



## NORTH COUNTRY COMMUNITY MENTAL HEALTH

### PROVIDER MEETING MINUTES

Tuesday, May 5, 2020

University Center, Gaylord, MI

#### WELCOME AND ANNOUNCEMENTS - LANI LAPORTE, NCCMH CONTRACT MANAGER

The meeting began at 10:05 AM via skype with introductions of those participating and a review of key scrolling announcements. To view the announcements, see Attachment A.

- **Stay Home/Stay Safe Order** will continue through May 15, 2020.
- **State of Emergency Order** will continue through May 28, 2020. Currently, there is no idea of when the day programs will open.
- **Telehealth** has been extended until July 1.

#### **COVID-19 REVIEW: BRIAN BABBITT, CHIEF OPERATING OFFICER**

**Brian began with updates for NCCMH:** Our offices are still closed to the public; our services will continue as they are currently. The Club houses are mostly closed with some serving meals to their clients. The day programs are completely shut down.

We send updates via Constant Contact and if you are not receiving updates please email [providerrelations@norcocmh.org](mailto:providerrelations@norcocmh.org) to be added to the list.

Updates since our last communication include:

- **Stay Home/Stay Safe Order** has been extended through May 15, 2020
- **A new State of Emergency Order** will continue through May 28, 2020.
- Restrictions on Congregated Facilities has been extended through May 31. This is the order that pertains to the closure of our day programs.
- **MDHHS has implemented a free condom program:** There are no restrictions on who can request free condoms by emailing a request that includes the name and mailing address to [MDHHS-FreeCondoms@Michigan.gov](mailto:MDHHS-FreeCondoms@Michigan.gov).
- **\$2 pay raise for direct care workers:** NCCMH regrets to inform you that we do not currently have any additional information. As we learn more, we will pass it along.
- **Face-to-face service levels:** We are in the planning stages, but the pandemic will guide our timing when resuming services. State of Emergency Declarations, Stay at Home orders, CDC guidelines, MDHHS, The Health Dept, client safety, your safety, your staff's safety, and our staff's safety are all key factors. Any major changes in operations is not anticipated through the end of the month.
- **Survey on technology:** A short survey consisting of 3-questions geared to understanding our ability to continue delivering service remotely will be sent out this afternoon to providers. Please take a few minutes to respond to that survey.
- We are **interested in hearing** from you. Please let us know if there is anything we can do to assist you.

## TRAINING OPPORTUNITIES - LINDA KLEIBER, SAFETY SPECIALIST

Currently there is a blended course for First Aid/CPR/AED and the Vital Signs and Medication Administration Training. Training information is available at [www.norcocmh.org](http://www.norcocmh.org), which is North Country Community Mental Health's website. It is under 'Direct Service Providers Training'. Register for all training in the usual way, select the PDF format for Training requests. Once filled out, submit to [providertraining@norcocmh.org](mailto:providertraining@norcocmh.org).

Class status:

- **First Aid/CPR/AED is a Blended class. \*a personal email is necessary for all requests.**
- **Recipient Rights is an On-line training.** There are 3 different classes to select from.
- **Vital Signs and Medication Administration Training is a Blended class.**
- **Gentle Teaching:** NCCMH is working to come up with a plan of possibly completing part on-line. An email will go out when this training is available.
- **Earliest in person classes:** Possibly the middle of June; it will depend on COVID-19.

## HEALTH DEPARTMENT UPDATES - DEBRA ERBER, RN, DIRECTOR OF HEALTH SERVICES

- **Rapid Testing** - Is completed at the Health Department lab in Gaylord and is available to clients and staff of AFC homes located in Antrim, Charlevoix, Emmet and Otsego counties. Test results are available in 5-15 minutes but may take up to 24 hours depending on how backed up the lab is as they can only run a few tests at a time. To schedule a test, please contact Carrie Miller at [c.miller@nwhealth.org](mailto:c.miller@nwhealth.org). She will help coordinate getting the order from the Primary Care Provider, selecting the testing site and coordinating with the testing site to have the sample sent to the Gaylord Health Department lab. The person must be symptomatic. If the person has no Primary Care Provider, the Health Department may be able to supply the order. Staff will need to go to the testing site for the test to be completed. However, they are working on having Health Department staff go into the home to do the test for clients.
- **Temperatures:** Continue keeping a log of the daily temps you are taking for staff and clients. They may be needed for tracing should a staff or client become symptomatic.
- **Reports:** Concerning the reports the AFC's are to be turning in to the State on a daily basis. Keep that data. Currently, they are only set up to receive that information from Nursing homes but expect to add AFC homes soon. You will be notified when data entry on the platform is set up for AFC's.

## RECIPIENT RIGHTS - KIM RAPPLEYEA, DIRECTOR OF RECIPIENT RIGHTS

- **Recipient Rights Training with Network 180:** You must pre-register and follow the directions. Choose the CMH "Network 180" on the first screen for registration. Kim will see if we need to have an NCCMH link. For those with unreliable internet, you may want to use the Central Michigan CMH self-study Power-Point.
- **Executive Order 2020-72** indicates that visitors are restricted except in limited circumstances. Those that are identified must be allowed to visit but everyone must pass a health screening and wear a mask to enter.

- **EO 2020-72** requires all direct care staff and all who enter a residential setting to wear a face covering (mask) when indoors or within six feet of another individual. Proper PPE should be provided to direct care staff and used as directed when indicated.
- **Freedom of Movement restrictions** remain consistent with the [Stay Safe Stay Home](#) order, any further limitations would require a restriction through an IPOS.
- [Executive Order 2020-64](#) adds anti-discrimination protections for our clients when seeking health care. It also requires providers to permit a sign language interpreter on site when indicated and to provide the interpreter with PPE.
- **Potential new hires:** Reminder that at a provider's request, NCCMH will conduct a RR background check on any potential new hires. The candidate may sign a release and then RR will complete the check and let you know if any substantiations exist. The database is limited to the NCCMH catchment/contract area, it is not statewide. Most other CMH ORR's also provide the RR background check service upon request.
- **Site Visit Season** was delayed; however, we will be looking at how to complete these safely moving forward. Anything that can be examined via desk audit (i.e. training compliance, drill logs, etc.) may be gathered remotely. Other CMH's have been experimenting with virtual/video site visits. We will let you know what this process will look like for us within the next few weeks.

#### **PROVIDER MANUAL & WEBSITE UPDATES: Lani Laporte, Contract Manager**

**Existing Plans, Policies and Procedures:** Our provider manuals contain various NCCMH policies and procedures, and our contracts state the need to comply with these policies and procedures. The plans, policies and procedures that are included in the current provider manual will be updated on the new website provider manual versions as soon as the new website becomes available. In the meantime, please review any updated policies attached to these meeting notes:

EXISTING PLAN/POLICY/PROCEDURES WITH NEW UPDATES	Policy/Procedure applies to these Contractors:			
	DAY	LIC RES	PRH	PROF
Infection Control and Safety Manual	X	X	X	X
NCCMH Members Rights	X	X	X	X
NCCMH Code of Ethics Policy	X	X	X	X
NCCMH Risk Management Policy	X	X	X	X
NCCMH Risk Management Procedure	X	X	X	X
NCCMH Advance Directives Policy	X	X	X	X
NCCMH Person Centered Planning Protocols and Guidelines	X	X	X	X
NCCMH Grievance and Appeal Procedure	X	X	X	X
NCCMH Claims Validation	X	X	X	X
NCCMH Contract Site Review Procedure	X	X	X	
NCCMH Quality Improvement Plan	X	X	X	X
NCCMH Credentialing Policy				X
NCCMH Information Systems Acceptable Use Protocol	X	X	X	X
NCCMH Laptop Computer Protocol				X
NCCMH Medication Administration in Day Programs Procedure	X			

**X = NOW ALSO APPLIES TO THESE TYPES OF CONTRACTED PROVIDERS.**

**New Plans, Policies and Procedures** will be added to the provider manuals over the next couple of months. Much of those additions address services concerning the delivery of services and medications, such as telemedicine, controlled substances, how to dispose of medications, prn medications, list of samples, and handling of medication errors. However, other new policies do exist and should be reviewed by the providers as soon as they are posted within the new website Provider Manuals:

NEW PLAN/POLICY/PROCEDURE	Policy/Procedure applies to these Contractors:			
	DAY	LIC Res	PRH	PROF
<b>Medication/Direct Services Related Policies/Procedures</b>				
NCCMH Controlled Substances in Board Residential Programs 2020		X	X	
NCCMH Telemedicine Procedure		X	X	X
NCCMH Disposal of Medications Procedure		X	X	X
NCCMH PRN Medications Procedure		X	X	
NCCMH Laboratory Monitoring Procedure		X	X	X
NCCMH Medication Consent Procedure		X	X	X
NCCMH Medication List Procedure		X	X	X
NCCMH Medication Samples		X	X	X
NCCMH Medication Injection Procedure		X	X	X
<b>Policies</b>				
NCCMH Services Suited to Condition Policy	X	X	X	X
NCCMH Mission, Vision and Values Policy	X	X	X	X
<b>Plans</b>				
NCCMH Cultural Competency Plan	X	X	X	X
NCCMH Regulatory Compliance Plan	X	X	X	X
NCCMH Plan Community Support Services Program for Persons with MI	X	X	X	X

A few Policies have been added for you to review and implement as needed. Please see attachments:

- Attachment B: NCCMH Advance Directives\_2020
- Attachment C: NCCMH Code of Ethics Policy\_2020
- Attachment D: NCCMH Members Rights\_2020
- Attachment E: NCCMH Mission, Vision and Values Policy
- Attachment F: NCCMH Risk Management Policy\_2020
- Attachment G: Procedure Medication Consent
- Attachment H: Procedure Telemedicine

## **NEW WEBSITE: Lani Laporte & Brian Babbitt**

A new website is to be rolled out soon. There will be an email going out to address the new website, and a skype meeting may be arranged for those seeking assistance on how to access provider information at the new [www.norcocmh.org](http://www.norcocmh.org). We regret that technical difficulties did not allow us to share information on the new website at this time.

## **PERSONAL GREETING: CHRISTINE GEBHARD, CHIEF EXECUTIVE OFFICER**

Christine thanked all the providers for their continued services they are providing for our client population. Then Christine gave a brief Update:

- Our **transition of back-to-work** probably won't happen until after June 1<sup>st</sup>.
- There is a **teleconference** today with Administration of Behavioral Health, Developmental Disability Administration, MDHHS. It is a by-weekly phone call we have with department leadership which she will be attending to ask more questions.
- Concerning the **\$2 direct care wage** passed through again that the Governor approved for April, May and June. We are equally interested in the specifics of what the department has in mind; how it will be funded, and how it will be passed through. Then we can be assured of how to pass it through to our providers and that they in turn, pass it through to direct care workers. We have heard that if a provider has accepted a small business loan, that they will not qualify for the Direct Care Wage pass through. However, we do not have confirmation of that. That is a question we will be asking for clarification from the department. As we learn more, we will share it with you.
- We don't have a sense of when the **Day Programs** might open back up.
- We continue to **provide outreach** to all our clients and to support them in the residential setting where they are living.

### **Q & A for Christine:**

Q: Does the telehealth aspect affect our providers?

A: It affects them in the sense that right now we're using telephone and telehealth outreach in the homes to connect with the clients. We have to hear from the department whether it will be extended. Currently the special codes will expire 30-days after the State of Emergency expires, which is around July 1<sup>st</sup>.

Q: In terms of the \$2 increase in pay for the Direct Care Workers.

A: Billing should be submitted based on the prior rates approved in NorthStar.

## **Q & A BY LANI LAPORTE AND BRIAN BABBITT**

All are invited to ask questions about any topic related to your services, reimbursement, finances, contracts.

Q: Clarification on homes that are supposed to be wearing PPE.

A: Based on the PPE COVID-19 guideline, providers are to provide the masks.

Mike Hurchick with the Bergmann Center: They have a preliminary plan ready for going back to work.

Q: When would you like to see the plan?

A: A plan can be presented as soon as an agency is ready to present it. It can be presented in person or by email as preferred.

**Additional Tool Guide:** Guidance on PPE for long term care: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/long-term-care.html>

## **CLOSING COMMENTS BY BRIAN – CHIEF OPERATING OFFICER**

We will be changing platforms. Skype is going away. If you are using Microsoft Office, you probably already have 'Teams'. When the new website is up, we will send out a message letting you know. You will be seeing us in Microsoft Office Teams, and we'll be able to communicate remotely. We are also going toward digital signatures and digital documenting as much as we can. Make certain that [providerrelations@norcocmh.org](mailto:providerrelations@norcocmh.org) and emails from Constant Contact are accepted in your email services and address list.

## **ANN FRIEND - REIMBURSEMENT SUPERVISOR**

Please do not share your password or login into NorthStar with anyone in your organization or outside your organization. If you feel someone needs access to NorthStar, please contact Ann Friend or Lani Laporte. We will provide you with an agreement form for you to have them sign.

**Meeting Ended 10:54 a.m.**

**All information will be posted on the website for you to review, as well as the notes.  
We apologize for today's skype limitations.**

### **Providers represented through Skype:**

Alternative Services, Inc.; Bedford Specialized Care, Inc.; Mid-Michigan Specialized Residential LLC; Summertree Residential Center, Inc.; Crossroads Industries Inc.; Rapid River AFC; Beacon Specialized Living Services, Inc.; Crisis Center, Inc. d.b.a. Listening Ear; Howard, Thomas and Suzan AFC

**NCCMH:** Ann Friend; Brian Babbitt; Cynthia Crumbaugh, Deb Erber, Kim Rappleyea, Lani Laporte, Linda Kleiber

**ATTACHMENTS:** All attachments are on North Country Community Mental Health website:

[www.norcocmh.org](http://www.norcocmh.org) under the NCCMH Provider Network Quarterly Meetings.

Attachment A: NCCMH PROVIDER MEETING 05.04.2020 Announcements  
Attachment B: NCCMH Advance Directives\_2020  
Attachment C: NCCMH Code of Ethics Policy\_2020  
Attachment D: NCCMH Members Rights\_2020  
Attachment E: NCCMH Mission, Vision and Values Policy  
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### **2020 QUARTERLY PROVIDER MEETING SCHEDULE IS AS FOLLOWS:**

Location: University Center - Gaylord, 9:30 am (coffee)/10:00 am – 12 noon

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](http://www.norcocmh.org/contract_provider_manual.html)