



**NORTH COUNTRY COMMUNITY MENTAL HEALTH
PROVIDER MEETING MINUTES
Tuesday, November 5, 2019
University Center, Gaylord MI**

Welcome and Announcements

Lani Laporte, NCCMH Contract Mgr.

Lani reviewed contract updates. Please see ATTACHMENT A – CONTRACT UPDATES NOV 2019.

DCW WAGE INCREASE CALCULATIONS

NCCMH is attempting to eliminate monthly billings on DCW reimbursements. Calculations will be completed by NCCMH finance in the first quarter FY20, such that a per diem or per unit adder can be added to client authorizations as of January 1, 2020. Until then, **please continue billing NCCMH on a monthly basis for October, November and December 2019 DCW Adder Reimbursement requests.** Changes to this billing procedure will be covered by a provider contract addendum. DCW rate adjustments will be entered into NorthStar rates such that your February 2020 billing for January 2020 services can be done accurately, including DCW adder, within NorthStar.

NCCMH Surveys, Audits and Certification – Outcomes Brian Babbitt, NCCMH COO

Brian presented a PowerPoint on 'Stakeholder Satisfaction'. For full details, please view ATTACHMENT B – SURVEY PROVIDER MEETING. Brian referred to the Para-Professional Provider Qualifications hand out. It is also on North Country Community Mental Health's website, www.norcocmh.org.

“Those Pesky Service Codes” Julie Moran, NCCMH - Special Program Coordinator

Julie reviewed

- 17.3.L, SUPPORTED/INTEGRATED EMPLOYMENT SERVICES. **[Page 1 of 2]**
- 17.3.B COMMUNITY LIVING SUPPORTS *[change made 7/1/19]*
- 17.3.J SKILL-BUILDING ASSISTANCE

See the Medicaid Manual for information on the differences between CLS in community, skill building and employment services.

NCCMH Finance Team Ann Friend, Reimbursements Supervisor; Kevin Hartley, CFO

Finance Updates/Reminders:

Ann reviewed transportation under Medicaid Guidelines: **Transportation to medical appointments outside of CMH offices is not reimbursable under Medicaid guidelines and will not be paid.**

Kevin addressed reminders:

- Administrative cost reports are due by January 31, 2020. Typically, administration cost reports are necessary from providers receiving upwards of \$500,000 in reimbursements in the prior fiscal year. Specific instructions/forms should be provided by NCCMH Finance.
- Deadline for bill submissions for the end of FY19 is Friday Nov. 8th, 2019.

- Proposed budgets need to be to NCCMH by August 1. We are required to have our budget to NMRE by September. If you do not request a price change before that date, likely one will not be incorporated in the new fiscal year.
- Ann addressed incorrect rates in NorthStar by stating that if you receive an authorization for, or detect an incorrect rate in NorthStar, please contact ANN FRIEND within 15 days of realizing a rate error: email afriend@norcocmh.org or call 231/439-1233.
- NorthStar approved users: It is necessary to update your NorthStar User list every time there is NorthStar user change. If an employee leaves your agency, it is necessary to inform us right away. They still have access as long as they are on the NorthStar active user list. Failure to report a terminated employee leaves us all vulnerable to exposure of PHI.

Training Updates

Linda Kleiber, NCCMH Safety Specialist

The FY20 Calendar of Training is currently available as distributed in the meeting. On-line we post 3 months of the Training Schedule at one time.

Please note the class size has restricted room occupancy.

Linda addressed the 'No Show' issue. Although there are no-shows in all classes, no-shows are the highest in the First-Aid & CPR class. Because of this, **within the next few months the contract wording will change to reflect that a provider will be charged for registered training participant 'no shows'.** Also, we attach a map to the training confirmations. Please encourage the trainee to follow our map to the training locations as directions on Google map are incorrect. It is important that providers call to cancel registrant participation in order to avoid No Show charges. If a registered attendee is late to the training, they will not be allowed into the training and will be considered a No Show.

CONTRACTUAL RECIPIENT RIGHTS TRAINING REQUIREMENTS: For paraprofessionals, please SEE ATTACHMENT: C - CONTRACTUAL RECIPIENT RIGHTS TRAINING REQUIREMENTS POWERPOINT.

OUT OF CATCHMENT: For individual trainings taken elsewhere, please send proof of training to Cynthia Crumbaugh at providertraining@norcocmh.org. For a blanket approval in advance for all provider employees to be trained elsewhere, please send written request to Lani Laporte at llaporte@norcocmh.org. She will advise appropriate NCCMH staff to obtain approval. Note that typically we accept other CMH RR training, as well as other provider CPR/First aid training, **providing that individual proof of training is provided to Cynthia Crumbaugh within 30 days of training completion.**

Individual training:

MEDICATION REQUIREMENTS: Deb Erber has requested that the Medication Administration training be done by our staff, unless requested otherwise by the provider. These new requirements are not in the contracts currently. For individual trainings taken elsewhere, please send proof of training to Cynthia Crumbaugh at providertraining@norcocmh.org. For a blanket approval in advance for all provider employees to be trained elsewhere, please send written request to Lani Laporte at llaporte@norcocmh.org. She will advise appropriate NCCMH staff to obtain approval, as contract addendums may be required.

CPR & FIRST-AID: Online certifications are discouraged. However, we accept and approve a variety of outside CPR & First-Aid trainings. For approval, send a copy to providertraining@norcocmh.org.

FORMS OF PHYSICAL INTERVENTION: Contractually, CPI is the only form of physical intervention accepted by NCCMH. If you use any other form of physical intervention, the source needs to be

reviewed and approved prior to client receiving services. For a blanket approval in advance for all provider employees to be trained elsewhere, please send written request to Lani Laporte at llaporte@norcocmh.org. She will advise appropriate NCCMH staff to obtain approval, as contract addendums may be required. An HCBS survey, license verification and definition of PI method is required prior to client placement or client services being performed.

RECIPROCITY VETTING TOOL AND IMPROVING MY PRACTICES:

1. RECIPROCITY VETTING TOOLS: The Toolbox training is being worked on for vetting. It is currently at a standstill due to direct care training. Does it meet the NMRE requirements?
2. Kris VanWagoner, the NMRE Provider Network Manager, read the NMRE requirements for the Vetting process. Kris is working on a timeline to complete the vetting process. Currently, continue with the current process.

Break

Ethics & Boundaries Presentation Lani Laporte, NCCMH Contract Manager

All providers are encouraged to develop written guidelines (policies and procedures) governing behaviors and relationships between a client and their direct care workers. Those guidelines should be part of new direct care worker onboarding training, with repeat training or workshops on same annually at provider facilities. Providers seeking assistance with their policies or procedures may contact the NCCMH Contract Manager, or view NCCMH Policies and Procedures within the provider manual.

Lani reviewed the 'Nine Tenets of Code of Ethics' per handouts, and presented on ATTACHMENT D - PROVIDER BOUNDARIES AND ETHICS PRESENTATION. It was concluded that the level of risk associated with boundary crossings or violations is far too great a risk than providers or NCCMH are willing to take, and individual provider employee violations usually involve recipient rights violations. This information is posted on NCCMH website.

Boundaries Workshop with Emily Meeder-Ramirez, NCCMH; Living Arrangements Manager

'SMALL GROUP DISCUSSIONS' ARE LOCATED ON ATTACHMENT D - BOUNDARIES AND ETHICS. Emily read two different scenarios where CLS providers overstepped their boundaries. There was discussion on what boundaries were overstepped and solutions. They will be posted on the website for providers to read and discuss with their staff.

Q&A Time

Meeting Ends

Attachments:

ATTACHMENT A – CONTRACT UPDATES NOV 2019.

ATTACHMENT B – PROVIDER SATISFACTION SURVEY

ATTACHMENT C – CONTRACTUAL RECIPIENT RIGHTS TRAINING REQUIREMENTS

ATTACHMENT D – PROVIDER BOUNDARIES AND ETHICS PRESENTATION

Providers represented are:

Alternative Services, Inc.; Autism Center of Michigan, LLC; Baseline Clinical Services, Inc.; Beacon Specialized Living Services, Inc.; Bergmann Center, Inc.; Bedford Specialized Living Services, Inc.; Community Home & Health Services LLC; Crossroads Industries Inc.; Crisis Center, Inc. d.b.a. Listening Ear; Grand Traverse Industries, Inc.; Jen's AFC; Northern Family Intervention Services, Inc.; Northern Family Intervention Services, Inc.; Srebniks AFC; Summertree Residential Center, Inc.

Providers represented through Skype:

Ausable In Home Care, LLC; Harbor Oaks Hospital; KNL Services LLC.; Rapid River AFC; Residential Advancement, Inc.; Safehaus, Inc.; Straits Area Services, Inc.; Touchstone Services Inc.;

Announcements:

2020 QUARTERLY PROVIDER MEETING SCHEDULE IS AS FOLLOWS:

Tuesday, Feb. 4, 2020

Tuesday, May 5, 2020

Tuesday, Aug. 4, 2020

Tuesday, Nov. 3, 2020

Handouts and Presentations will be posted to the NCCMH website following the meeting, Located at Contract Provider Manual Tab or enter in your browser URL address line:

http://www.norcocmh.org/contract_provider_manual.html

If you desire to hear about a specific topic at our quarterly provider meetings, please email our Contract Manager, Lani Laporte, at llaporte@norcocmh.org or call 231-439-1297. Topics not relevant to all providers may be scheduled at a special in-person or skype meeting time outside of regular quarterly meeting times.