

# WELCOME TO THE NCCMH PROVIDER NETWORK MEETING

Tuesday, August 4, 2020

# PROVIDER MEETING MATERIALS

---

Meeting materials will be emailed to participants who RSVP'd their attendance approximately one hour prior to the meeting.

---

Didn't receive meeting materials? Please send an email request for an immediate response: [providerrelations@norcocmh.org](mailto:providerrelations@norcocmh.org)

---

Meeting materials and notes will be uploaded to [www.norcocmh.org](http://www.norcocmh.org) following the meeting.

# PLEASE VERIFY YOUR NORTHSTAR REGISTERED USERS



- DO YOU NEED TO TERMINATE OR ADD A NORTHSTAR USER?
- IS YOUR NORTHSTAR LOGIN NO LONGER WORKING?

Email Ann Friend in Finance for assistance:

[afriend@norcocmh.org](mailto:afriend@norcocmh.org)

Remember, terminated employees who have previously been given access to NorthStar should be removed immediately, i.e. on day of termination.



# TIME STUDIES

TIME STUDIES FOR CLIENTS RESIDING IN A LICENSED AFC HOME OR SHARED PERSONAL RESIDENTIAL HOME ENVIRONMENT ARE DUE NOW.





# WHEN DO YOU COMPLETE TIME STUDIES?

- COMPLETE NO LESS THAN 30 DAYS PRIOR TO A PLANNED POS RENEWAL MEETING
- COMPLETE NO LESS THAN WITHIN 30 DAYS OF A NEW PLACEMENT IN A PRH OR LIC RES SETTING
- PLEASE CHECK EACH PRH OR LICENSED RES HOME SETTING TO ASSURE TIME STUDIES HAVE BEEN COMPLETED AND TURNED INTO THE RESPECTIVE SUPPORTS COORDINATOR.
- EACH QUALIFYING CLIENT SHOULD HAVE A NEW TIME STUDY COMPLETED IN THE LAST TWELVE MONTHS.

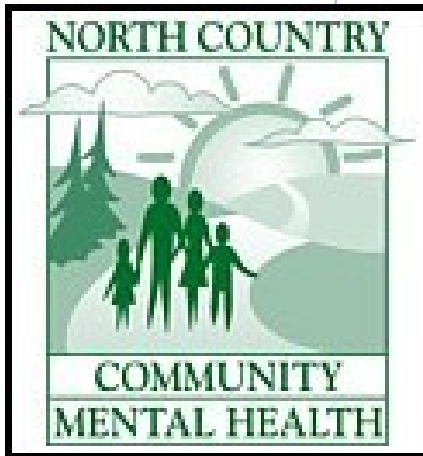
**DO ALL OF YOUR OFFICE AND HOME  
LOCATIONS HAVE THE CORRECT  
NCCMH TOLL FREE NUMBERS POSTED?**

**ACCESS TO SERVICES: 877-470-7130**

**CUSTOMER SERVICE: 877-470-3195**

**CRISIS HELP LINE: 877-470-4668**

**TTY: Dial 711**





**PROVIDER  
SATISFACTION SURVEY  
2020**

**THANK YOU FOR  
COMPLETING OUR  
PROVIDER SATISFACTION  
SURVEY FOR 2020!**

**IF YOU RECEIVED THE SURVEY, BUT HAVE NOT YET PROVIDED YOUR INPUT, PLEASE NOTE THAT THE SURVEY WILL BE CLOSED ON AUGUST 11, 2020.**

**IF YOU DID NOT RECEIVE THE SURVEY, PLEASE EMAIL [LLAPORTE@NORCOCMH.ORG](mailto:LLAPORTE@NORCOCMH.ORG) FOR ANOTHER INVITATION.**



## DO THE CORRECT PEOPLE IN YOUR ORGANIZATION RECEIVE NCCMH EMAIL NOTIFICATIONS?

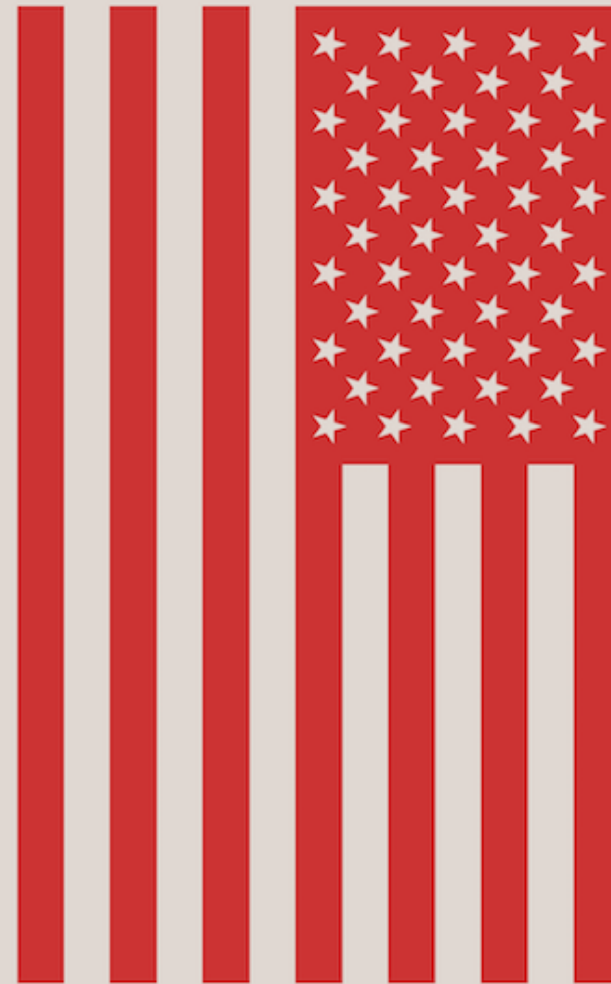
- [PROVIDERRELATIONS@NORCOCMH.ORG](mailto:PROVIDERRELATIONS@NORCOCMH.ORG) (ISSUED THRU CONSTANT CONTACT) IS THE PRIMARY MEANS OF COMMUNICATING WITH ALL OF OUR CONTRACTED PROVIDERS.
- WE REQUEST THAT A PERSON OF MANAGEMENT AND CONTROL, I;.E. CONTRACT SIGNERS, MINIMALLY, BE THE RECIPIENT OF THESE EMAILS. PLEASE DO NOT OPT OUT!
- SEND US A REQUEST TO ADD INDIVIDUALS YOU DESIRE TO RECEIVE CRITICAL EMAIL NOTIFICATIONS
- NCCMH WILL NEVER SELL/SPAM YOUR EMAIL



★ ★ ★ REGISTER ★ ★ ★

TO VOTE

*and then* VOTE



ARE ALL RECIPIENTS WHO DESIRE TO VOTE, REGISTERED TO VOTE?



**ALL LICENSED RESIDENTIAL HOMES UNDER CONTRACT WILL BE  
REQUIRED TO HAVE PROVIDER-OWNED, IN-HOME LOCATED, AND  
VIABLE AUDIO/VIDEO INTERNET CONNECTION BY OCTOBER 1, 2020.  
*ADDENDUMS FORTHCOMING AS NEEDED.***