



NORTH COUNTRY COMMUNITY MENTAL HEALTH

PROVIDER MEETING

Tuesday, August 7, 2018

University Center, Gaylord MI

I. Welcome and Introductions – Lani Laporte, Contract Manager, NCCMH

Lani Laporte welcomed the attendees and introduced NCCMH staff.

II. Finance/Reimbursement Reminders - Ann Friend, Reimbursement Supervisor, NCCMH

Ann went over authorization splits (how to handle claims when authorizations start and/or stop in the middle of a month) and reminded providers to contact the Supports Coordinator if additional authorizations are needed.

III. QI Council – Jory Harland, Chief Executive Officer, Community Home & Health Services

The NCCMH Quality Improvement (QI) Council supports the ongoing advancement and implementation of a comprehensive plan for improving the performance of the organization; oversees that process to give guidance and ensure that it is properly implemented through coordination with standing committees; and facilitates the dissemination of performance information throughout the organization.

Jory introduced himself as the contract agency provider representative on the Quality Improvement Council. Contract agencies play a vital role in the service delivery system for NCCMH. As such, their involvement in the quality improvement process is beneficial. Contract agency staff will be invited to participate in action teams, as appropriate. Information pertinent to the contract agencies will be shared on a regular basis.

Jory offered his business cards and he can also be contacted through at www.chhs.com

IV. Handout - Health Passport – Deb Erber, Nurse Supervisor, NCCMH (*Attachment A*)

The Health Passport is designed to collect essential medical information on each client to have it readily available in an emergency. The information contained in the Health Passport is designed to be given to any medical professional treating the individual.

There is difficulty in transferring care in these situations. Often, a provider staff member is required to stay and paperwork is ignored. This creates a staffing and billing issue for the provider. Deb reinforced the need for the providers to continually educate and advocate on the client's behalf. Billing for services in this situation is an acknowledged issue.

Follow Up: Unit based CLS can be billed while providing face to face CLS services for support if it is consistent with and authorized in the POS.

V. Contract Manager Updates - Lani Laporte, NCCMH

Right to Vote – (*Attachment B*)

Handouts were given addressing 'Seminars Discussing Voter Rights for People with Disabilities will be held throughout Michigan'. Lani encouraged providers to assist their clients in voting.

Disclosure Reminders: There is a time limit of 35 days to notify NCCMH when changes have occurred in the ownership or the disclosing entity. Soon the Disclosure paperwork should be on NCCMH website.

HCBS Tip - Appliance Accessibility: (*Attachment C*)

Handout: 'Home and Community Based Services' providing websites with Written Guidelines for Handicap Accessibility: ADA STANDARDS FOR HANDICAP ACCESSIBILITY and FAIR HOUSING STANDARDS FOR HANDICAP ACCESSIBILITY. This is extremely helpful if you are considering remodeling. The handout showed illustrations for handicap accessibility for both the bathroom and the Laundry Room.

VI. Training Reciprocity Program – Rik Rambo, Provider Network Manager, NMRE
(Attachments D and F)

Please refer to the PowerPoint Presentation attached. Rik gave a PowerPoint Presentation on Training Reciprocity. Guidelines will be completed by Aug. 31, 2018. Vetting tools (for comparing training against guidelines) will be ready for use September 1st. Training reciprocity is planned to be ready for roll-out early September with full implement expected by April 2019.

There are no changes the what training documentation is required by NCCMH during a site review.

VII. Behavioral Treatment Committee (BTC) Dr. Stacey Chipman, Chief Clinical Officer, NCCMH
(Attachment G)

Stacey presented a PowerPoint presentation on the BTC. She reviewed the objective, function, and makeup of the committee. She also reviewed the hierarchy of behavioral interventions.

When a provider wishes to provide input to the BTC they should speak with the Supports Coordinator who arrange, as appropriate, with the BTC. The BTC will also request provider involvement in review of the plan when they deem necessary.

VII. Andrea Sarto, Director of Child & Family Services, NCCMH, announced Sharefest 2018 –
(Attachment E)
Sept. 12th, 10am–2pm, St. Matthew Church, Boyne City.

Organizations Represented:

28 in attendance representing: Ausable Valley CMH; Baseline Clinical Services, Inc.; Beacon Specialized Living Services, Inc.; Bedford Specialized Care, Inc.; Bergmann Center, Inc.; Community Home and Health Services; Crisis Center, Inc. d.b.a Listening Ear; Crossroads Industries, Inc.; Direct Residential Service; Grand Traverse Industries, Inc.; NCCMH; Northern Family Intervention Services, Inc.; Novel Responses, Inc.; Rapid River AFC; Sakshaug Group Home, LLC; Seasons of Life AFC Home LLC; Spectrum Community Services; Summertree Residential Center, Inc.

Attachments:

Attachment A: My Health Passport

Attachment B: Seminars Discussing Voter Rights for People with Disabilities Will Be held Throughout MI

Attachment C: Home and Community Based Services (Handicap Accessibility)

Attachment D: Training Reciprocity Guideline

Attachment E: Sharefest 2018 Flyer

Attachment F: Training Reciprocity Presentation

Attachment G: BTC Presentation

**Next Provider Meeting is at the University Center in
Gaylord, Tuesday, November 6, 2018**