



NORTH COUNTRY COMMUNITY MENTAL HEALTH AUTHORITY

PROVIDER MEETING MINUTES

Tuesday, August 2, 2020

IN PERSON & 'TEAMS' VIRTUAL MEETING

PROVIDERS REPRESENTED THROUGH TEAMS:

Alternative Services, Inc; Bedford Specialized Care, Inc.; Bedford Transitional Living, LLC; Charlottes Care; Community Home and Health Services, LLC; Crisis Center, Inc., d.b.a. Listening Ear; Crossroads Industries, Inc.; Forest View Hospital; Grand Traverse Industries, Inc.; Lighthouse, Inc.; McBride Quality Care Services, Inc.; Northern Family Interventions Services, Inc.; Resident Advancement Inc. Summertree Residential Center, Inc.

NCCMH STAFF:

Lani Laporte; Cynthia Crumbaugh; Michael Wolf; Linda Kleiber; Ann Friend; Brandy Marvin; Emily Meeder-Ramirez; Pam Krasinski-Wespiser; David Hornibrook Dominique Cook; Trenton Lee

WELCOME AND ANNOUNCEMENTS - Lani Laporte, NCCMH Contract Manager

Lani greeted all the guest and then went over the announcements & the agenda. Here's is some of the announcements you will want to review. Please see [Attachment A](#) for full details.

- Important Meeting Notices
- Provider meeting materials
- Training Schedule Changes – February 2023
- ATTN: Home managers and CLS Providers
- Provider renewal documentation requirements
- Anti-Phishing Tips
- May is Mental Health Month

ANN FRIEND, NCCMH DIRECTOR OF FINANCE – Financial Updates

Premium Pay and Rates: Anticipate having Premium Pay included in the rates shown in NorthStar by March 1st.

We will need a 'premium pay attestation' without the dollars for each provider monthly. The state is still requiring NCCMH to report how much of the dollars provided to you in reimbursement are related to premium pay.

DOMINIQUE COOK-Reimbursement Supervisor – See [Attachment B](#) for Supported Employment – New Codes

Code Changes: Some new modifiers have been added. NCCMH will send an excel spreadsheet for January so you can add the Modifier. Then we ask that you start to use the Modifier in February. This comes from the State website.

Lani mentioned that in [Exhibit F](#) of each contract, there is a clause stipulating that all Code changes are to be automatically accepted providing the service description and rates have not changed. There is not automatically an addendum added to the contract.

Ann Friend Added: If you are supporting more than one client you will still use the UN, UP modifiers along with the 1Y, 2Y other codes. If you have any questions, don't hesitate to reach out to Ann and Dominique.

Tracy Trasky-Question: Are the new rates retroactive to October 1, or March 1.

Answer: March 1 is when the rates go into effect. Are the rate increases calculated based on the average rate?

Additional Attachments:

[Attachment C](#) – MDHHS Salary and Wage Survey 2023 Form – Direct Care and Supervisory Staff

Attachment D – Instructions for 2023 Salary and Wage Survey

Attachment E – 2023 Salary and Wage Survey Q & A

RECIPIENT RIGHTS UPDATES: Michael Wolf, NCCMH Dir. Recipient Rights

In Catchment Site Reviews: Michael & Linda Kleiber are performing these. Michael reminded everyone that the Recipient Rights training is required within the first 30 days of employment. He also reminded everyone to have a procedure in place to make sure that happens.

MDHHS AUDIT REQUIREMENTS: Linda Kleiber, Safety Specialist

Linda referred to a form that is similar to the MDHHS Audit. Sometime between February 15 and 25, MDHHS will give us a list of clients to be audited. Once we receive the list, we have to provide certain documentation. The documents required will refer to training, or the client chart. Linda also reviewed the MDDHS **ParaPro Sheet – Attachment: F**

NORTHSTAR PROVIDER MODULE: Lani Laporte, NCCMH Contract Manager

PCE Provider Module: This module is strictly for the documentation required by Medicaid from a provider and does not refer to clinical documentation. Since December 2021 through most of 2022 a team of NCCMH staff, including Ann Friend, Laura Brunmeier, Dominique Cook & Lani Laporte met nearly every week to work on the development of PCE's NorthStar Provider Module. Sharing her screen, Lani reviewed briefly some samples of NorthStar screens as a sample into what will be available to assist providers in maintaining updated contract compliance information.

PROVIDERS ARE REQUESTED TO CONSIDER THE SELECTION OF ONE EMPLOYEE PER PROVIDER TO OVERSEE THE NEW PROVIDER MODULE DASHBOARD OF REQUIRED DOCUMENTATION. ROLLOUT OF THE MODULE WILL OCCUR AFTER JUNE 2023, AND WILL BE A STAGGERED ROLLOUT AMONG PROVIDERS.

NEW! NCCMH WEBSITE & MAY IS MENTAL HEALTH MONTH - Trenton Lee: NCCMH Media & Communication Specialist

New! NCCMH Website will go live in March or April. There will be significant changes to the Providers pages of the website, including automation of the application process. It will be more organized and include more up-to-date information. There will be improvements to the resources, training registrations and provider resources.

May Is Mental Health Month:

1. **Splash of Color Run** – Trenton has the Registration link. It will also be posted on social media.
Attachment G - Splash of Color Fun Run & Walk - Flyer
2. **Education Service:** Northern Lakes Community Mental Health. There will be more details mid-March
3. **Traveling Art Show:** NCCMH will be sponsoring the traveling Art Show in May
To reach Trenton, you may email him at tlee@norcocmh.org.
Tickets are on sale now for the Splash of Color Run!

PHISHING TEST:

If you are interested in setting up a test for your employees/staff to catch the phishing attempts that come your way. Please email Lani at llaporte@norcocmh.org.

Lani dismissed anyone who did not need to attend the AFC Home Maintenance presentation. Lease terms & provider reporting provider/NCCMH/landlord split of responsibilities were reviewed in detail. Please see Powerpoint attachments for full review.

Attachment H – AFC Home Maintenance

Attachment I – AFC Home Inspection Checklist

Questions & Answers:

Question: Tami: Does NCCMH have a preferred vendor's list for contracting needs?

Answer: Lani: Informally, yes, we do. It can be put together for the providers.

Tami: Purchasing items over \$500. We keep inventory of it. Do you want it on the same form as \$500 inventory list?

Inspections: When using inspections, they are for planning purposes.

Tami: If you lease a property and say in the consumers plan of service, it suggests it would be the consumers responsibility, but if it will be a permanent fixture of the home, such as a fence, it's making an improvement to the landlord's property. Does Medicaid pay for it?

Answer: Medicaid could possibly pay for a permanent home improvement or consumer-initiated durable medical equipment or home modification. It would depend on the item and be subject to landlord's approval. Start the process with a discussion with NCCMH to see if the DME or home modification qualifies, where the funding sources are and determine what would be covered by Medicaid reimbursement.

Lani dismissed the meeting at 12:00 pm.

Please feel free to reach out to providerrelations@norcocmh.org with any questions that you may have.

ATTACHMENTS:

- A. Announcements
- B. Supported Employment – New Codes
- C. MDHHS Salary and Wage Survey 2023 Form – Direct Care and Supervisory Staff
- D. Instructions for 2023 Salary and Wage Survey
- E. 2023 Salary and Wage Survey Q & A
- F. MDDHS ParaPro Sheet
- G. Splash of Color Fun Run & Walk - Flyer
- H. AFC HOME MAINTENANCE PowerPoint
- I. AFC Home Inspection Checklist

- 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.

**THANK YOU FOR PARTICIPATING IN OUR QUARTERLY PROVIDER MEETING.
VIRTUAL QUARTERLY PROVIDER MEETINGS WILL CONTINUE UNTIL NOTIFIED OTHERWISE.**

**NEXT QUARTERLY PROVIDER MEETING:
TUESDAY, May 2, 2023 IN PERSON & VIA TEAMS 10 AM – 12 NOON
In Person – The University, Gaylord MI**