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**NORTH COUNTRY
 COMMUNITY MENTAL HEALTH
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www.norcocmh.org**

**Access to Services & Customer
 Service: 877-470-7130
 24 Hour Crisis Help Line:
 877-470-4668 TTY: 711**

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...



CONTRACT RENEWAL CREDENTIALING

By Lani Laporte, Contract Manager llaporte@norcocmh.org

Thanks to everyone who attended the August Provider Network Meeting. For those who did not attend, we want to bring your attention to the following contracting update as discussed in that meeting:

Effective immediately, all direct service provider contracts will be for two years or less. This change stems from an MDHHS requirement to recredential/requalify providers every two years, rather than three years. In order to comply and eliminate duplication of paperwork, this coming fall we will begin renewing direct service provider contracts expiring in 2023, followed by contracts expiring in 2024. In order to requalify providers, please note the following documents will be required. You will be notified to provide these documents via email or DocuSign. The following documents are directly linked to the [PROVIDER ADMINISTRATIVE RESOURCES](#) section of our website for ease of use. Please make time to begin preparing your supporting documentation as follows (links to forms provided where applicable):

01 - Provider Application	07 - Workman's Compensation Exclusion Statement (if applicable)
02A - Provider Entity Disclosure of Ownership	08 - Provider training Material & Manual Attestation
03 - False Claims Attestation	09 - Provider EFT Vendor Authorization for Direct Deposit
04 - Federal Form W9	10 - Provider NorthStar User Verification Form
05 - Contracted Entity Management/Control Background Check Release Form	11 - Provider NorthStar System New User Request Form
06 - Contracted Provider Insurance Requirements	

All Providers are required to provide one of two TB Testing Validation Documents: Either certificate of negative TB tests completed on persons in Management and Control – or – your official written TB Testing Policy.

Providers who perform professional credentialed/licensed services where the contract holds the provider responsible for credentialing shall submit copies of staff licenses (i.e. medical, therapist, Rx, etc.). This is ONLY for staff members who provide direct services to our clients. A copy of current corporate licenses allowing for the performance of direct services to the clients of North Country CMH (or indicate NO CORPORATE LICENSES in your cover email) and a copy of the provider's written internal Credentialing Policy and Procedure must be provided.

(Continued on Page 2)



CONTRACT RENEWAL CREDENTIALING – Continued from Page 1

Providers of Adult/Children's Licensed Residential Services or Adult/Children's Crisis Residential Services shall submit a current copy of their State of Michigan License for Residential Services for each approved location in their current contract.

Providers with published price lists for services by HCPCS code shall provide their FY24 price list with Premium Pay values identified.

Providers of funded (Type B) Licensed Residential locations are requested to submit audited (if available) or unaudited financials for FY22 or FY23, whichever is the most recent. Note that providers receiving > \$500,000 in Medicaid Reimbursements are required to have audited financials completed annually.

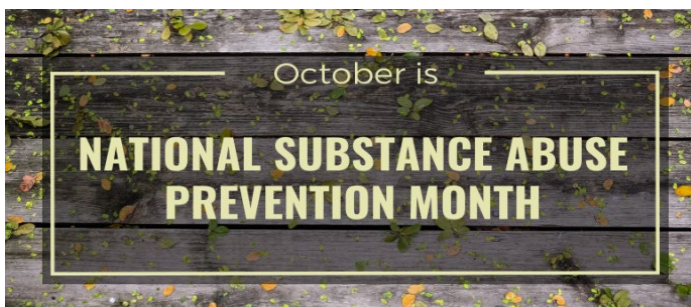
What is National Substance Use Prevention Month?

October marks National Substance Use Prevention Month: an opportunity to highlight the vital role of substance use prevention in both individual and community health and to remember those who have lost their lives to substance use. It is also a time to acknowledge those in recovery, as well as children, parents, family, and friends supporting them.

Each October, SAFE Project is proud to join more than 80 million Americans taking part in prevention month, as well as national Red Ribbon Week, which occurs each year from October 23-31.

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[Prevention Month & Red Ribbon Week 2022 \(Oct. 23-31\) - SAFE Project](#)



VIRTUAL QUARTERLY PROVIDER MEETINGS WILL CONTINUE UNTIL NOTIFIED OTHERWISE.

THE NEXT QUARTERLY PROVIDER MEETING:

TUESDAY, NOVEMBER 7, 2023

VIA TEAMS ONLY * * * 10 AM – 12 NOON

AUTHORIZATIONS

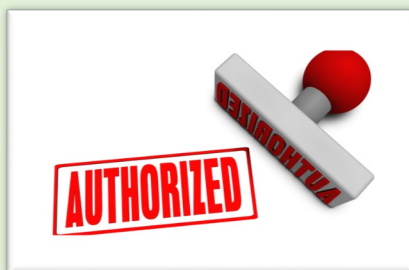
By Angie Balberde, Provider Network Manager (abalberde@norco cmh.org)

We hope this Quarterly Provider Bulletin finds you well. We deeply value the care and support you provide for our clients. Your dedication to their well-being is truly appreciated.

We would like to take a moment to emphasize the importance of closely monitoring authorizations for services. We understand that there are occasions when a client's care needs may necessitate an increase in authorizations and services. To ensure seamless care delivery and billing for services, we kindly request your cooperation with the following:

1. **Collaboration with Case Managers:** Please work closely with our dedicated case managers to ensure that the appropriate number of authorizations are documented within the Plan of Service. Additionally, case managers should include specific details outlining the care services to be provided by direct care workers.
2. **Proactive Communication:** If you find that authorizations are running low before the next Plan of Service, we encourage you to promptly reach out to the assigned case manager. This communication is vital for assessing the medical necessity of any required increase in authorizations and care.
3. **Authorization Updates:** In situations where additional authorizations are necessary, our case managers have the capability to add them through an addendum to the Plan of Service. This process ensures that our clients continue to receive the care they require, and billing continues without disruption.
4. **Contacting the Provider Network Manager:** If you encounter difficulties reaching the assigned case manager, please feel free to contact me, Angie, the Provider Network Manager. I am here to facilitate communication and work closely with the appropriate staff to ensure the necessary authorizations are added through an addendum to the Plan of Service.
5. **Avoiding Backdating:** Please note that we are unable to backdate any authorizations within an addendum to the Plan of Service. This underscores the importance of vigilant authorization monitoring to prevent any service and billing interruptions.

Once again, we want to express our heartfelt appreciation for your dedication and the exceptional care you provide to those we serve. Your commitment truly makes a positive difference in the lives of our clients, and we are grateful for your partnership.



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

Fire Prevention Month Approaching - October 2023

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

October is Fire Prevention Month! The goal of Fire Prevention Month (and week October 8th - 14th) is to raise fire safety awareness and help ensure you are protected. In 1922, the National Fire Protection Association (NFPA) named the second week of October Fire Prevention Week in commemoration of the Great Chicago Fire in 1871. Today, Fire Prevention Week and Month are for raising fire safety awareness and education. The Nation Fire Protection Agency's 2023 campaign is "Cooking Safety Starts with You! Pay Attention to Fire Prevention."

According to NFPA(National Fire Protection Agency), cooking is the leading cause of home fires, with nearly half (49 percent) of all home fires involving cooking equipment. Cooking is also the leading cause of home fire injuries. Unattended cooking is the leading cause of home cooking fires and related deaths. In addition, [NFPA data](#) shows that cooking is the only major cause of fire that resulted in more fires and fire deaths in 2014-2018 than in 1980-1984. These numbers tell us that more public awareness is needed around when and where cooking hazards exist, along with ways to prevent them.

Following are cooking safety tips that support this year's theme:

- Always keep a close eye on what you're cooking. For foods with longer cook times, such as those that are simmering or baking, set a timer to help monitor them carefully.
- Clear the cooking area of combustible items and keep anything that can burn, such as dish towels, oven mitts, food packaging, and paper towels.
- Turn pot handles toward the back of the stove. Keep a lid nearby when cooking. If a small grease fire starts, slide the lid over the pan and turn off the burner.

Fire Prevention Week is the perfect time to educate and talk with your sites about fire safety – including cooking safety, alarm systems, evacuation and when and what to use the fire extinguisher for.

- Review your evacuation plan.
- Know at least 2 ways out of every room.
- Practice using different routes.
- Close doors behind you. A closed door may slow the spread of smoke, fire and heat.
- Know the location of fire extinguishers for rescue or evacuation.

INDIVIDUAL PLANS OF SERVICE (IPOS)

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

Individual Plans of Service (IPOS) ensure that each recipient receives services suited to their own unique condition using the Person-Centered Planning Process to engage in activities and promote community living while respecting the individual’s preferences, choices and abilities. This IPOS may include a care plan, a treatment plan or both. The care plan specifies the personal support services (or any other supports) that are provided and developed for a recipient. The treatment plan establishes meaningful and measurable goals for a recipient and specifies goal-oriented treatment or planning services that are developed with and provided for a recipient.

No two Plans of Service are the same, as each plan is tailored to each individual. It is our responsibility as staff to know and review each of our clients IPOS, Care Plan and/or Treatment Plan as it specifically lays out and includes the clients hopes, dreams, needs and goals—and how we as staff must provide the level of support outlined in their plan to meet their goals and needs. The IPOS also directs staff to know what (if any) restrictions or limitations exist for that particular client: what they are, if there a Positive Support Plan, or a Behavior Treatment Plan. These plans also indicate what documentation must be recorded, and how often, by you the staff.

Knowing our recipient’s plan (and reviewing them often!) sets you and the recipients you work with up for success! When was the last time you reviewed the plans for the people you serve?

Reminder: Medication Administration/Vital Signs UPDATE Training

This training is required annually. If your staff still need this required update several more classes have been added for September in Gaylord. Please get your employees signed up. If they do not complete their annual update during this time, they will be required to take the full class as an update. Please check the North Country Community Mental Health website (<https://www.norcocmh.org/provider-training/>) for the remaining dates and complete the required registration form. As always if you have any questions, please contract ccrumbaugh@norcocmh.org 231-439-1242 or ikleiber@norcocmh.org 231-439-1230.

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.

SEPTEMBER 2023

NAME	SIGNATURE	DATE
Mary Smith	<i>Mary Smith</i>	9/12/2023
Ben Hur	<i>Ben Hur</i>	9/12/2023

Environmental Emergencies & Recipient Rights