



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

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**LME-MCO Joint Communication Bulletin # J290**

**Date:** June 13, 2018

**To:** Local Management Entities/ Managed Care Organizations (LME-MCOs)

**From:** Lisa Haire, Associate Director, Quality Management and Operations, DMH/DD/SAS  
Deb Goda, Behavioral Health Unit Manager, Division of Medical Assistance

**Subject:** Annual Quality Strategy and Quality Improvement Projects/Performance Improvement Projects

The purpose of this bulletin is to collect the Annual Quality Strategy and Quality Improvement Projects/Performance Improvement Projects for each LME-MCO, as required in both the Division of Medical Assistance (DMA) and the Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS) contracts.

In accordance with North Carolina Department of Health and Human Services contracts, LME-MCOs are responsible for identifying and addressing opportunities for improvement of the local operations and service system. This includes conducting a minimum of three (3) quality improvement projects (QIPs) each year regarding DHHS funded services.

- For DMA funded services, one of the projects should be clinical, one non-clinical, and one additional QIP. Please only include the QIPs approved by DHHS.
- For DMH/DD/SAS funded services, LME-MCOs are expected to submit three (3) QIPs.

Summaries of these studies shall be provided to the local Area Board, the local Consumer and Family Advisory Council and, on request, to DHHS. QIPs should be broken down by the funding source.

As a part of our statewide effort to ensure quality improvement of the publicly funded service system, DHHS requests that LME-MCOs send:

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES AND SUBSTANCE ABUSE SERVICES • DIVISION OF MEDICAL ASSISTANCE**

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- SFY 18 – 19 Quality Management Plan and Workplan
- Results from SFY 17 – 18 QIPs
- Plan for QIPs for SFY 18 - 19 for Medicaid and state-funded services

Please send the above items to [contactdmhquality@dhhs.nc.gov](mailto:contactdmhquality@dhhs.nc.gov) and [renee.rader@dhhs.nc.gov](mailto:renee.rader@dhhs.nc.gov) by August 31, 2018. Thank you for your commitment to continuous quality improvement of our state behavioral health system. If you have questions, please contact Jennifer Bowman at [contactdmhquality@dhhs.nc.gov](mailto:contactdmhquality@dhhs.nc.gov) and Renee Rader at [renee.rader@dhhs.nc.gov](mailto:renee.rader@dhhs.nc.gov).

Previous bulletins can be accessed at:

[www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins](http://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins)

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