



**NORTH COUNTRY COMMUNITY MENTAL HEALTH
PROVIDER MEETING MINUTES
Tuesday, May 14, 2019
University Center, Gaylord, MI**

Lani Laporte: Welcome and Announcements

Joe Balberde – IT Director: Multi-Factor Authentication Provider Requirements

- July 1 is the official deadline for all Providers to begin using Multi-Factor Authentication (MFA) in order to access NorthStar. All NorthStar Registered Users need to have the Authentication App on their phone in order to login to NorthStar after that date.
- Providers are required to call the NCCMH IT Help Desk as soon as possible to obtain information on setting up the Authenticator App. Group set-up is available. Everyone will need a computer and a smart phone during the setup.
- Call NCCMH Help Desk: 231-439-8746

Brian Babbitt – Chief Operating Officer: Compliance

- Compliance Training was presented and reviewed by Brian Babbitt, NCCMH COO.
- See NCCMH Contract Providers PowerPoint (**ATTACHMENT A**) for specifics on compliance.
- Providers may utilize this PowerPoint to comply with the annual requirement to present this to their staff. Please modify to insert your corporate identity.

Lani Laporte – NCCMH Contract Manager:

Attestation Mailing

Providers should have received a mailing requesting updates of information including a requirement to complete the Fy19 Compliance Attestation. These need to be returned by May 31 to Contract Manager.

Provider Score Card

- The trial run of the Provider Scorecard was completed last fall.
- Provider contracts to be renewed will be evaluated starting in June 2019, and completed prior to contract renewal in September 2019. A large number of providers, particularly those presenting a higher level of reimbursement, will be reviewed every 12-18 months, depending on contract term.
- Assessments are done by a variety of people throughout our agency.
- Assessment areas include Administrative effectiveness, Consumer Satisfaction Surveys, Contract Compliance, Clinical Outcomes, Substantiated Consumer Grievances and Complaints with or without abuse/neglect, HIPAA/Security/Privacy, Financial stability, Adverse clinical Events, Compliance Findings, Licensure/Certification/Accreditation status, Site Reviews or Desk Audits (as applicable).

Use of Personal Employee Vehicles in Transporting Clients

- Contractually the provider carries the risk and must assure that personally owned employee vehicles are properly insured and maintained according to contract terms if they are used to transport clients.

- Contracted Providers should carry “Hired and Non-Owned Automobile Coverage” in order to avoid the risk of using their employee’s vehicles to transport clients. This should be identified on the Certificate of Liability Insurance provided to NCCMH.
- To reduce provider risk, providers are encouraged to a) have written company policies on the use of employee vehicles to transport clients; 2) train employees and have signoff on same; 3) policies should allow for provider to inspect and view employee proof of auto insurance upon request; 4) policies should include rules for conduct while in vehicle transporting clients.
- Additional Information on this topic will be published in the June 2019 Provider Quarterly Bulletin.
- See Insurance Requirements, including Automobile Insurance (**ATTACHMENT B**)

Lani Laporte, NCCMH Contract Mgr. & Julie Kosloskey, Bellaire-NCCMH Support Coord. Asst.

- Time studies are required to evaluate cost splits between CLS and PC in licensed settings, and to split the costs involved in CLS performed in a personal residential setting.
- Review of Time Study Instructions (**ATTACHMENT C**)
- Review of NCCMH Time Study Template (**ATTACHMENT D**)
- Excel template version of Time Study will be made available to providers upon request.
- Time studies are the responsibility of the provider for all licensed residential residents, and PRH resident settings where the residence is shared among two or more clients.
- Submit completed time studies to client's Supports Coordinator only through encrypted NorthStar email system, approximately 30 days prior to IPOS, within 30 days of new residential placement, and no less than annually by September 1.
- Julie Kosloskey and Lani Laporte will organize two additional skype trainings in June to offer training to individual employees of providers.
- For Questions, please call Julie Kosloskey at 231-533-8619 x3119.

ATTACHMENT A – Compliance PowerPoint

ATTACHMENT B – Provider Insurance Requirements

ATTACHMENT C – Time Study Instructions

ATTACHMENT D – NCCMH Time Study Template

PLEASE MARK YOUR CALENDAR!

Future Quarterly Provider Meetings are scheduled at the

University Center - Gaylord

9:30 am (coffee)/10:00 am – 12 noon

Meeting on these dates:

AUGUST 13TH, 2019 NOVEMBER 5TH, 2019

To be sure all of your desired staff are invited to future meetings, we kindly request that providerrelations@norcocmh.org and constantcontact.com are added to your staff email server contact lists. Please 'whitelist' these email senders!

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.