



QUARTERLY PROVIDER BULLETIN

INSIDE THIS ISSUE

Innovation Grant Recipients	1
Contract Information	2
Provider Scorecard Assessment	
Time Study Reminder	
How to Avoid Billing Discrepancies	
Employer Responsibility - Personal Vehicles	3
Continuing Articles	4
Innovation Grant continued	
Multi-Factor Authentication for NorthStar	

Provider Quarterly Update Office of Recipient Rights, Health & Safety:	
Recipient Rights Complaints	5
Emergency Preparedness	6
Sun Protection	7

A publication for the providers of
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 PETOSKEY, MI 49770
 Ph: 231/347-7890
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Access to Services & Customer Service:
 877-470-7130 *NEW NUMBER*
 24 Hour Crisis Help Line:
 877-470-4668 *NEW NUMBER*
 TTY: 711

North Country CMH receives its principal funding from the Michigan Department of Community Mental Health (MDCMH)

Serving Antrim, Charlevoix, Cheboygan, Emmet, Kalkaska, and Otsego Counties ...
 Keeping Services Close to Home!

MARO Announces 2019 Innovation Grant Recipients!

Submitted by Christine Gebhard, Chief Executive Officer NCCMH

The new MARO Innovative Grant Program is an opportunity to encourage and reward Organizational Members who are thinking outside the box to solve one of our industries biggest challenges – recruitment and retention of direct support staff. Two, one-time, competitive grants were offered for 2019 – one to a member organization with annual revenue greater than \$2.9 million. All proposals were carefully reviewed by the MARO Board of Directors following terms of the grant guidelines, with all identifying information of the applicant organization of the applicant organization redacted.

We are pleased to announce that proposals from [InPro](#) and [North Country Community Mental Health](#) were selected from a diverse pool of entries.

InPro is focusing on improving direct support staff retention rates through vocationally focused training. They are implementing a training program designed to educate job coaches on the vocational goals, skills, practices, and behaviors that many of their clients are working to develop. The new training is aimed at increasing morale and improving outcomes. InPro would like to set a best practices example across the board of direct care staff working as job coaches. As stated in their proposal: “Allowing our job coaches to have confidence in their work through adequate training and increased communication should allow us to set a prime example for what an inclusive vocational program should exemplify.”

North Country Community Mental Health will partner with MI Works! Regional Business Resource Network (BRN) to increase employer recruitment and retention by bringing the BRN strategies of employment retention to a service provider and facilitating the expansion of a proven model to the very difficult job of caring for clients. An on-site Success Coach will act as a confidential third-party, connecting employees to resources that can help break down barriers and offer needed assistance. Expected outcomes are to reduce employee turnover, increase employee productivity, identify trending employment issues and address potential gaps and solutions, and support for the provider’s HR department.

Continued on page 4

CONTRACT INFORMATION

By Lani Laporte, Contract Manager (llaporte@norcocmh.org)

PROVIDER SCORECARD ASSESSMENTS

The Provider Scorecard Assessment is a newly developed evaluation process that will be completed at least once mid-term, and also prior to renewal of provider contracts. Assessments take into consideration administrative effectiveness, completion of required documentation, customer satisfaction surveys, consumer grievances, recipient rights complaints, recipient rights substantiated abuse and neglect, privacy violations, billing compliance, safety compliance, clinical outcomes, adverse clinical events, site reviews, licensing/certifications or accreditations, financial stability of the provider, and more. Provider evaluations will be conducted on the following types of providers, based on level of reimbursement: Crisis Residential, Autism Centers, Licensed Specialized AFC/CFC Large and Small Residential Home Providers, Personal Residential Home Providers, Case Management Companies, Day Programs, Professional Providers, Skill Development & Supported Employment Providers, Fiscal Intermediaries, Home Based Services & Wrap Around contracted providers. For providers whose contract term ends September 30, 2019, please note that the evaluation process will begin June 2019. Our goal in completing these assessments is to help each provider be aware of performance goals and provide an opportunity to jointly determine quality improvement opportunities in the delivery of services to our mutual clients. Completion of the Scorecards will require active provider participation; any requirements for documentation as part of the assessment will be requested in writing prior to date due. Thank you in advance for your cooperation and involvement in the evaluation process. We applaud each provider for their dedication to quality client services!

TIME STUDY REMINDER

Time Studies are contractually required to be completed by the provider at least once annually for each client residing in a Licensed Residential AFC/CFC home, or in settings where two or more clients share an unlicensed Personal Residential home. Julie Kosloskey, NCCMH Support Coordinator Assistant, (jkoslosk@norcocmh.org, or phone 231-533-8619 ext. 3119) is offering skype-based training on how to properly conduct required time studies. Identical trainings will be held on Wednesday, June 12, 2019, 9 am – 10 am, and on Tuesday, June 25, 2019 2 pm – 3 pm. All providers with the specified types of clients should begin completing required client Time Studies as of July 1, 2019. Time Studies are due within 30 days prior to the IPOS renewal meeting, within 30 days of a new home placement, and no later than September 1 of each year. Between now and June 2020, we are asking all providers to catch up with updating Time Studies as required. ***If you did not receive the emailed notification of these skype trainings, please immediately contact the Contract Manager, Lani Laporte, at 231-439-1297 to be sent the training registration and skype link for any remaining trainings, or to set up a special training just for your staff!***

HOW TO AVOID BILLING DISCREPANCIES/UNCLEAN CLAIMS

All providers should be checking NorthStar Service Authorizations as soon as they are issued to verify client info, rates, quantity of units, and start/stop service time frames against any contractual limits, rates and services to be performed. NorthStar Service Authorizations are issued by the NCCMH Supports Coordinator/Case Manager. If the rate, quantity of services and effective period in your NorthStar authorization is not what you expected, please immediately notify your Supports Coordinator. If the rate or code of service does not match the contract or contract addendum, please contact the NCCMH Contract Manager. **When you submit a signed monthly occupancy invoice (3806 form or other approved invoicing format) and/or submit a claim through NorthStar to NCCMH Finance for payment, that means you accept the rate you have shown on the documentation, or in NorthStar, as full reimbursement for the services delivered. Please be sure to check contracts and NorthStar authorizations as soon as received, and notify us immediately of any potential reimbursement discrepancies.**

Continued on page 4

EMPLOYER RESPONSIBILITY FOR EMPLOYEE USE OF PERSONAL VEHICLES IN TRANSPORTING CLIENTS

By Lani Laporte, Contract Manager (llaporte@norco cmh.org)

There are many situations in which an employee drives his or her personal auto to perform a business-related task or activity, i.e. travel between worksites, client visits, client transport, travel to/from work-related events and even quick stops to pick up supplies for a meeting or activity. **Contractually, regardless of whether or not the employee uses his/her own vehicle or a company vehicle, the contracted provider is specifically responsible for vehicle insurance compliance when clients are in the car.** However, providers can limit the risks associated with employees using their own vehicle for transporting clients by incorporating some or all of these recommended policies and procedures:

1. Assure that the provider business automobile insurance policy covers **hired and non-owned vehicles** at the prescribed limits indicated in provider master contract, which are **“\$1 million combined single limit on all owned, non-owned and hired vehicles if transporting BOARD consumers”**.
2. Assure that the employee has current auto insurance coverage with appropriate limits, and that employee’s insurance company has been informed that the employee-owned vehicle is transporting clients or otherwise utilized for work. Sometimes this results in a specific rider on the employee’s policy, at additional cost.
3. Create written policies and procedures, and train employees on the requirements for vehicle use, driving practices, and level of care when employee uses either their own vehicle, or a company owned vehicle, in conducting provider business.
4. References to all policies and procedures should be included in provider’s Employee Handbook.
5. Policies and procedures should be comprehensive and may include any of the following, or other topics:
 - a. Prohibit use of tobacco or vaping products in vehicle
 - b. Prohibit use of cell phones when vehicle is in operation
 - c. Prohibit carrying of firearms in vehicle even if licensed to do so
 - d. Prohibit carrying of alcoholic beverages
 - e. Prohibit or regulate vehicle operation while driver is using prescribed or OTC medications, when driver is under the influence of illegal substances, or when driver is under the influence of legal substances which can alter perception or driving skills.
 - f. Require use of seat belts
 - g. Prohibit distracted driving, i.e. excessive radio noise, eating while driving, etc.
 - h. Require specific levels of vehicle cleanliness or condition
 - i. Require specific levels of vehicle maintenance
 - j. Indicate employer’s right to conduct vehicle maintenance inspections, and frequency of same
 - k. Require use of specific vehicle or passenger safety equipment, i.e. Fire extinguisher, flares, tire jack, spare tire, first aid kit, jumper cables, etc.
 - l. Require reporting of all accidents/damage to both the employer and related insurance companies
 - m. Require a valid Driver’s License and specify a required acceptable driving record
 - n. Require proof of vehicle ownership and current insurance should be on file with employer, and contained in the vehicle at all times
 - o. Require compliance with lawful operation of a motorized vehicle
 - p. Required insurance coverage and disclosure to auto insurance company that employee owned vehicle is used for work purposes
 - q. Require automobile transport mileage and maintenance logs be kept
 - r. Describe when it is acceptable for an employee may use their personal vehicle, or requirements for use of company-owned vehicles
 - s. Mileage reimbursement levels may be specified

Please contact NCCMH Contract Manager for questions or to obtain a copy of the NCCMH Personal Vehicle/Vehicle Use Policy as an example to begin developing your own provider-oriented vehicle use policies and procedures.

MARO Announces 2019 Innovation Grant Recipients!

Submitted by Christine Gebhard, Chief Executive Officer NCCMH

Cont'd from page 1:

As part of the grant, both organizations will be reporting on key lessons learned from their projects to inspire and inform other MARO member organizations with their direct support staff recruitment and retention efforts. You can expect their first program updates at the MARO Annual Meeting in June.

CONTRACT INFORMATION

By Lani Laporte, Contract Manager (llaporte@norcoemh.org)

Cont'd from page 2:

MULTI-FACTOR AUTHENTICATION FOR NORTHSTAR ACCESS

As discussed in the May 2019 Provider Quarterly Meeting, all registered users of the NCCMH NorthStar Electronic Health Record System will be required to incorporate Multi-Factor Authentication (MFA) on or before July 1, 2019.

Once the MFA requirement is activated on July 1, authorized NorthStar users without the Authenticator App on their Smart Phone will not be able to login.

To comply with this request, we suggest a person of management/control for your organization contact the NCCMH Information Systems Help Desk as soon as possible. Our Help Desk Team will walk you through a simple process to download an appropriate Authenticator App on the registered NorthStar User's Smartphone. You may then disseminate that information to your registered NorthStar Users. Alternatively, you may schedule a group training for your users with our IT department.

We appreciate your cooperation as we take these critical steps to assure the privacy of our client's health information. Thank you!

THANK YOU PROVIDERS

We don't say Thank You enough!

Thank you to all providers and provider staff who made the time to participate in the May is Mental Health Month activities in your areas. You are an integral part of eliminating the stigma associated with mental health illnesses. We appreciate you!

CALENDAR

PROVIDER QUARTERLY MEETING:

9:30 am (coffee)

10:00 am – 12 noon

Meet at the Gaylord University Center,
Gaylord on:

- Tuesday, August 13th, 2019
- Tuesday, November 5th, 2019

MULTI-FACTOR AUTHENTICATION REMINDER

ATTN: PROVIDER USERS OF NORTHSTAR

PLEASE CALL THE NCCMH INFORMATION SYSTEMS HELP LINE BEFORE JULY 1, 2019, TO INITIATE THE REQUIRED MULTI-FACTOR AUTHENTICATION PROCESS

231/439-8746

Recipient Rights Complaints: Common Questions & Answers

By Brandy Marvin - Recipient Rights Specialist (bmarvin@norcocmh.org)

Recipient Rights Complaints: Common Questions & Answers

It is the responsibility of staff to file (or assist a recipient with filing) a Recipient Rights complaint on behalf of a recipient if a violation is witnessed and/or alleged.

What are the three **REQUIRED** elements of a Recipient Rights Complaint?

1. Recipient: A person involved who is receiving Mental Health Services
2. Accused: An employee, volunteer, or student that works for CMH or contracting agency
3. Alleged Violation of the Mental Health Code (MHC)

Can I just report an alleged/suspected/witnessed violation to my home supervisor?

No. You must report any/all violations directly to the ORR.

Couldn't I just submit the violation on an Incident Report (IR) or in a progress note?

No. Some complaints are not incident reportable. (Example: Witnessing a staff sleeping during their shift or a staff raising their voice at a recipient.) The ORR may not review your progress note; therefore, this does not qualify as reporting as required.

What's the difference between filing a complaint anonymously vs. filing as the complainant?

Filing as the Complainant: By law, the ORR must provide the complainant with a copy of the *Summary Report* within 90 days of opening the investigation. The complainant's name will be used in the report. The report will indicate if the allegation was substantiated or not; if substantiated, disciplinary and/or remedial action will also be included.

Filing Anonymously: Anonymous complainants do not receive a copy of the Summary Report. The ORR does its very best to protect any individual who wishes to report anonymously on behalf of a recipient. The anonymous complainant's name will not be included in the report.

Who can file a complaint? Does it have to be filed on a complaint form? How can a complaint be filed?

ANYONE can file a complaint; this includes family and community members. There are several different ways a complaint can be filed if a form is not available, such as: Mail/Fax/Email/Phone/In Person (**Appointments preferred to assure availability.*)

North Country Community Mental Health

(Serving Emmet, Cheboygan, Otsego, Antrim, Kalkaska, and Charlevoix Counties)

Attention: Office of Recipient Rights (ORR)

1420 Plaza Drive
Petoskey, MI 49770

Kim Rappleyea; Director
krappleyea@norcocmh.org
231.439.1268
Fax: 231.439.8752

Brandy Marvin; Specialist
bmarvin@norcocmh.org
231.439.1227
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EMERGENCY PREPAREDNESS

by Linda Kleiber, Safety Specialist (lkleiber@norcocmh.org)

Are you Ready?

Emergency preparedness; flood, tornadoes, blizzards, or even acts of terrorism are fresh in everyone's mind. We know they can happen, but are we really prepared?

Create, Practice, and Update Your Disaster Plans

There are many types of disasters. Be realistic and learn what types of disasters could affect your area. If you are aware, you can prepare. Once you have a plan, you need to practice and update it regularly. Take the time to review your plan with staff and consumers.

You have a plan on how to evacuate if there is a fire. You have plans for the safest location at your site in case of a tornado. Does your plans include where to relocate if you cannot go back to your worksite in the interim or for overnight emergency shelter? If your emergency shelter is a local hotel/motel, you should have something in writing from them stating under what conditions they can accommodate your sites needs. This should be verified with them at least annually. Loss of heat in the winter may be another reason to relocate. What is the criterion to relocate in this situation? What emergency supplies (water, food, First Aid kit, etc.) do you have and where are they located? Where are the emergency phone numbers? All sites must have emergency bags (wheeled). Each bag must be checked monthly and documented. They must meet the needs of the individuals at your location. Below is an example of what should be in the emergency bag.

EMERGENCY BAG MONTHLY CHECKLIST (Home-wheeled)

Should Contain:

- Blankets and rain coats/ # _____
- Portable radio
- Consumer Profiles (take med book)
- Radio (weather)
- First Aid Kit
- Flash Light
- Appropriate batteries
- Keys: Van & House
- Gloves
- Disposable briefs (as appropriate)
- Wet Wipes/Hand Sanitizer
- Other i.e. cell phone, flares, reflectors for van

Food Items (Labeled)

- Bottled Water (Expiration Date) Enough for everyone
- Snacks (Expiration Dates)
- Sugar Free (Diabetics)

Telephone Numbers

- Guardians
- Staff
- Process to Contact Others (management /staff Phone #'s)

DATE _____ SIGNATURE _____

Does your plan include the location of your utilities (electric, gas, water)? Emergency personnel may ask the location, so they can turn them off. In an emergency you may not be able to contact the person who is responsible for making major decisions for your site. We have many resources such as FEMA, Red Cross, and MDHHS that have information on emergency preparedness for people with special needs. If you have any questions, need assistance updating your emergency plans, or need more information on how to access any of the resources, please feel free to contact Linda Kleiber at 231-439-1230.

SUN PROTECTION

By Kathleen Steele, RN, BSN (ksteele@norcocmh.org)



Summer is a great time to enjoy the outdoors in Northern Michigan – but don't forget to take care of your skin!

The best way to prevent skin irritation and sunburn is to always wear sunscreen when you are enjoying outdoor activities. Even when it is cloudy, the sun's UV rays can damage unprotected skin. Doctors recommend a "Broad Spectrum Sunscreen" with SPF of 30 or more. This should be applied at least 30 minutes before going out doors and reapplied about every 2 hours, more frequently if swimming or sweating.

Along with a broad-spectrum sunscreen, always wear a protective hat and sunglasses when going outdoors. A hat will protect your face, neck and ears. The sunglasses will protect your eyes from a sunburn too. Try to avoid the sun when the UV rays are the strongest, between 10 am and 4 pm –Michigan summers are too short, so get out an enjoy the day – just remember to protect your skin. Tan skin is damaged skin and it is the accumulation of this damage that can lead to increased risk of skin cancer.



SIGNATURE SHEET REQUIREMENT

Residential or Service Sites subject to site reviews are requested to please create a signature sheet (example below) to record that staff have read and will comply with the material presented in the Quarterly Recipient Rights, Health and Safety pages of this bulletin, which replaces the previously issued Quarterly Brochure. This bulletin also replaces annual updates of Environmental Emergencies, Recipient Rights, and Medications. Sign off sheets will be monitored during annual site visits. We suggest printing & posting the Quarterly Recipient Rights and Safety pages of this bulletin on site, as well as reviewing them during staff meetings.

MAY 2019

NAME	SIGNATURE	DATE
Mary Smith	<i>Mary Smith</i>	5/03/19
Ben Hur	<i>Ben Hur</i>	5/03/19