



NORTH COUNTRY COMMUNITY MENTAL HEALTH AUTHORITY

PROVIDER MEETING MINUTES

Tuesday, August 3, 2021

'TEAMS' VIRTUAL MEETING

PROVIDERS REPRESENTED THROUGH TEAMS:

Alternative Services, Inc; AuSable In Home Care, LLC; Bedford Specialized Care, Inc.; Bedford Transitional Living, LLC; Bergmann Center; Commission on Aging/Sand Castles; Community Home and Health Services LLC; Community Homes; Crossroads Industries, Inc.; Grand Traverse Industries, Inc.; Lighthouse, INC.; NorthArrow ABA LLC; Rapid River AFC; Straits Area Services, Inc.; Summertree Residential Center, Inc.

NCCMH STAFF:

Brian Babbitt; Kim Rappleyea; Lani Laporte; Linda Kleiber; Stacey Chipman; Deb Erber; Ann Friend; Brandy Marvin; Cynthia Crumbaugh; Emily Meeder-Ramirez; Vikki Butler; Amanda Dixon; Joe Balberde; Kevin Harley; Pam Krasinski-Wespiser.

GUEST SPEAKER: Claire Luz, MSU Professor & President, Impart America

WELCOME AND ANNOUNCEMENTS - LANI LAPORTE, NCCMH CONTRACT MANAGER

The meeting began at 10:00 AM via skype. Lani opened by greeting everyone and addressing the announcements. These can be found in ATTACHMENT A.

CRITICAL DCW SHORTAGE - BE PART OF THE SOLUTION! - Clare Luz, MSU Professor & President, Impart America ATTACHMENT B – Impart Alliance NCCMH Presentation and Handout: 'The 5 Pillars of DCW Job Quality from PHI'.

Lani introduced Clare Luz by highlighting her achievements and skills. Clare was invited to speak with our providers as a follow-up of the May meeting and the Direct Care workforce discussion. Clare presented an overview of the problems for Direct care workers and their employers, and what is being done, or can be done to stabilize the problem. While the rate of pay is critical for most DCW, the problem has grown substantially and is not something that we can always control. There are other elements that provide DCW job satisfaction and help with retention, as discussed and presented in the handouts. All providers are invited to join Impart Alliance, an advocate and educational organization in support of direct care workers. Impart Alliance, in cooperation with MDHHS, is trying to advance the certification, education and value of the direct care workforce. Your help in this endeavor is appreciated.

CONTACT INFORMATION: *(Listed on the last page of the Attachment B)*

Website: <http://www.impartalliance.org>

Facebook: <https://www.facebook.com/IMPARTalliance/> Please follow and like us.

Sign up for the IMPART Email list, join the IMPART Coalition

For more info: Impart@msu.edu

Clare Luz, PhD, IMPART Alliance Director, luz@msu.edu

COMMENTS: Clare asked what providers are doing to draw in new staff and to maintain their current staff.

RIK RAMBO: Crossroads has created full-time employment opportunities. They've added side activities for their staff and clearer communication.

KRIS RAMBO: CHHS has offered their staff incentives; new employment bonuses; double-time wages for over 20 hrs.

QUESTION: Clare asked Rik & Kris if they felt like these steps helped with retention. KRIS: 'yes' and RIK 'no'.

BRIAN BABBITT commented that the \$2.25 needs taken off the table.

TRAINING UPDATES/CLARIFICATION – Linda Kleiber, NCCMH Safety Specialist

Linda reviewed the NCCMH Provider training Grid - [Attachment C](#), a crosswalk clarifying which NCCMH classes correspond to the contract training requirements, which are based on the grid from ImprovingMIPractices. She addressed the problems with the Recipient Rights training. Kim is considering putting together a virtual RR learning program. If you are having problems, please continue to let us know of your concerns.

Linda asked how different providers are tracking their trainings.

VARIOUS COMMENTS:

- Training is given for such classes as Bloodborne Pathogens at the provider's once-a-month meeting.
- Tamie Stevens: ASI has an HR system in place that puts out monthly training reports.
- BARB SANDS – Summertree has a calendar we developed, and it is tracked at staff meetings and at the homes.

MDHHS AUDIT FINDINGS – Brian Babbitt, NCCMH COO

Brian reviewed the MDHHS SITE REVIEW PowerPoint - [Attachment D](#). Brian and Linda discussed the requirements for documenting, with signatures, the completion of all provider staff training requirements. Providers are responsible to assure signed, written documentation is kept on each staff person's training. Self-attestations are not acceptable evidence of training. Provider staff must be trained by the NCCMH caseholder on all IPOSs, addendums, related plans before training their own staff. Providers must retain the entire results (all pages) of CBCs.

Handouts: 1) Proof of Training Form; 2) Guidelines for Proof of Training for Program/Home Staff; Proof of Training Form and Guidelines for Proof of Training for Supervisors (Contract Providers)
COMMENT: Quarterly Provider Bulletins must be signed off on. This is part of the 'Rights' audit.

TIME STUDY TRAINING & LEGAL – Lani Laporte, NCCMH Contract Manager: Lani went over reminders and updates, and an overview of where provider meeting notes, handouts, archived meeting information, provider manuals and forms are located on our website. The following was also reviewed:

CODE CHANGE CHARTS: The FY 2022 Behavioral Health Code Charts and sets, with modifiers are located on our website [HERE](#), under today's provider meeting notes. Also see [ATTACHMENT E](#).

TIME STUDIES: Provider instructions for Time Studies are located on the website, <http://www.norcocmh.org/provider-manual/provider> - Time Study Instruction. Lani encouraged providers to send an email or to call concerning questions or problems with time study instructions. She can be reached at: 231-439-1297 or at llaporte@norcocmh.org. She can also be reached through Providerrelations@norcocmh.org or you can contact Cynthia Crumbaugh at ccrumbaugh@norcocmh.org or 231-439-1242.

BACKGROUND CHECK EXCLUSIONS - ATTACHMENT F

Lani addressed the background exclusion document also located at: www.norcocmh.org/wp-content/uploads/Background-Check-Exclusions.pdf. This listing is utilized to qualify NCCMH and provider staff for hiring or contracting at NCCMH. It is also helpful for all of our providers to utilize this document which describes felonies and misdemeanors by MCL code (which show up on ICHAT background checks) which preclude a person from being hired by either NCCMH or contracted providers.

FINANCE Q & A – Ann Friend, NCCMH Reimbursement Supervisor.

Starting 10/1/21 the following modifiers UN, UP, UQ, UR, and US will be added to codes H2014 and H2023.

T1016 will no longer be used after 10/1/21 any authorizations pertaining to T1016 will be converted. Please see the Code Charts in today's handouts for references to modifiers and code changes.

QUESTION: RIK: will the rate change on the H2014 codes of service?

BRIAN: Yes, it will. Michael Wolf is working on getting the rates currently.

QUESTIONS & ANSWERS – Open Discussion

KIM RAPPLEYEA spoke concerning the Recipient Rights training going forward. Below is the TEAMS Chat Conversation.

TEAMS CHAT:

KIM RAPPLEYEA: Providers: what format of RR training works best for you and your staff? Virtual? Face to face? Localized virtual training? We want to make it easily accessible but comprehensive and preventative. Feel free to dm me or email me at: krappleyea@norcocmh.org.

JENNY BHASKARAN: Hybrid would make sense if that is do-able!

GUEST: The online class worked well.

BARB SANDS: We use the Teams meetings and NL and it is working pretty good. Staff can do it from home.

MANUEL CORDOVA: In person

NADIA DEVROY: Online

JO HENCY: I prefer virtual training when possible for staff. Thank you!

CONCLUSION:

Lani concluded by thanking everyone for their participation and by playing a YouTube video on 'Professional DC workers: Critical Lifelines with Heart', from the Impart Alliance website. This is a great tool to use to promote new hires.

ATTACHMENTS: LOCATION FOR PROVIDER MEETING PRESENTATION MATERIAL AND NOTES:

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

- **ATTACHMENT A** – Announcements
- **ATTACHMENT B** – Impart Alliance NCCMH Presentation
- **ATTACHMENT C** – NCCMH Provider training Grid
- **ATTACHMENT D** – MDHHS Site Review
- **ATTACHMENT E** – SFY 2022 Behavioral Health Code Sets
- **ATTACHMENT F** – Background Check Exclusions

ADDITIONAL HANDOUTS:

- 'The 5 Pillars of DCW Job Quality PHI'.
- FY 2022 Behavioral Health Code Charts and Provider Qualifications
- DCW Training Turnover Fact Sheet
- Background Check Exclusion – Felonies and Misdemeanor listing
- Proof of Training for Program- Home Staff
- Proof of Training Form
- Guidelines for Proof of Training for Supervisors (Contract Providers)

**THANK YOU FOR PARTICIPATING IN OUR QUARTERLY PROVIDER MEETING.
WE HOPE THAT THE NOVEMBER MEETING WILL BE ABLE TO BE IN PERSON; TEAMS ALWAYS AVAILABLE.**

**NEXT QUARTERLY PROVIDER MEETING:
TUESDAY, NOVEMBER 2, 2021 VIA TEAMS (IN PERSON REMAINS TBD)
10 AM – 12 NOON**

- To be sure all of your desired staff are invited to future meetings, we kindly request that providerrelations@norcocmh.org and constantcontact.com are added to your staff email server contact lists. Please 'whitelist' these email senders!
- **LOCATION FOR PROVIDER MEETING PRESENTATION MATERIAL AND NOTES:** <http://www.norcocmh.org/provider-meetings/>
- 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 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 meeting times.