer, and you do NOT see that the person meets medical necessity, please speak with your supervisor immediately! As you are all aware, the medically necessity check list was designed to help staff in the process. So, please, when using this **required document**, understand that simply checking off the boxes is not sufficient. You must reference back to the most recent Comprehensive Clinical Assessment to identify exactly how the criteria is met, listing the page number and the section where that information can be located.

### **TO ALL MANAGERS –**

If you would like me to come out to your program and help your staff with this process, please do not hesitate to ask! I’d be more than happy to meet with staff. Thank you.

Stephanie Beck

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*“We are all faced with a series of great opportunities brilliantly disguised as impossible situations.”*

Charles R. Swindoll

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## CI is proud to present Mrs. Rhoda Bullock with the CI initiative award.

"She has done a great job of providing professional mental health services in our community. As I market IIH in the community, I often hear of her excellence and professionalism making my job easier. Community Innovations has benefited from her high quality of care and her marketing. Please join me in showing her how much we appreciate what she do and who she is to those she serve." Ivan Pride, PD



## Positions Available

**IIH Specialist (AP or QP)** Robeson (needs 2) and Columbus (needs 1) (must have 1 year of child MH/SA experience)

**IIH Lead-** Provisional licensed required with 1 year child MH/SA experience-Columbus/Brunswick

**Fully Licensed OPT** (LPC, LCSW, LMFT) Columbus, Bladen, Scotland, Robeson

**OPT Manager**-closed

Please contact Martha Locklear at [mlocklear@communityinnovations.com](mailto:mlocklear@communityinnovations.com)

## Residential Postings

2<sup>nd</sup>, 3<sup>rd</sup> and PRN direct care positions are available at Friend way and Timber lea (Greensboro area). Anyone interested please contact Jacqueline Muhammad at 336-370-4177.

## IIH Praise Letters

To Whom It May Concern, 1-27-12

This letter is to Thank Stephanie, Ms. McCoy and MR. Covington for another chance at life. At 50 I got disability for PTSD, Depression and Bipolar. I am a drug addict and just come off the streets Stephanie came and talked to me at Roxie Detox and gave me another hope at life. Three days a week they took turns stopping and talking to me. They encourage me to stay in my substance

abuse classes and AA meeting. Again Thank you. I am now in recovery. I want to live life ~~One~~ One Day At A TIME. I am living in a low income apartment and can stand on my own two feet.

God Bless You  
All

I want to thank Trace Williams and Mike Towery for doing a outstanding job with my son [REDACTED] he has accomplished more with this company and outstanding team he has had numerous companies but I am very satisfied with the services we thank you



Teams please send your team birthdates to Jennifer @ [jbowman@communityinnovations.com](mailto:jbowman@communityinnovations.com)

### New Issue of The RIOT

Attached with this summary is the current issue of *The Riot* is called Let's Do This Thing! (but watch your step). In it, we take a look at what happened last year and share our hopes for the future. Take a look inside to see what you and the CI self-advocacy group can do to make things better this year.

### Summary Update

As CI and Triumph continue to look for effective and efficient ways to align our resources we have decided to combine our weekly summaries. The new summary format will debut February 17th and will come out weekly on Friday. Next week we will share how to submit information to the summary.