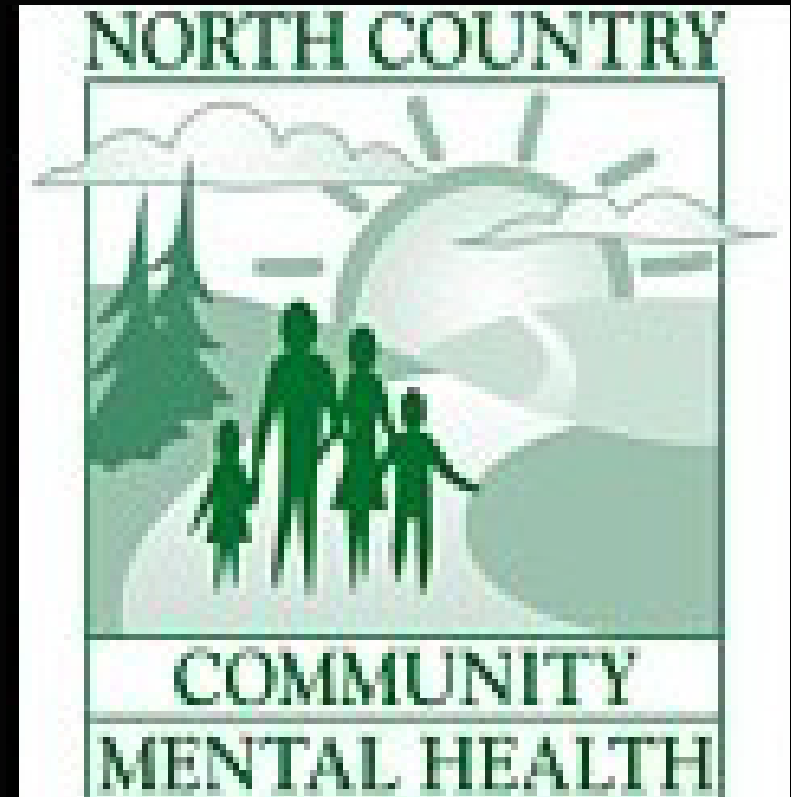


# WELCOME TO THE NCCMH PROVIDER NETWORK MEETING

Tuesday, November 3, 2020



# PROVIDER MEETING MATERIALS

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Meeting materials will be emailed to participants who RSVP'd their attendance approximately one hour prior to the meeting.

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Didn't receive meeting materials? Please send an email request for an immediate response:  
[providerrelations@norcocmh.org](mailto:providerrelations@norcocmh.org) OR send us a CHAT message during the meeting!

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Meeting materials and notes will be uploaded to [www.norcocmh.org](http://www.norcocmh.org) following the meeting.

# MDHHS

Effective October 28, 2020  
MDHHS requires all licensed  
and operating HFA and AFC  
facilities with a capacity of 13  
or more beds to complete  
weekly reporting in Qualtrics  
platform hosted by Michigan  
State University.

Information available thru  
Meeting Handouts!

## Adult Foster Care and Home for the Aged Facilities - New Reporting Requirement

# PLEASE VERIFY YOUR NORTHSTAR REGISTERED USERS



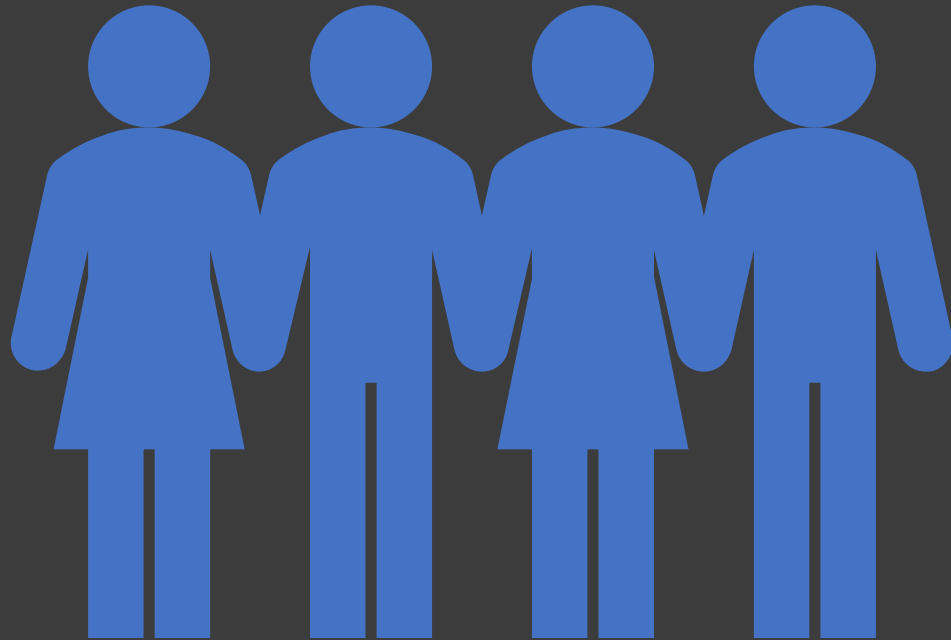
- DO YOU NEED TO TERMINATE OR ADD A NORTHSTAR USER?
- IS YOUR NORTHSTAR LOGIN NO LONGER WORKING?

Email Ann Friend in Finance for assistance:

[afriend@norcocmh.org](mailto:afriend@norcocmh.org)

Remember, terminated employees who have previously been given access to NorthStar should be removed immediately, i.e. on day of termination.





## **STAFFING ASSISTANCE AVAILABLE THROUGH MDHHS:**

Information distributed in  
Meeting Handouts!

The Michigan Department of Health  
and Human Services will be offering

### **Rapid Response Staffing**

statewide to assist long-term care  
facilities who may be experiencing a  
staffing shortage. Long-term care  
facilities eligible to participate include  
nursing homes, assisted living centers,  
homes for the aged, and adult foster  
care homes.



DO YOUR LICENSED  
RESIDENTIAL HOMES  
HAVE VIABLE AV  
CONNECTIVITY?

**ALL LICENSED RESIDENTIAL HOMES UNDER CONTRACT ARE REQUIRED TO  
HAVE PROVIDER-OWNED, IN-HOME LOCATED, AND VIABLE AUDIO/VIDEO  
INTERNET CONNECTIONS IN PLACE.**



**Excellent**

**Good**

**Average**

**HAVE YOU  
COMPLETED YOUR  
CLIENT  
SATISFACTION  
SURVEYS FOR  
2020?**

**Client satisfaction surveys are a part of a provider's contractual obligation and a great way to obtain client feedback. Please submit your Client Satisfaction Survey Summary to the contract manager annually.**

# REPORT



PLEASE REPORT CHANGES IN OWNERSHIP OR MANAGEMENT IN UNDER 35 DAYS USING  
THE DISCLOSURE OF OWNERSHIP FORM, AVAILABLE ONLINE OR BY EMAILING  
[PROVIDERRELATIONS@NORCOCMH.ORG](mailto:PROVIDERRELATIONS@NORCOCMH.ORG)



# DO THE CORRECT PEOPLE IN YOUR ORGANIZATION RECEIVE NCCMH EMAIL NOTIFICATIONS?

- [PROVIDERRELATIONS@NORCOCMH.ORG](mailto:PROVIDERRELATIONS@NORCOCMH.ORG) (ISSUED THRU CONSTANT CONTACT) IS THE PRIMARY MEANS OF COMMUNICATING WITH ALL OF OUR CONTRACTED PROVIDERS.
- WE REQUEST THAT A PERSON OF MANAGEMENT AND CONTROL, I.E. CONTRACT SIGNERS, MINIMALLY, BE THE RECIPIENT OF THESE EMAILS. PLEASE DO NOT OPT OUT!
- SEND US A REQUEST TO ADD INDIVIDUALS YOU DESIRE TO RECEIVE CRITICAL EMAIL NOTIFICATIONS
- NCCMH WILL NEVER SELL/SPAM YOUR EMAIL





We know it has been a tough year.  
On behalf of our agency, we extend  
our gratitude to each of you for being  
a valued part of our Provider Network team!

*Thank you!*