



NORTH COUNTRY COMMUNITY MENTAL HEALTH AUTHORITY

PROVIDER MEETING MINUTES

Tuesday, February 2, 2020

'TEAMS' VIRTUAL MEETING

PROVIDERS REPRESENTED THROUGH TEAMS:

Alternative Services, Inc; Apex Psychological and Behavioral Health Services, PLLC; Bedford Specialized Care, Inc.; Bedford Transitional Living, LLC; Bergmann Center LLC; Community Home and Health Services LLC; Crisis Center, Inc., d.b.a. Listening Ear; Crossroads Industries, Inc.; Grand Traverse Industries, Inc.; Guardiantrac, LLC dba GT Independence; NorthArrow ABA LLC; Northern Family Interventions Services, Inc.; Rapid River AFC; Spectrum Community Services, Summertree Residential Center, Inc.; Stuart T. Wilson, CPA, PC

NCCMH STAFF:

Christine Gebhard; Brian Babbitt; Lani Laporte; Brandy Marvin; Cynthia Crumbaugh; David Hornibrook; Michael Wolf; Joseph Balberde; Kim Rappleyea; Linda Kleiber; Suzan Petee; Vikki Butler; Amanda Dixon; Ann Friend; Chanda Harwood; Chris Van Wagoner; Emily Meeder-Ramire; Trenton Lee

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 and the location of the agenda. The agenda can be found at www.norccmh.org/Providers. Use the down arrow under Providers, then Meetings and Publications to locate the year and date. To review the announcements, Click on **Attachment A**.

INTRODUCTORY COMMENTS & ADVOCACY UPDATES - CHRISTINE GEBHARD, NCCMH CHIEF EXECUTIVE OFFICER

Christine addressed several advocacy efforts. She also thanked everyone for all their work, especially for the past two years, acknowledging the incredible sacrifices that staff and administrators have had to make.

The updates included:

Sustainability Payments – information and forms on website; current direct care wage for fiscal year is included in 2023 budget; several associations advocating for direct care professional training to create a career path; preparing outreach and education for Medicaid Redetermination to resume this year; no movement on Senate Bills 597 & 598 or House Bills 4925-4927; contact Senator Shirkey to bring HB 5165 for a vote (to align state with federal ability to pay formula for NHSC student loan forgiveness)

Question: “Have all of our six counties affirmed their opposition to 597 and 598?” **Answer:** “No.”

Christine announced that she is retiring July 1, 2022. There will be a press release coming up at the of the month about the next CEO.

2022 COMPLIANCE TRAINING - BRIAN BABBITT, NCCMH CHIEF OPERATING OFFICER

Brian reviewed the 2022 COMPLIANCE TRAINING. Please see **Attachment B** for full training. Providers are welcome to use the PowerPoint version for their staff, however, it is not required.

NCCMH SOCIAL MEDIA & MAY IS MENTAL HEALTH MONTH - TRENTON LEE, NCCMH MEDIA & COMMUNICATIONS SPECIALIST

Trenton is our new Media & Communications Specialist. He is in charge of NCCMH social media. He is also over May is Mental Health Month, and a new member of our IT team. Please see **Attachment C** for May is Mental Health Month.

Trenton introduced our social media pages. We are currently signed up on Facebook, Instagram, Twitter and LinkedIn. Social Media policy will be distributed when it is completed. We are focusing on community awareness. Our handle is @nccmhealth. Currently we are posting every Monday, Wednesday & Friday with public awareness.

Trenton reviewed the 'May is Mental Health' month events. All events are listed on social media.

Lani encouraged the option to 'Like' and 'Follow' on social media.

HIPAA, TEXTING AND EMAILS - JOSEPH BALBERDE, NCCMH CHIEF INFORMATION OFFICER

Joe started with a review of the current phishing attempts. The past 3-4 months our system has been inundated with phish attempts. Be careful on any verifications, especially financially.

Please review Attachment C: HIPAA Power Point.

Joe Balberde Personal Information: Email: jbalkerde@ncccmh.org. Telephone: 231-439-1294.

COMMENT: Concerning Lani & Contracting. Lani sends all PHI or confidential information encrypted. Providers should always use encryption concerning PHI or confidential information.

Joe will post a listing of encrypted software on the website.

UPDATES

RECIPIENT RIGHTS UPDATES (INCIDENT REPORTS, BACKGROUND CHECKS) - KIM RAPPLEYEA, DIRECTOR OF RECIPIENT RIGHTS

Recipient Rights has updated our Authorization to Disclose Recipient Rights Background checks. NCCMH provides the opportunity for providers to do a background check on Rights violations. Kim shared the updated form: OFFICE OF RECIPIENT RIGHTS, 'Authorization to Disclose Employee Information and Release of Liability.'

Once the form is filled out, please send to Patrick McCleary at pmccleary@ncccmh.org or fax to 231-439-8752.

Recipient Rights will still honor the old form.

The Recipient rights telephone number is 800-281-0481. This form will be included in Provider packets and is located on the NCCMH website.

TRAINING UPDATES: LINDA KLEIBER, SAFETY SPECIALIST

The **Medication Administration/Vital Signs** training has returned to the classroom. It is being given once a month. As a reminder, there is a Prerequisite for attending this class. The prerequisite is to complete the Basic Health and Medication training prior to coming to class.

FINANCE: ANN FRIEND, REIMBURSEMENT SUPERVISOR

Reminder: when faxing backup documentation or 3806's, use the NorthStar Fax Number 231-238-3393. This goes directly into NorthStar and is very secure.

News: Brian announced that Kevin Hartley, CFO, has left his employment with North Country CMH. Please contact NCCMH if you feel as though something hasn't been completed that you thought should have been.

Lani: NCCMH has an Accounts Payable Invoice Submissions Process: Clients occasionally send Lani Purchase authorizations, Respite, enhanced staffing or premium pay invoices. Send invoices direct to our finance team at : accountspayable@ncccmh.org.

CONTRACT UPDATES LANI LAPORTE, NCCMH CONTRACT MANAGER

DocuSign for Contracting. Lani thanked all the providers for their willingness to use **DocuSign**. She also stated that it will be used a little more this year for Contract Renewals and for all the updated documents requested. One of the nice features about **DocuSign** is that it is encrypted. Another great feature is that no one can make changes on documents once they are sent through Doc-u-sign.

If you need help or training with **DocuSign**, Lani is happy to assist you. Please call her at: 231-439-1297. This May we will be sending out the Compliance Attestation through **DocuSign**.

Disclosure of Ownership: Contractually, you are expected to fill out the Disclosure of Ownership which requires the full information for your Board of Directors. Full social security numbers must be submitted. Please be sure that you are performing background checks on your board of directors when they are added to your board roster. Additionally, board members should be informed in advance that providers are required to list their personal SSN, DOB, and home address on the Disclosure of Ownership sent to NCCMH periodically.

Survey on ADA accommodations for the NCCMH Provider Directory (online): MDHHS and NMRE require ADA accommodations be listed on our online provider directory. Therefore, it is necessary for all providers to complete the survey. Specific information will be emailed to providers who have yet to complete this survey.

Quarterly Provider's Meeting: We will continue to hold Virtual meetings for now.

NorthStar users' information must be kept up to date and have full names. It is necessary to remove anyone immediately who is no longer employed. The forms are on the website.

Reminder: When social security numbers are required on ANY document, it is necessary to give the FULL social security number. We want to assure you that all information is kept secure. The NCCMH security policy regarding our requirements and procedures to maintain the privacy of not only client, but also provider information is available upon request to the Contract Manager.

QUESTIONS & ANSWERS OPEN DISCUSSION

Brian: Asked about anything exciting that is going on out there, such as new initiatives, client success without names, or apprenticeship.

NCCMH Supported Employment: NCCMH has engaged with Rite Aid to develop a supported employment program.

Bergman Center: Just received the clearances to begin an apprenticeship program to increase the experience of persons by apprenticing in their Resale shop. They will be Department of Labor certified in customer service or as a Retail Sales Associate. This will help them as they go on with other customer service/retail occupations.

Brian: Asked if people are coming back to the program? **Answer:** Yes, approximately 1-2 per week.

Cindy Evans with GTI. Our Numbers are starting to return.

Lani gave an update concerning the Pinehaven Red building: NCCMH is completely remodeling this home it to make it ADA accessible. It will be an adult crisis residential center with 6 beds. Planning opening is October 2022, or hopefully earlier if possible.

Lani dismissed the meeting at 11:31 am. Please feel free to reach out to providerrelations@norcocmh.org with any questions that you may have.

ATTACHMENTS:

- A. Provider Network Announcements**
- B. 2022 COMPLIANCE TRAINING: Brian Babbitt**
- C. May is Mental Health Month**
- D. HIPAA Power Point: Joe Balberde**

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

**NEXT QUARTERLY PROVIDER MEETING:
TUESDAY, AUGUST 2, 2022 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 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.