



## NORTH COUNTRY COMMUNITY MENTAL HEALTH AUTHORITY

# PROVIDER MEETING AGENDA

Tuesday, November 2, 2021

'TEAMS' VIRTUAL MEETING 10 am – 12 noon

### PROVIDERS REPRESENTED THROUGH TEAMS:

Acorn Health; Alternative Services, Inc; Bedford Specialized Care, Inc.; Bedford Transitional Living, LLC; Crises Center, Inc. d.b.a. Listening Ear; Crossroads Industries, Inc.; Flatrock Inc.; Grand Traverse Industries, Inc.; GT Independence; Harbor Oaks Hospital; Lighthouse, INC.; Mid-Michigan Specialized Residential, LLC, NorthArrow ABA LLC; Packard Specialized Residential, LLC; Rapid River AFC; Sakshaug Group Homes, LLC; Spectrum Community Services, Straits Area Services, Inc.; Summertree Residential Center, Inc.

### NCCMH STAFF:

Christine Gebhard, Brian Babbitt; Kim Rappleyea; Lani Laporte; Linda Kleiber; Stacey Chipman; Ann Friend; Brandy Marvin; Cynthia Crumbaugh; Emily Meeder-Ramirez; Amanda Dixon; Kevin Harley; Chanda Harwood; Chris Hastings; Carol Merritt-Doherty, Carri Timmons; Carla Wicks

### 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. These can be found in ATTACHMENT A.

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

- Thank You for the care you and your staff are providing for the people we serve and protecting them from the COVID-19 virus.
- OSHA is expected to release rules on the Biden Administration's mandate for COVID vaccines for businesses with 100 or more employees. It's unclear, at this time, if the Medicaid and Medicare funding criteria will override the 100-employee requirement.
- Senate Bills 597 & 598: These bills will transfer \$3.4B in public funding for specialty behavioral health services to the private Medicaid Health Plans and remove all responsibility for Chapter 2 requirements in the Mental Health Code from CMHSPs; it gives MHPs (SIPs) status as CMHSPs. These bills will not improve access to care or care integration; they will put more public dollars into MHP shareholder profits.
- Contact your Senators, Representatives, and County Commissioners. Let them know that you are opposed to SB 597 & 598. The legislature should fund solutions for greater access through workforce development, inpatient and crisis service capacity, and predictable funding. Your advocacy is very important. Contact Christine if you'd like to discuss the perils of the bills.
- Sustainability Funding We will continue to provide means for ensuring the sustainability of our provider network.
- Vaccination: We encourage you to keep encouraging your staff to get vaccinated.

### NEW DIRECTOR OF HEALTH SERVICES – CHANDA HARWOOD, NCCMH DIRECTOR OF HEALTH SERVICES

- Chanda introduced herself: She is a Registered Nurse with a master's in education. She has taken over for Deb Erber.
- Monoclonal Antibody therapy: is available and very helpful.
- Covid Related Important issues: Vaccines. Masks. Masks need to be worn at all times around patients and appropriately.
- Covid Screening: It's important to screen ourselves prior to going to work, and to make certain our employees screen themselves. Staff need to make sure that visitors to group homes are also screening prior to visiting.

- Boosters: are encouraged and the companies have designed them to be used interchangeably with the varying vaccines.

#### **CONSENT REQUIREMENTS – KIM RAPPLEYEA, NCCMH RECIPIENT RIGHTS OFFICER**

- Verbal Consent: Verbal consent is no longer permitted by MDHHS except in limited circumstances, we must have a written signature. One exception is that a guardian can give a witnessed verbal consent on a POS, but we will still pursue the wet signature.
- Wearing masks and screening: A failure to follow PPE requirements and MDHHS epidemic orders will lead to a neglect investigation.
- Pam Krasinski-Wespiser clarified that masks are required in the administration offices in the common areas.

#### **FINANCE UPDATES; CODE CHANGES & ANN FRIEND, NCCMH REIMBURSEMENT SUPV.**

- CODE CHANGE: for H2014 and H2023 adding modifiers UN, UP, UQ, UR, and US. Finance is working hard to get the rates out for H2014 and H2023 with the new modifiers.
- PREMIUM PAY: \$2.35, plus payroll tax reimbursement has been passed by the state. However, we have not received formal letter of authorization as to how to report these costs. Please continue invoicing premium pay monthly until notified of another procedure (at \$2.25 rate).
- **FISCAL YEAR DEAD-LINE: Monday Nov. 8, 2021, is the last day to submit invoices of any type for Fy21**
- ADJUDICATION REPORT: Please look over for any issues prior to sending batches to North Country for payment.
- MFA (Multi-factor Authentication): Ann will reach out to providers that do not have the MFA active in NorthStar. **Everyone will need MFA activated by December 15, 2021, preferably on a business smartphone.**

QUESTIONS/CLARIFICATION: Premium pay, clarification on the 'continue on' means \$2.25 + administrative fee.

QUESTION: Should we still hold off on billing H2014 and H2023 codes for the month of October: and is it ok to submit H2015's bill? You may add H2014 & H2023 into NorthStar and hold the batch at the providers end until we have rates. Yes, you may submit your H2015 billing.

#### **TRAINING UPDATES, FA/CPR, RR – LINDA KLEIBER, NCCMH TRAINING SPECIALIST**

- NCCMH WEB PAGE UPDATE- RECIPIENT RIGHTS: Starting this month, there will be zoom training for Recipient Rights. First class is November 18, 2021, 9:00AM- 12 Noon. The instructions are on NCCMH website under Provider Training. There are 2 options: Improving MI Practices and the Recipients Rights Zoom Training for Recipient Rights. These options should allow you to meet the 30-day window for completion of RR training.
- CPR/FIRST AID: There is a time limit between the online class and the in-person class. When taking the part 1 of the First Aid/CPR., the time limit to complete your certification currently is 120 days. However, Red Cross is looking at cutting back to 90 days and possibly 60 days. So be careful of the time frame between initial training and in-person training.
- Email Addresses: **In order to register for online courses, every staff member needs a unique email address.** Please assist your staff in setting up an email (if they don't have one) prior to registering for online classes.

#### **PRESENTATION: UNDERSTANDING WHAT INFLUENCES BEHAVIOR – CHRIS HASTINGS, ADULT BEHAVIOR SPECIALIST – PETOSKEY & TRICIA FARKAS, ADULT BEHAVIORAL SPECIALIST – CHX.**

- PRESENTATION - Adult Behavior Services - Understanding What Influences Behaviors. Please review Attachment B.
- CONTACT INFORMATION:  
Tricia Farkas, [tfarkas@norcocmh.org](mailto:tfarkas@norcocmh.org), 231-758-2222 (agency cell)  
Chris Hastings, [chastings@norcocmh.org](mailto:chastings@norcocmh.org), 231-758-4231 (agency cell)

QUESTION: Can we use this information at staff Meetings? Yes

QUESTION: Can we get a copy of the Behavioral PowerPoint? Yes, it is available on the website.

## **NORTHSTAR BASED PROVIDER SITE REVIEWS – MICHAEL WOLF, NCCMH PROVIDER NETWORK MGR.**

SITE REVIEWS: Provider AFC Homes, Day Programs (and Hospitals through NMRE) are subject to site reviews. NCCMH has begun to conduct On-Site Reviews of licensed programs with current authorizations within the catchment area. Desk audits are continued to be conducted with licensed programs outside of our catchment area by our Right's office.

We are using a new tool this year consistent with the State of Michigan guidelines on reciprocity. The tool is similar to the one used in the past but has somewhat been expanded in certain areas and looks at details under the following categories.

Please review the copies of the Direct Care Professional Forms sent at the time of scheduling and update with any necessary changes prior to the scheduled review on site.

QUESTION: Yes, you will. Upon scheduling the review, we will send out a copy of the tool that lists all the specifics.  
QUESTION: Will we get our FY 22 contract soon? Yes, they will be out soon.

## **CONTRACT UPDATES – LANI LAPORTE, NCCMH CONTRACT MANAGER**

**Contract Boilerplates FY22** – have almost no changes over 2021 except for the addition of remuneration for Premium Pay.

**Clarification on Direct Care Wages versus Premium pay:** Premium pay is currently not in the contracts. We hope to send out Addendum soon. Direct Care Wage verbiage applies to the DCW passthrough initiated in 2017. Premium Pay verbiage applies to covid related Premium Pay initiated in 2020. Most providers already have DCW wage increase values in their unit rates. Premium Pay is not currently in unit rates and to do so requires an addendum

**Managing Code Changes:** F Exhibit will have a line added to address code changes, and will stipulate that should Medicaid formally change codes, without changing the meaning of those codes of service, then providers are required to comply by using the new codes when announced by Medicaid, even without a contract addendum.  
Impart Alliance: Advocacy Roadmap- please see attachments for full review.

## **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** – Adult Behavior Services

**THANK YOU FOR PARTICIPATING IN OUR QUARTERLY PROVIDER MEETING.**

**VIRTUAL QUARTERLY PROVIDER MEETINGS WILL CONTINUE UNTIL NOTIFIED OTHERWISE.**

**PROVIDER MEETING DATES MAY CHANGE IN 2022 – PLEASE WATCH FOR FURTHER INFO**

- 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!
- **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](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 meeting times.

**NOTE: All virtual provider meetings are now recorded. Please be aware of this at time of participation. The purpose of recording the audio is to verify that the correct information was imparted to our provider network, and to assist in creating accurate meeting notes. If you have a concern in this regard, please notify the Contract Manager.**