

NORTH COUNTRY



COMMUNITY
MENTAL HEALTH

WELCOME TO THE NCCMH PROVIDER NETWORK MEETING

Tuesday, May 3, 2022

PROVIDER MEETING MATERIALS

Meeting agenda and some materials are available online prior to the meeting.

Meeting notes and final handouts are made available online after the meeting.

Go to: www.norcocmh.org

Click on Main Menu Item: Providers > Meetings and Publications



PROVIDER MEETING ATTENDANCE IS NOT LIMITED



- PROVIDER CEO, CFO, CCO OR OTHER KEY MGMT PERSONNEL
- LICENSED RESIDENTIAL HOME MANAGERS
- FINANCE/BILLING STAFF
- COMPLIANCE OFFICERS
- CONTRACT MANAGERS
- CLIENT PLACEMENT MGMT.

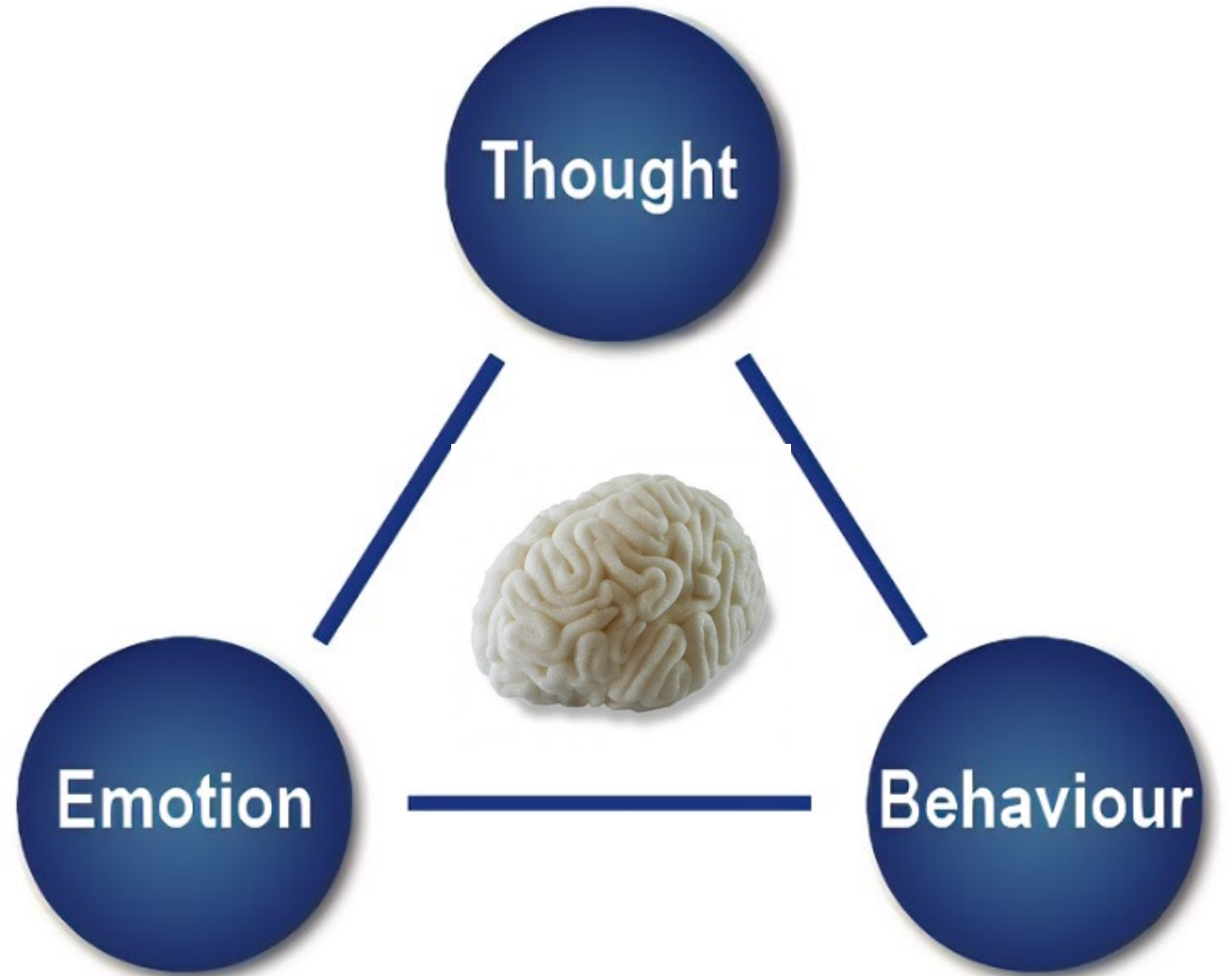
JUST SHARE THE TEAMS MEETING LINK!

A close-up photograph of a bouquet of various flowers. The bouquet is dominated by bright yellow daisy-like flowers with orange centers. Interspersed among them are several purple flowers, some with long, slender petals and others with more rounded, bell-shaped forms. There are also some blue flowers. The background is a soft, out-of-focus green, suggesting foliage. The overall impression is one of a fresh, colorful, and cheerful floral arrangement.

**MAY IS MENTAL
HEALTH MONTH!**

MENTAL HEALTH FOOD FOR THOUGHT

What we *think* affects
how we act and feel.



What we *feel* affects
how we think and do.

What we *do* affects
how we think and feel.

ANNUAL CLIENT SATISFACTION SURVEYS ARE NOW DUE!

**PLEASE EMAIL YOUR MOST
RECENT CLIENT SATISFACTION
SURVEY RESULTS TO:
PROVIDERRELATIONS@NORCOCMH.ORG**



**NCCMH'S
PROVIDER
SATISFACTION
SURVEYS WILL
BE ISSUED
THROUGH
CONSTANT
CONTACT IN
JULY 2022.**

We hope you will respond!

An illustration of a hand holding a button. The hand is yellow with a white cuff, emerging from a black sleeve. The button is white with a grey border and contains the word 'FEEDBACK' in bold black letters. The background is a solid blue color.

FEEDBACK

**FALSE CLAIMS
ATTESTATIONS
WILL BE SENT
TO ALL
CONTRACTED
PROVIDERS IN
MAY
THRU THE
DOCUSIGN
PROCESS.**

PLEASE SIGN DIGITALLY

The DocuSign logo is displayed within a rounded rectangular frame. It consists of the word "Docu" in a bold, blue, sans-serif font, followed by "Sign" in a black, cursive script font. A horizontal dashed line runs through the middle of the "Sign" portion. A registered trademark symbol (®) is located to the right of the "Sign" portion.

DocuSign®

REQUIREMENTS FOR AFC/CFC FACILITY & FURNISHINGS MANAGEMENT

- PROVIDE AND MAINTAIN SAFE, DECENT AND SUITABLE FURNITURE AND FURNISHINGS FOR ALL HOME LIVING AREAS INCLUDING LIVING ROOM, TV/ACTIVITY ROOM, DINING, BEDROOMS, BATHROOMS, LAUNDRY, ETC.
- REPORT DAMAGES TO, OR FAILURES OF, THE HOME'S STRUCTURE IMMEDIATELY TO PROVIDERRELATIONS@NORCOCMH.ORG
- BE PROACTIVE IN ASSISTING NCCMH WITH REPAIRS DUE TO CLIENT BEHAVIORS
- BE PROACTIVE TO INFORM AND WORK WITH LANDLORD ON REQUIRED FACILITY REPAIRS DUE TO SYSTEM (AIR, HEAT, WATER, SEWER, STRUCTURE) FAILURES, STORMS/WATER DAMAGE, ETC.

TB TESTING REQUIREMENTS

**ALL PROVIDERS ARE REQUIRED TO
EITHER:**

**A. SUBMIT TB TEST RESULTS FOR PERSONS IN
MANAGEMENT AND CONTROL TO THE
CONTRACT MANAGER AT
PROVIDERRELATIONS@NORCOCMH.ORG**

– OR –

**B. MAINTAIN AN INTERNAL POLICY AND
PROCEDURE GOVERNING HOW TB TESTING IS
ACCOMPLISHED FOR ALL EMPLOYEES, AND
SUBMIT THAT POLICY/PROCEDURE TO THE
CONTRACT MANAGER AT
PROVIDERRELATIONS@NORCOCMH.ORG WHEN
REQUESTED.**


WRITTEN POLICIES/PROCEDURES RECOMMENDED FOR CONTRACTED PROVIDERS:

A hand is shown writing the word "POLICY" in blue capital letters on a whiteboard. A horizontal blue line is drawn under the word. The whiteboard is set against a background of blue and grey geometric shapes.

POLICY

- COVID RESPONSE POLICY/PROCEDURE
- EMERGENCY POLICY/PROCEDURE
- TB TESTING POLICY/PROCEDURE
- CREDENTIALING POLICY/PROCEDURE (AS APPLICABLE)
- BACKGROUND CHECK POLICY/PROCEDURE
- COMPLIANCE POLICY/PROCEDURE
- MANAGEMENT OF DIRECT CARE AND PREMIUM PAY
WAGE PASSTHROUGHS POLICY/PROCEDURE
- HIPAA/CONFIDENTIALITY POLICY/PROCEDURE
- NORTHSTAR ACCESS USER REGISTRATION POLICY/PROCEDURE
- CLIENT RECORD RETENTION POLICY/PROCEDURE

THIS IS NOT AN ALL INCLUSIVE LIST, AND IS INTENDED TO GIVE YOU FOOD FOR THOUGHT ABOUT YOUR POLICIES AND PROCEDURES.



**PROFESSIONAL
PROVIDERS
CREDENTIALING
REQUIREMENTS**

**PROFESSIONAL PROVIDERS ARE REQUIRED TO
EITHER:**

**A. BE CREDENTIALLED BY NCCMH, WITH
RE-CREDENTIALING AT REQUIRED INTERVALS
THROUGH NCCMH HUMAN RESOURCES DEPT.**

– OR –

**B. BE RESPONSIBLE FOR CREDENTIALING THEIR
OWN STAFF, WITH AN ACCEPTABLE, ROBUST
COPY OF THE CONTRACTED PROVIDER'S
INTERNAL CREDENTIALING POLICY AND
PROCEDURE ON FILE WITH NCCMH CONTRACT
MANAGER.**

CONTRACTUAL REQUIREMENTS FOR RECEIPT OF PREMIUM PAY REIMBURSEMENTS INCLUDE:



- PROVIDER SHALL MAINTAIN EMPLOYEE'S SIGNED ATTESTATION AS TO RECEIPT OF PREMIUM PAY WAGES.
- PROVIDER SHALL MAINTAIN SEPARATE LINE ITEMS ON EACH EMPLOYEE PAYROLL RECORD DOCUMENTING THE PREMIUM PAY PASSED THROUGH TO EACH EMPLOYEE, SEPARATE FROM REGULAR PAY.
- COMPLY WITH STATE AND NCCMH REQUIREMENTS FOR REIMBURSEMENT AS SHOWN AT [PREMIUM PAY – North Country Community Mental Health \(norcocmh.org\)](https://www.norcocmh.org).
- PROVIDER PREMIUM PAY RECORDS SUBJECT TO REVIEW BY NCCMH.

*Thank you for all
that you do to
provide quality
support to our
clients!*

