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North Country CMH receives its principal funding from the Michigan Department of Human and Health Services (MDHHS)

Serving Antrim, Charlevoix, Cheboygan, Emmet, Kalkaska, and Otsego Counties...



LET'S TALK MEDICAID AND CONTRACT COMPLIANCE

By Lani Laporte, Contract Manager llaporte@norcocmh.org



WHAT IS COMPLIANCE?

Compliance with Medicaid regulations are based on a number of legislations including the Deficit Reduction Act, and both the Federal and Michigan False Claims Act. Compliance is also governed by the contract between NCCMH and the provider organization, as well as NCCMH's policies and procedures.

Compliance has two facets: An **Organization's Behavior** and an **Individual Staff Person's Behavior**. Here is the difference between the two:

ORGANIZATION'S BEHAVIOR: A provider organization should have a formal program specifying the organization's official policies, procedures, and actions within a process to help prevent and detect violations of laws and regulations.

INDIVIDUAL'S BEHAVIOR: Any individual employed by a contracted provider organization should 1) Follow laws and rules that govern healthcare; 2) Be honest, responsible and ethical; 3) Prevent, detect and report unethical and illegal conduct; and 4) Prevent, detect and report Fraud, Waste and Abuse (FWA) of Federal and/or State Funding.

Non-Compliance can be unintentional (i.e. a simple clerical error or missing documentation), **or intentional** (i.e. knowingly presenting or causing to be presented a false or fraudulent claim for payment). Primarily, noncompliance can be avoided when accurate and truthful service documentation is completed at the time of service delivery. The Michigan Medicaid Provider Manual requires the following elements for documentation:

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LET'S TALK MEDICAID AND CONTRACT COMPLIANCE

By Lani Laporte, Contract Manager llaporte@norcocmh.org

1. The **clinical record must be sufficiently detailed** to allow reconstruction of what transpired for each service billed.
2. All **documentation must be legibly signed with credentials and dated** by the rendering health care worker.
3. For services that are time-specific according to the procedure code billed, providers must **indicate in the medical record the actual beginning time and end time of the service.**

Reimbursable Services are subject to verification under contract. The following items may at any time be verified by NCCMH prior to reimbursement to the provider:

1. Code of service is approved and included within the provider's contract
2. Service is included in the person's individual plan of service
3. Date/time of service on documentation
4. Amount billed does not exceed NCCMH's contracted amount

IF YOU SUSPECT NONCOMPLIANCE:

It is your responsibility to report actual and suspected compliance violations to NCCMH's Compliance Officer and/or the NMRE Compliance Officer as listed below. Per legal Whistleblower's protections, you may not be intimidated, threatened, coerced, discriminated against, or subjected to other retaliatory action for making a good faith report of an actual or suspected violation.

NCCMH Compliance (Kim Rappleyea)

- Telephone: 231-439-1240
- Email: krappleyea@norcocmh.org
- Mailing: 1420 Plaza Drive, Petoskey, MI 49770

NMRE Compliance

- Telephone: (231)383-6522
- Mailing: 1999 Walden Drive, Gaylord MI 49735
- Hotline: 1-866-789-5774
- Website: nmre.org\Resources\Compliance\ Report Compliance Issues, enter summary of your issue.

NEXT QUARTERLY PROVIDER MEETING IS 100% IN PERSON! - August 1, 2023

REMINDER: A LUNCHEON FOLLOWING

NEXT PROVIDER MEETING IS 100% IN PERSON!

TUESDAY, AUGUST 1, 2023,

9:30 AM – NETWORKING; 10 AM -12 NOON MEETING;

12 NOON–1 PM NETWORKING LUNCH (PROVIDED BY NCCMH)

May is Mental Health Month

Splash of Color 2023



PROVIDER QUARTERLY UPDATE - OFFICE OF RECIPIENT RIGHTS, HEALTH & SAFETY

CONFIDENTIALITY

By Amanda Dixon, Recipient Rights Specialist (adixon@norcocmh.org)

Protecting recipients' confidentiality should be at the forefront of every staff member's mind. The Mental Health Code says that "Confidentiality" means "Information shall be kept confidential and shall not be disclosed unless [for legally] authorized purposes." Client information can only be shared without written consent in a few specific circumstances, such as when coordinating client treatment with other healthcare providers, or to report abuse and neglect to a child or adult protection agency. In almost every other case, having a consent signed by an authorized individual before sharing confidential information is a legal requirement.

Recipients rely on you, their staff, to keep their records, files, personal and private information confidential. Everyone involved with the delivery of services must work to maintain and protect this right. All information in a person's record, and any information about the person discovered while providing services, is confidential. It is imperative to know who has been authorized to know what information about a recipient. Before any information is released to anyone, ensure there is a signed consent to release that information. Remember: All guardianships are different; not all parents are guardian to their child or adult recipient, and while family members and friends may be involved in the life of their loved one who receives services, they may not be authorized to receive information. If you don't know if the person is authorized to receive information, look for a signed consent, or ask your supervisor. Giving out information to a person not authorized to receive it can result in a Recipient Rights violation. Don't let anyone pressure you. Even if someone gets upset because you don't give out information, your first responsibility is to the recipient. Keep in mind that violating confidentiality can be prosecuted as a criminal offense!

There are several ways you can unknowingly violate a recipient's confidentiality; don't get caught up in these habits!

- Talking about recipients outside of work.
- Giving information over the phone to persons who say they are relatives or friends, but there is no written consent.
- Sharing photos and videos of recipients.
- Discussing resident information with staff from another home who are not authorized to receive that information.
- Referring to a client by name in another recipient's record (Incident reports, self-limiting notes, progress notes, etc.).



TAKE CARE OF YOUR SKIN

Linda Kleiber, Safety Specialist (lkleiber@norco cmh.org)

Summer is a great time to enjoy the outdoors in Northern Michigan – but don't forget to take care of your skin!

The best way to prevent skin irritation and sunburn is to always wear sunscreen when you are enjoying outdoor activities. Even when it is cloudy the sun's UV rays can damage unprotected skin. Doctors recommend a "Broad Spectrum Sunscreen" with SPF of 30 or more. This should be applied at least 30 minutes before going outdoors. It is necessary to reapply about every 2 hours, and more frequently if swimming or sweating.

Along with a broad-spectrum sunscreen, always wear a protective hat and sunglasses when going outdoors. A hat will protect your face, neck and ears. The sunglasses will protect your eyes from sunburn too. Try to avoid the sun when the UV rays are the strongest, between 10 am and 4 pm. Michigan summers are too short, so get out and enjoy the day, just remember to protect your skin. Tanned skin is damaged skin, and it is the accumulation of this damage that can lead to increased risk of skin cancer.

LIFTING AND BACK SAFETY

Linda Kleiber, Safety Specialist (lkleiber@norco cmh.org)

Can you think of even one occupation where you never have to lift an object? Lifting objects can range from very light, such as a piece of paper or a pen, to very heavy objects like boxes. Lifting is very much a part of our everyday jobs. Since it is something we do so often, we tend to do it without thinking, or at least we do until we strain a muscle, or worse, hurt our backs.

Lifting incorrectly can result in a variety of injuries. Back strain is a very common one. It results from over-stretching certain muscles, but it can be avoided by practicing safe lifting techniques.

Safe lifting plays an important role in keeping your back healthy and there are several techniques that take strain off the lower back area. They recommend you "size up the load". That means to look it over. Decide if you can handle it alone or if you need help. When in doubt, ask for help. Moving a box or other object that is too heavy for one person is not worth strained and sore back muscles. Also "size up the area". Look over the area you are carrying the object to and make sure it is clear of obstacles before beginning.

Good foot position allows you to keep your balance and bring into play the full power of your leg muscles. Leg muscles are more powerful and more durable than back muscles. Let your leg muscles do the work. Use your feet to change direction. Don't twist your body. Twisting compounds the stress of the lift and affects your balance. Keep your chin up; it helps maintain correct back posture.

When you have someone helping you lift an object, lifting and lowering should be done in unison. Don't underestimate the importance of being in good physical condition. Years of poor posture, overeating, lack of exercise, stress and improper lifting can catch up with you. Learn how your back works and what you can do to keep it strong. Ask for your physician's recommended stretching, warm-up, and reconditioning exercises.

TRAINING CHANGES:

Medication Administration/vital signs UPDATE training will be held May, June, July and August. We will be holding these classes at the following locations:

- Cheboygan Health Department (located above our Cheboygan Outpatient office)
825 S. Huron, Suite 4, Cheboygan
- Bellaire Commissioner Room (next to our Bellaire Outpatient office)
203 E. Cayuga, Bellaire, MI
- Petoskey Board Room, 1420 Plaza Drive, Petoskey Michigan
- Gaylord Cross Street Training Room, 1066 Cross Street, Gaylord, MI

[Click here to see calendars](#) (Open Hyperlink to view)

MEDICATION ADMINISTRATION/VITAL SIGNS TRAINING

As always, the prerequisite to this training is to have completed Basic Health and Medication training (thru GHC or Toolbox) before the date of your training.

**As of 9/1/2023 – Upcoming MEDICATION ADMINISTRATION/VITAL SIGNS TRAINING:
Will be held the 3rd Thursday of each month 10:00am – 4:00pm**

Register by completing the registration form and submitting.



Residential or Service Sites subject to site reviews are requested to please create a signature sheet (example below) to record that staff have read and will comply with the material presented in the Quarterly Recipient Rights and Safety pages of this bulletin. This bulletin replaces annual updates of Environmental Emergencies and Recipient Rights. Sign off sheets will be monitored during annual site visits. We suggest printing & posting the Quarterly Recipient Rights and Safety pages of this bulletin on site, as well as reviewing them during staff meetings.

JUNE 2023

| NAME | SIGNATURE | DATE |
|------------|-------------------|-----------|
| Mary Smith | <i>Mary Smith</i> | 6/15/2023 |
| Ben Hur | <i>Ben Hur</i> | 6/15/2023 |

Environmental Emergencies
Recipient Rights