



**NORTH COUNTRY COMMUNITY MENTAL HEALTH AUTHORITY  
PROVIDER MEETING MINUTES  
Tuesday, February 2, 2021  
'TEAMS' VIRTUAL MEETING**

**PROVIDERS REPRESENTED THROUGH TEAMS:**

Bedford Specialized Care, Inc.; Bedford Transitional Living, LLC; Spectrum Community Services; Guardiantrac, LLC dba GT Independence; Summertree Residential Center, Inc.; Cornerstone AFC, LLC; Alternative Services, Inc.; Autism Center of Michigan, LLC; AuSable In Home Care, LLC; Rapid River AFC; Northern Family Intervention Services, Inc; Erber AFC; Crisis Center, Inc. d.b.a. Listening Ear; Grand Traverse Industries, Inc.; Howard, Thomas and Suzan; Summertree Residential Center, Inc.; Sakshaug Group Homes, LLC; Crossroads Industries, Inc. **NCCMH STAFF:** Christine Gebhard; Brian Babbitt; Kim Rappleyea; Lani Laporte; Linda Kleiber; Deb Erber; Stacey Chipman; Michael Wolf; Ann Friend; Brandy Marvin, Cynthia Crumbaugh

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

The meeting began at 10:00 AM via skype. Lani opened by reviewing the announcements. These can be found in **ATTACHMENT A.**

**INTRODUCTORY COMMENTS - CHRISTINE GEBHARD, NCCMH CHIEF EXECUTIVE OFFICER**

Christine greeted everyone in attendance. She gave recognition to the provider's staff for all their hard work. She then went over the Vaccine survey and the \$2 an hour wage increase that has been extended through February. She also discussed the conversion from H0043 to H2015 service code.

**QUESTIONS:** *Can you elaborate on what the TBD Crisis Services Evaluation survey is all about?*

**ANSWER:** North Country is in partnership with Northern Lakes Community Mental Health system, Munson Health Care System, and McLaren Northern Michigan Hospital. TBD Solutions is a consulting firm that has been hired to complete a comprehensive assessment of crisis services in our 12-county region.

**BEHAVIORS VS MEDICATION, DR. STACEY CHIPMAN - NCCMH CHIEF CLINICAL OFFICER**

Stacey reviewed the PowerPoint presentation **ATTACHMENT B,** 'BEHAVIOR CHANGES AND MEDICAL CONDITIONS. She asked all providers to share this PowerPoint with their staff.

**QUESTION:** What if there is consistent indications of a need in an area, but they are not sure if it is a medical condition. What should the provider do?

**ANSWER:** The first phone call would be to a nurse. If they do not have a nurse, contact the supports coordinator.

**COVID 19 UPDATES - DEB ERBER, NCCMH DIRECTOR OF NURSING**

Deb greeted everyone and reviewed the following attachments.

**ATTACHMENT C:** Provider's Meeting COVID Updates, 2-2-21

**ATTACHMENT D:** New Variants of the Virus that Causes COVID-19

**ATTACHMENT E:** Vaccine Development

**MEDICAID – What does it pay for? - MICHAEL WOLF, PROVIDER NETWORK MANAGER**

Michael greeted everyone and then introduced his position as Provider Network Manager. He has been working to set up rates for the H0043 version. These are for those providing Community Living Supports through vocational job training and supported employment. He reviewed Specialized Licensed Residential and Medicaid Reimbursable Cost and Non-Reimbursable Cost, **ATTACHMENT F.**

Direct Care Wage Pass through: These payments have been incorporated into the daily rates and units. The previous payments have been used to calculate the rates for those services. Providers will see an automatic adjustment to their rates now or in the near future, followed by contract addendums.

COMMENTS:

- Clarification was given that the \$2 premium pay being funded through February is not part of the Direct Care Wage rate included in rates as referred to by Michael.
- Medicaid is paying for labor wages and the compensation that leads to the labor wages.
- Questions on rates go to Michael as the Provider Network Manager.

**FINANCE UPDATES; CODE CHANGES – ANN FRIEND, REIMBURSEMENT SPECIALIST**

Ann greeted everyone, then addressed the following items:

Code Changes-effective January 1: Anyone with the conversion H0043 to H2015 will use a UJ modifier at nighttime for the H2015.

User Agreement: If you have anyone in your staff who has left the agency, please notify Ann with a user agreement deactivation as soon as their employment has been terminated. The announcements today requested that each provider update their NorthStar user registrations. *Please have them in by February 15.* To view the NorthStar User Verification Form, see **ATTACHMENT H**.

**Contact information:** Ann offered her assistance for one-to-one billing training for the conversion of H0043 to H2015. She also offered to give refreshers on NorthStar billing function. Ann's contact information is 231-439-1233 and [afriend@norcocmh.org](mailto:afriend@norcocmh.org). You can also get support by emailing [providersrelation@norcocmh.org](mailto:providersrelation@norcocmh.org).

**EMERGENCY PREPAREDNESS & TRAINING UPDATES – LINDA KLEIBER, NCCMH SAFETY SPECIALIST**

Linda greeted everyone, then addressed the MDHHS AUDIT and the HSW Aid Staff Qualification Review. The MDHHS Audit will take place mid-April to May. Linda addressed why these HSW Aid Staff Qualification Review sheets have to be kept up all the time.

IN HOUSE TRAINING: Most of our In-house training is partially on-line followed by in-person training. The location of the training is on our website at [www.norcocmh.org/Provider-Training](http://www.norcocmh.org/Provider-Training). Linda reviewed each training listed on the website. **Please review the website for full details.** If you haven't heard from us concerning these trainings by mid-February, please contact Linda Kleiber or Cynthia Crumbaugh so we can get your employee(s) registered.

EMERGENCY PROTOCOLS:

The Emergency Protocols were discussed at the last Quarterly Provider meeting in November. Those have been sent to Lani Laporte. There is clarification on a couple of points.

1. The Emergency Protocols are to be detailed but be cautioned about too much detail.
2. If your response was quite short as in 2-3 lines for each topic, consider adding more, as concerning Covid. One example might be, 'What are we going to do if there is no one to come in to cover because someone tested positive for Covid?' Since the employee scheduled can't work, how long can a staff person stay? If you have any questions, feel free to contact Linda.

QUESTION: We are in the Southwest part of the state. We do our own in-house training for Recipient Rights through Summit Point. Is this sufficient and do you need copies of Summit Point certificates submitted to you?

ANSWER: We will take Recipient Rights training from any CMH ORR. We need the date of training, and where they received their training. We may ask for those certificates later if there is an audit.

ADDITIONAL COMMENTS ON EMERGENCY PLANNING:

- A wide range of emergency plans have been submitted for review. Contractually your emergency plan must be in a format that is acceptable for training your staff, i.e. typed, obviously able to be distributed and part of your

larger corporate policies and procedures. All Emergency Plans, including Covid Response Plans, should be part of your staff training and readily available in printed form at each of your locations for reference or in case of need.

**TECHNICAL REQUIREMENT REMINDERS AND CHANGES - LANI LAPORTE, NCCMH CONTRACT MANAGER**

Lani thanked everyone who has been involved with DocuSign. She reviewed 'TECHNICAL REQUIREMENT REMINDERS AND CHANGES', **ATTACHMENT G**. She offered individual time for anyone who would like further demonstrations on DocuSign. Providers are reminded to be on the alert to maintain electronic security of client and their own information.

Test Phase: We are testing a system that allows our providers to upload contractually required documents (not billing) through the NCCMH Extranet SharePoint system. The system would be programmed to automatically transfer contractual documentation to the contract manager, in a totally secure environment. Once documents were uploaded, you would not be able to retrieve them. A short NCCMH IT video was presented on the process of uploading. 5 provider volunteers were requested to assist with the test phase. The following providers volunteered: Acorn Health of Michigan; Spectrum Community Services; Lighthouse, Inc.; Northern Family Intervention Services, Inc.

• **ATTACHMENTS: LOCATION FOR PROVIDER MEETING PRESENTATION MATERIAL AND NOTES:**

<http://www.norcocmh.org/provider-meetings/> under the Provider/Meetings and Publications

**ATTACHMENT A** – Announcements - February 2, 2020

**ATTACHMENT B** – Behavior Changes and Medical Conditions

**ATTACHMENT C** – Provider’s Meeting COVID Updates, 2-2-21.

**ATTACHMENT D** – New Variants of the Virus that Causes COVID-19

**ATTACHMENT E** – Vaccine Development

**ATTACHMENT F** – Medicaid Reimbursement

**ATTACHMENT G** – Technical Requirement Reminders and Changes

**ATTACHMENT H** – NorthStar User Verification Form

• **ATTACHMENTS: COVID UPDATES**

**COVID Gathering Guidelines**

**Dining Safety**

**Indoor Dining Guidelines**

**THANK YOU FOR PARTICIPATING IN OUR QUARTERLY PROVIDER MEETING.  
VIRTUAL QUARTERLY PROVIDER MEETINGS WILL CONTINUE UNTIL NOTIFIED OTHERWISE.  
NEXT QUARTERLY PROVIDER MEETING:  
TUESDAY, MAY 4, 2021 VIA TEAMS 10 AM – 12 NOON**

- To be sure all of your desired staff are invited to future meetings, we kindly request that [providerrelations@norcocmh.org](mailto:providerrelations@norcocmh.org) and [constantcontact.com](http://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](mailto: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.

NOTICE REGARDING RECORDING FUTURE MEETINGS: For accuracy of meeting notes and appropriate follow-up as needed, NCCMH reserves the right to record our Quarterly Provider Meetings on TEAMS. However, we will not do so without a verbal announcement and approval at the start of the meeting by all participants. If you join the meeting after the initial welcome and announcements, please note that recording of the meeting may be taking place. Thank you!