



**NORTH COUNTRY**  
COMMUNITY MENTAL HEALTH

## NORTH COUNTRY COMMUNITY MENTAL HEALTH AUTHORITY

# PROVIDER MEETING MINUTES

Tuesday, August 1, 2023

IN PERSON & 'TEAMS' VIRTUAL MEETING

### PROVIDERS REPRESENTED:

Bedford Specialized Care, Inc.; Bedford Transitional Living, LLC; Community Home and Health Services; LLC; Crisis Center, Inc., d.b.a. Listening Ear; Crossroads Industries, Inc.; Grand Traverse Industries, Inc.; Jen's AFC, McBride Quality Care Serv., Inc; Rapid River AFC; Spectrum Community Services; Srebniks AFC; Summertree Residential Center, Inc.

### PROVIDERS REPRESENTED THROUGH TEAMS:

Brian Babbitt, Angie Balberde, Amy Christie, Cynthia Crumbaugh, Dominique Cook, Ann Friend, Deana Gusler, Chanda Harwood. Cheryl Hoover, David Hornibrook, Linda Kleiber, Lani Laporte, Nina Martenson, Cheryl Melke, Lorie Minidis, Julie Perry, Jennifer Pewinski, Kim Rappleyea, Donna Robison, Andrea Rose, Elizabeth Shirley, Cheyann Stevens, Pam Krasinski-Wespiser, Sarah Weston.

### WELCOME AND INTRODUCTION - Lani Laporte, NCCMH Contract Manager

Lani greeted all our guests. Provider attendees were introduced, and announcements were made.

### NCCMH EMPLOYEES: - LANI LAPORTE, NCCMH CONTRACT MANAGER

**Introduction & Organizational Chart: Lani Laporte, NCCMH Contractor Manager** – Lani reviewed the NCCMH Staff and their job description for the providers. The organizational chart for NCCMH was presented, and is shown as Attachment A, with link below. Angela Balberde is the point person for all rate changes. Lani Laporte is the point person for contracts, addendums and purchase authorizations once rates are approved by Angela or other staff persons.

ATTACHMENT A: Organizational chart.

### WELCOME AND ENVIRONMENTAL SCAN: BRIAN BABBITT, CHIEF EXECUTIVE OFFICER

Brian shared information from the '2022 Annual Report to the Community'. It is located on NCCMH website. To review it in full detail, please use the link:

[Annual Report - North Country Community Mental Health \(norccmh.org\)](https://www.norccmh.org/annual-report)

### FINANCE UPDATES: ANN FRIEND, NCCMH FINANCE DIRECTOR

Ann reminded contractors to look at each authorization in NorthStar to make sure they are not over utilizing the allotted units. She then opened it up for questions and answers.

## **TRAINING UPDATES: LINDA KLEIBER, NCCMH SAFETY SPECIALIST**

Linda reviewed the Annual Form MDHHS Training for the annual reports. All forms must be clearly marked with names, dates, provider company, and whether or not the student achieved a Pass or Fail grade. Linda reviewed some samples of incorrect training documentation.

Please see attachments for full details.

ATTACHMENT B – Annual Update Report

ATTACHMENT C – Incorrect – Missing name, company and grade

ATTACHMENT D – Incorrect – Missing company name and test name

ATTACHMENT E – Incorrect – Missing name, date, company and grade

ATTACHMENT F – Incorrect – Missing name, home, company and date

ATTACHMENT G – Unusable FA/CPR training – name is abbreviated

**Medication Administrative Annual Update:** There are just a few classes left and many providers still need to get their employees set up for this training. Please register ASAP.

**CPI Part 1:** Linda explained why she is so insistent on everyone completing CPI Training Part 1. CPI has a limited number of attendees at one time. When someone doesn't complete for weeks, they are precluding another participant from completing the class.

## **HCBS & SITE VISIT TOOLS: KIM RAPPLEYEA, CHIEF OPERATING OFFICER, NCCMH**

Below are the attachments that Kim reviewed. Please see attachments for full details.

ATTACHMENT H: HCBS Final Rule: Power point Slides.

ATTACHMENT I: Summary of Resident Rights Discharge and Complaints Review

ATTACHMENT J: Cap Guidance Table. The Cap Guidance Table is a great resource for compliance.

## **POLICIES & PROCEDURES: ANGIE BALBERDE, PROVIDER NETWORK MANAGER**

Angie covered a variety of topics in her presentation. To view HCBS Final Rule, please see ATTACHMENT K.

- Website Changes for Providers
- Provider Network Meetings and Bulletins
- Provider Administrative Resources
- Policies and Procedures
- Provider Manual
- Become a Provider
- Direct Care Worker Training
- NorthStar Medical Records Portal
- Other news: Site reviews will begin this fall

**Angie Balberde's Contact Information:** [abalberde@norcocmh.org](mailto:abalberde@norcocmh.org) 231-439-1225

**Site Reviews:** Concerning Site Reviews, the tools are available, we will put them online as soon as possible.

## **CREDENTIALING PROCESS: LANI LAPORTE, NCCMH CONTRACT MANAGER**

**Contract Credentialing FY24:** Lani reviewed a PowerPoint that covered the documentation required to be submitted by providers for full credentialing according to MDHHS standards,

some of which are more stringent than in prior years. **All contracts issued henceforth will be for a maximum of two years as MDHHS requires recredentialing every two years. This means that some providers whose contracts were to expire in 2024 will be renewed early. All providers are requested to establish a point person as their Provider Module Manager in NorthStar. All providers should be familiar with the credentialing requirements needed for their staff and** This applies to all types of providers excluding individual respite providers. For full review please see ATTACHMENT L: Contract Credentialing FY24

#### **QUESTIONS & ANSWERS: OPEN DISCUSSION**

**Meeting dismissed and followed by a luncheon.**

#### **ATTACHMENT:**

ATTACHMENTS:

LANI ATTACHMENT A: NCCMH Organizational Chart

LINDA ATTACHMENT B: Annual Update Report

ATTACHMENT C: SAMPLE 1 Incorrect – Missing name, company and grade

ATTACHMENT D: SAMPLE 2 – Incorrect – Missing company name and test name

ATTACHMENT E: SAMPLE 3 – Incorrect – Missing name, date, company and grade

ATTACHMENT F: SAMPLE 4 – Incorrect – Missing name, home, company and date

ATTACHMENT G: SAMPLE 5 Unusable FA/CPR training – name is abbreviated

KIM ATTACHMENT H: HCBS Presentation

ATTACHMENT I: Summary of Resident Rights Discharge and Complaints Review

ATTACHMENT J: Cap Guidance Table. The Cap Guidance Table is a great resource for compliance

ANGIE ATTACHMENT K: HCBS Final Rule

Lani ATTACHMENT L: Contract Credentialing FY 24

- 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.

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

**NEXT QUARTERLY PROVIDER MEETING:  
TUESDAY, NOVEMBER 7, 2023  
IN PERSON & VIA TEAMS – TO BE DETERMINED  
10 AM – 12 NOON**

**If held In Person it will be at The University, Gaylord MI**