



QUARTERLY PROVIDER MEETING AGENDA

Tuesday, February 4, 2025

Virtual via TEAMS

10:00am	Introductions	Katie Lorence, Contract Manager
	Welcome	Brian Babbitt, Chief Executive Officer
	Training Requirements	Amanda Cordova, Training Specialist
	2025 Events	Trenton Lee, Media and Comm Specialist
	Operations Updates	Kim Rappleyea, Chief Operating Officer
	Site Visits	Angie Balberde, Provider Network Manager
	Reimbursement Updates	Dominique Cook, Reimbursement Supervisor
	MDHHS CRM	Chris VanWagoner, Provider Network Mngr, NMRE
	Wage & Benefit Updates	Jennifer Nolan, Human Resources Manager
11:45am	Open Discussion	

THANK YOU FOR PARTICIPATING!

OUR NEXT QUARTERLY PROVIDER MEETING IS SCHEDULED FOR

TUESDAY, MAY 6, 2025 – VIRTUAL

- Please add providerrelations@norcocmh.org and constantcontact.com to email server contact lists.
- Provider Meeting information can be found here: <http://www.norcocmh.org/provider-meetings/>
- Please contact our Contract Manager, Katie Lorence, at klorence@norcocmh.org or call 231-439-1297 to suggest topics for future meetings.



NORTH COUNTRY
COMMUNITY MENTAL HEALTH

QUARTERLY PROVIDER NETWORK MEETING

February 2025

AGENDA

10:00 am

Meeting Begins

Introductions

Katie Lorence, Contract Manager

Welcome

Brian Babbitt, Chief Executive Officer

Training Requirements

Amanda Cordova, Training Specialist

2025 Events

Trenton Lee, Media and Comm Specialist

Operations Updates

Kim Rappleyea, Chief Operating Officer

Site Visits

Angie Balberde, Provider Network Manager

Reimbursement Updates

Dominique Cook, Reimbursement Supervisor

MDHHS CRM

Chris VanWagoner, Provider Network Mngr,
NMRE

Wage & Benefit Updates

Jennifer Nolan, Human Resources Manager

11:45 am

Open Discussion





NORTH COUNTRY

COMMUNITY MENTAL HEALTH

Where our **clients** and
community are the mission.

HOPE RECOVERY RESILIENCE WELLNESS

Access to Services:
1-877-470-7130

24-Hour Crisis Help Line:
1-877-470-4668

Customer Services:
1-877-470-3195

Office of Recipient Rights:
1-800-281-0481





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THANK YOU

Next Meeting
Tuesday, May 6th

Contract Manager

Katie Lorence – klorence@norcocmh.org

Provider Network Manager

Angie Balberde – abalberde@norcocmh.org

Training Department Winter/Spring 2025

Upcoming App improvements:

1. Adding supervisor on record to all confirmation emails that are sent from the App
2. **Transcripts:** Moving forward, NCCMH only tracks the courses we offer. Transcripts are a courtesy document, and so is tracking additional trainings. The new addition to the Training Hub will include a spot for the Provider to enter additional trainings that are required of each staff by the State of Michigan and taught at the provider site such as: Bloodborne Pathogens, Environmental Emergencies, Person Centered Planning, HIPAA, Compliance, Trauma Informed Care and LEP/Cultural competences. A downloadable form will be found on the website for the Supervisor to complete. Once completed, it will be able to be uploaded to the staff's profile on the NCCMH Training App.
3. **Requesting a transcript** is done online through the Training Hub: It will be fully automated Spring 2025. Any email requests for a student transcript will be returned to you with directions to fill out a request on the Training Hub. Once it is automated, it will be sent to you within a minute of receiving the request! Currently when you request a transcript, we are sending the "old" transcript from the previous database and the "new" transcript from the new database; this will continue until all of the data is joined together in Spring 2025.

Important Reminders:

1. Make sure ALL information you enter and re-enter for your staff is correct on the Staff Form! If the information you enter is wrong, whatever you were trying to do will be unsuccessful. You can print/screenshot all information from the screen you're entering to ensure that it is entered correctly the next time you need to use it.
2. De-activate staff: A reminder to ensure you are de-activating staff! Please use the correct information to do so. If staff information is not entered in the same way as when they were added to the system, it will not cue the system functions for deactivation including unenrolling them from trainings, or deactivating in the system.
3. If you are trying to register for a class that shows on the Training Hub calendar, but the form does not show it, the class is full and registration is closed. You need to register for a different training, as class size is capped.
4. Please reach out to Amanda to register your HOME SUPERVISORS for Mandt training (replacing CPI). This is required for homes where a BTP is in place.

30 Days of Kindness

A Community Campaign

Get involved by visiting norcocmh.org/kindness

SAY ONLY POSITIVE THINGS *TAKE SOME TIME FOR YOURSELF*

BE CONFIDENT *LEAVE A POSITIVE NOTE SOMEWHERE* **USE A REUSABLE WATER BOTTLE OR GROCERY BAG**

LOVE YOURSELF **DON'T COMPLAIN FOR 24 HOURS** *TAKE A DEEP BREATH*

REMAIN TRUE TO YOUR WORD **OFFER TO HELP SOMEONE IN NEED** **SMILE**

ASK A FRIEND OR COWORKER HOW THEY ARE DOING (AND REALLY LISTEN TO THEIR ANSWER)

COMPLIMENT SOMEONE **TRY TO BE TRULY PRESENT WITH OTHERS** **PRACTICE PATIENCE**

LEAVE NOTES WITH POSITIVE MESSAGES AROUND YOUR TOWN OR OFFICE **OFFER A LISTENING EAR TO SOMEONE WHO IS STRUGGLING**

BELIEVE IN YOURSELF

GIVE EVERYONE THE BENEFIT OF THE DOUBT **SUPPORT A LOCAL BUSINESS**

STAND UP FOR SOMEONE **SHARE SOME GOOD ADVICE**

PICK UP LITTER **RELAY AN OVERHEARD COMPLIMENT TO SOMEONE** **BE GRATEFUL**

ASSUME THE BEST IN EVERYONE **MAKE SURE EVERYONE IS INCLUDED** **ACKNOWLEDGE SOMEONE WHO DESERVES PRAISE**

BE INCLUSIVE OF OTHERS

START AND END THE DAY WITH POSITIVE INTENTIONS **ENCOURAGE SOMEONE**



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COMMUNITY MENTAL HEALTH

norcocmh.org/kindness
#KINDNESSROCKSNCCMH



30 Days of Kindness

A Community Campaign

BINGO **FOR INSTRUCTIONS** on how to submit your bingo card for a prize, visit norccmh.org/kindness

Wrote a positive note or text to someone	Supported a locally owned business	Donated money to a charity or person in need	Put grocery carts away where they belong	Picked up litter on a beach or hiking trail
Held open a door for someone	Gave someone a card/ email/call of appreciation/ gratitude	Encouraged a friend	Made a meal or treats for a neighbor	Donated a book to a library
Donated used towels or blankets to a shelter	Reached out to someone who is struggling	FREE SPACE	Shared a favorite memory with a loved one.	Acknowledged someone who deserves praise
Signed up to be an organ donor	Invited someone who was eating alone to join me.	Reached out to someone who I haven't been in touch with in a while	Did someone else's chores	Cleaned up a mess that wasn't mine
Texted someone good morning or good night	Let someone merge while in traffic	Left an extra generous tip	Donated blood	Gave someone a compliment

2025
JAN 17-FEB 17
Enter each week

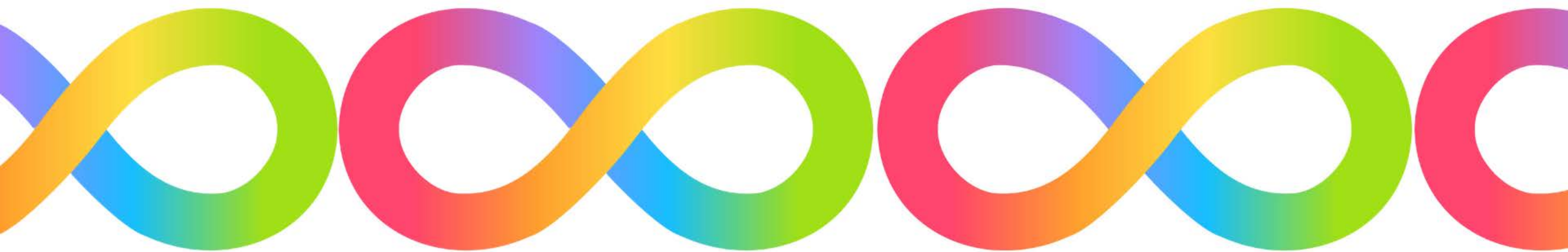
Name _____
Street _____
City _____ MI Zip _____
Phone _____
Email _____



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norccmh.org/kindness
#KINDNESSROCKSNCCMH





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COMMUNITY MENTAL HEALTH

Autism Acceptance Walk

Sunday, April 27th @10AM

\$12 ● Veterans Memorial Park ● Boyne City, MI ● 207 N Lake Street ● Registration @9AM

Save the Date

**SPLASH OF COLOR FUN
RUN & VISIBILITY WALK**

MAY 31, 2025

PETOSKEY, MI

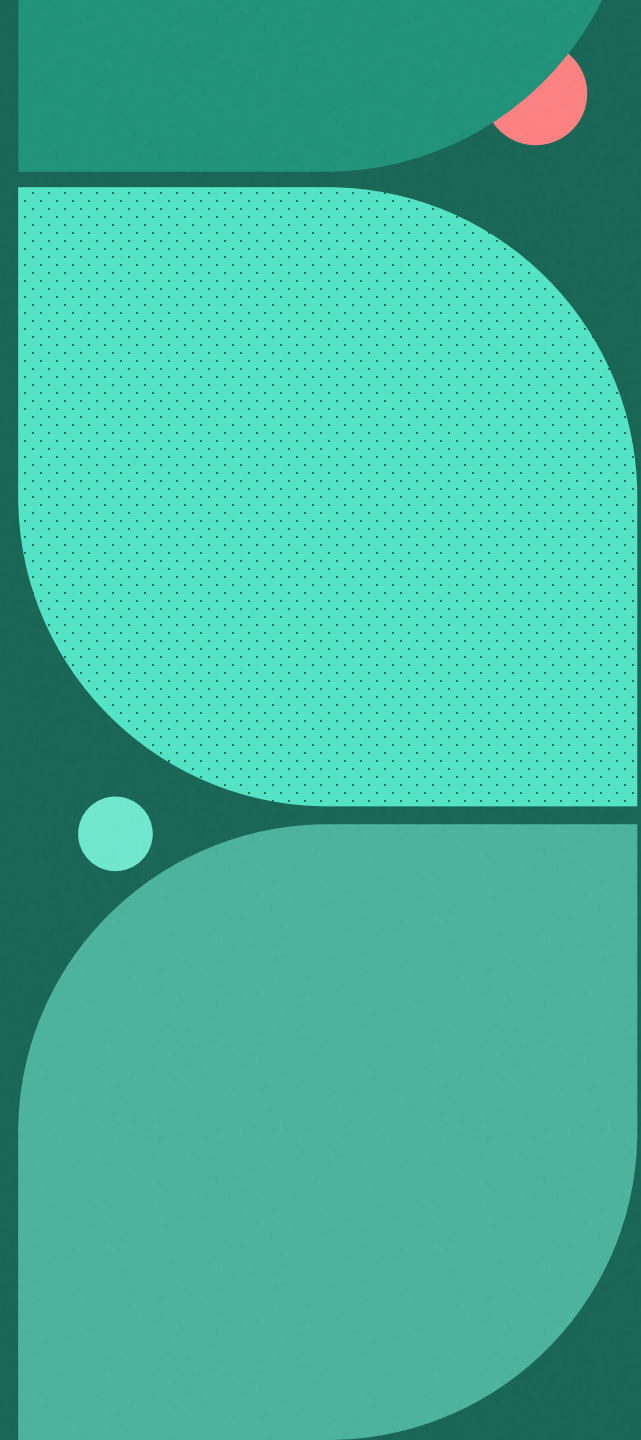


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COMMUNITY MENTAL HEALTH

Important Reminders and Updates

Key Information from NCCMH Reimbursement
Department

1/24/2025



No Rounding of Times or Units

- **Key Message:** All claims must be submitted with **exact times and units**—no rounding allowed.
- **Additional Details:**
 - Submissions with rounded times or units will be returned for correction.
 - This ensures accurate billing and compliance.

Reviewing Authorizations

- **Key Message:** Keep track of authorized units and use the chart to monitor.
- **Steps to Follow:**
 - Review how many units are **authorized**.
 - Subtract the units **claimed** to determine what's **available**.
- **Important:** Do not rely on "paid" or "available" status as it may not reflect accurate information until payments are processed.

[REDACTED]		07/31/2024 - 07/30/2025		Bergmann Center (61)			Approved		Change View Delete Print Early Terminate Void Client Chart
Authorized Service(s) Description				Authorized		Claimed	Paid	Available	
H202X		Supported employment H2023, H2025 (Panel Type: Other)		2399 (46 Per Week)		481	443	1956	
Related SALS				Rates		EFF: 07/31/2024 EXP: 07/30/2025			

Premium Pay Invoices

- **Key Message:** Premium pay invoices must be submitted with your **batch** to avoid delayed payment.
- **Additional Details:**
- Invoices must have corresponding backup documentation uploaded in the batch or client chart.
- Payments will be delayed until the necessary documentation is provided.

Questions & Next Steps

- **Key Message:** Let's ensure we are on track with these reminders.
- **Call to Action:** Please reach out if you need clarification on any of the above topics.

Need Assistance? Contact Us

- For any questions or support, please reach out to:
- **Phone:** Dominique Cook 231-439-1233
- **Email:** dcook@norcocmh.org
- We're here to help and ensure everything runs smoothly!

Universal Credentialing in the MDHHS Behavioral Health Customer Resource Management (CRM) System

The “Why?”

[Public Act 282 of 2020](#) (addition to MHC) required MDHHS to create a Universal Credentialing program. MDHHS’ was tasked to establish, maintain, and revise, as necessary, a uniform CMH services credentialing program. This program is intended to create uniformity in the state to streamline providing community mental health services and to enhance workforce development, training education, and service delivery.

Universal Credentialing must be used for the following health care professionals:

- Physicians
- Physician's assistants
- Psychologists
- Licensed master's social workers
- Licensed bachelor's social workers
- Social service technicians as defined in section 18501 of the public health code
- Social workers granted a limited license under section 18509 of the public health code
- Licensed professional counselors

- Nurse practitioners
- Registered nurses
- Licensed practical nurses
- Occupational therapists
- Occupational therapist assistants
- Physical therapists
- Physical therapist assistants
- Speech language pathologists
- Organizational providers

Universal Credentialing Structure

Work group created

Input from all work
group members

Input from NCQA

Work Group Collaboration

- NorthCare Network
 - Northern MI Regional Entity
 - Lakeshore Regional Entity
 - SouthWest MI Behavioral Health
 - Mid-State Health Network
 - St. Joe CMH
 - Bay-Arenac
- Southeast MI
 - Detroit Wayne Integrated Health Network
 - Oakland Community Health Network
 - Region 10

Development Timeline

Phase	Dates	Details
Work Group Development & Legislation Interpretation	September 2021 – April 2022	The work group interpreted and defined the legislation and outlined the needs of the Universal Credentialing business process within the MDHHS BH CRM.
Business Process Design	April 2022 – July 2022	The Standard Operating Procedure (SOP) was developed to outline the steps required to complete a Universal Credentialing process.
Requirements Gathering & Technical Design	July 2022 – September 2022	During this phase, the Accenture team went into detail with the workgroup to discover elements of the credentialing process that needed to be included within the MDHHS BH CRM system.
Build & Test	October 2022 – January 2023	During this phase, the Accenture team built the Universal Credentialing process into the MDHHS BH CRM following the requirements established by the work group.
User Acceptance Testing (UAT)	February 2023	User Acceptance Testing (UAT) sessions with the workgroup were held to test the Universal Credentialing process and ensure all established requirements were built into the MDHHS BH CRM system.
System Deployment	February 22, 2023	The Universal Credentialing process was deployed into the MDHHS BH CRM on this date with pending training and rollout dates.

What is the MDHHS Behavioral Health Customer Relationship Management System?



The MDHHS BH CRM is a customized technological platform designed to automate and simplify regulatory processes between the department, PIHPs, CMHSPs, CCBHCs, SUD entities, Michiganders, etc. It houses a variety of BH/CMHSP regulatory processes including CMHSP Certification, CCBHC Certification, Critical Incident Reporting, ASAM Level of Care, as well as the statewide 988 center, and Michigan Crisis and Access Line (MiCAL).

Credentialing Module in the CRM is designed with compliance with the MDHHS Credentialing Processes in mind

- **Which Documents**
 - Application and attestations
 - License or certification
 - Accreditation
 - Insurance
 - Criminal, sex offender checks
 - Exclusions
- **Timelines**
- **Expiration reminders**

[Behavioral Health and Developmental Disabilities Administration, Provider Credentialing](#)

Process


PIHP/CMHSP

- Responsible Credentialing Region – Provider whose home office is within Region
- Sends application link to Practitioner/Provider
- Reviews/completes PSV
- Sends credentialing packet to credentialing committee
- Approve/Deny
- Sends letter to Practitioner/Provider




Practitioner/Provider


- Completes Application & uploads required information
- Attests all information is correct and valid


Universal Credentialing in the MDHHS BH CRM



HomeInquiriesReferralsCrisis AlertsReportsFilesAccountsIncidentsMore ^





Account

Test CMHSP

Phone 1

(877) 357-0195

Email

CMHSP Certification Status

Certified

Min. CMHSP Certification Services Met?

☐

Details

Services

On-Call Schedule

Related Contact

Certifications

Compliance Issues

For an introduction to MiCAL and the Partner Portal, refer to the below job aids:

[MiCAL Glossary of Terms](#)[Partner Portal Homepage Navigation](#)[Welcome to MiCAL, Training Presentation](#)[View and Download Job Aids](#)

Name

Test CMHSP

Agency Number

AKA(Also Known As) Name(s)

Test CMHSP

Parent Account

Test PIHP

Licensure

Status

Description

test

Email

Credentialing Profile

Primary Source Verificat...

Credentialing Site Visits

Subscriptions

PIHP Onsite Review

Citations

Remediations

Remove Services

Filters: All time • All activities • All types



Refresh • Expand All • View All

▼ Upcoming & Overdue

No activities to show.

Get started by sending an email, scheduling a task, and more.

▼ May • 2023

This Month

>  Snow

5:00 PM | Today

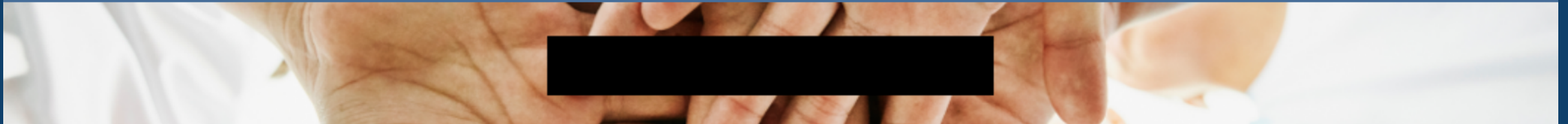
▼

test contact1 had an event with test contact1 about ...

▼ April • 2023

Last Month

Universal Credentialing in the MDHHS BH CRM

[Home](#)[Inquiries](#)[Referrals](#)[Crisis Alerts](#)[Reports](#)[Files](#)[Accounts](#)[Incidents](#)[More ▾](#)[Create New Credentialing Profile](#)

Credentialing Profiles

All Credentialing Profiles ▾

7 items • Sorted by Credentialing Profile Name • Filtered by All credentialing profiles

	Credentialing Profile Name ↑ ▾	Provider Name ▾	Credentialing... ▾	Application Status ▾	Recre... ▾	Completi... ▾	Expiration... ▾	NPI # ▾	
1	A Forever Recovery - Credentialing - 2023-05-01	A Forever Recovery	Organizational	Pending Provider Edits	<input type="checkbox"/>	5/1/2023	5/1/2025		▾
2	Individual Practitioner - Credentialing - 2023-04-17	Individual Practitioner	Practitioner	Edits Pending Approval	<input type="checkbox"/>	4/17/2023	4/17/2025		▾
3	Individual Practitioner - Nurse - Credentialing - 2023-05-02	Individual Practitioner - Nurse	Practitioner	Pending Provider Edits	<input type="checkbox"/>	5/2/2023	5/2/2025		▾
4	Organizational Provider Account - Credentialing - 2023-04-13	Organizational Provider Account	Organizational	Edits Pending Approval	<input type="checkbox"/>	5/2/2023	5/2/2025	123456789	▾
5	Test ASAM Agency - Credentialing - 2023-04-12	Test ASAM Agency	Organizational	Draft	<input type="checkbox"/>				▾
6	Test CMHSP - Credentialing - 2023-04-12	Test CMHSP	Organizational	Draft	<input type="checkbox"/>				▾
7	Test Practitioner - Credentialing - 2023-05-01	Test Practitioner	Practitioner	Expired Documentation	<input type="checkbox"/>	5/1/2023	5/1/2025		▾

Individual Practitioner Credentialing Profile



Credentialing Profile

Individual Practitioner - Nurse - Credentialing - 2023-05-02

Actions

Details

Documents

Credentialing Profile Name

Individual Practitioner - Nurse - Credentialing - 2023-05-02

Application Status

Complete

Recredentialing?

☐

Provider Name

Individual Practitioner - Nurse

Expiration Date

5/2/2025

Completion Date

5/2/2023

Responsible Credentialing Coordinator

RCC PIHP Agency

Credentialing Type

Practitioner

Practitioner Information

First Name Nyerian

Middle Initial S

Last Name Lox

Former Last Name Noctis

Practitioner NPI # 753753753

Tax ID # 111222333253234

Medicare Provider? ☒

Medicare Number 9876543210

Date of Birth 6/15/1982

Office Address

Office Address - Street 1 24 Office Pl

Office Address - City Livingstons

Office Address - Zipcode 38975

Office Address - Street 2 Suite 1245

Office Address - State MI

Office Address - County Lavingston

Chatter

Email

Post

Share an update...

Share

Sort by:

Most Recent Activity

Search this feed...



Lucy Harrison (Customer) updated this record.
23h ago



Application Status

Edits Pending Approval to Complete



Like



Comment



Write a comment...



Nymeria Lux (Customer) updated this record.
23h ago



Application Status

Pending Provider Edits to Edits Pending Approval



Like



Comment



Write a comment...

Individual Practitioner Credentialing Profile

▼ Home Address

Home Address - Street 1	85 Slate Ave	Home Address - Street 2	Apt 11
Home Address - City	Livingston	Home Address - State	MI
Home Address - Zipcode	38975	Home Address - County	Lavingston

▼ Education

▼ EDU-00005

Degree	BS	College/University/Program Name	Nursing
College/University/Program Address	MSU	Graduation Date	5/8/2001

> EDU-00007

▼ Post Graduate Medical Training

▼ PGMT -00003

Medical Training Type	Preceptorships		
Medical Training Hospital Address	Hospital Dr, Livingston MI	Specialty	Recovery Floor
Training Start Date	5/31/2010	Training End Date	12/28/2010

> PGMT -00004

▼ Hospital Affiliations

▼ HA-000005

Hospital Affiliation Name	Hospital Affiliation Name2	Hospital Affiliation Address	1 Hospital Ave
Start Date of Affiliation	6/12/2008	End Date of Affiliation	5/31/2023
Category of Membership	Affiliations		

This record was updated.
Yesterday at 3:37 PM

Application Status
Expired Documentation to Pending Provider Edits

Application Status
Complete to Expired Documentation


Show All Updates

This record was updated.
May 8, 2023 at 4:58 PM

Application Status
Complete to Expired Documentation

Application Status
Edits Pending Approval to Complete


Show All Updates

 Lucy Harrison (Customer) updated this record.
May 4, 2023 at 5:19 PM

Application Status
Edits Pending Approval to Pending Provider Edits

 Like  Comment

 Write a comment...

 Nymeria Lux (Customer) updated this record.
May 4, 2023 at 5:05 PM

Individual Practitioner Credentialing Profile

▼ Practitioner License/Certification

▼ PLC-00008

License/Certification Type	Nursing Certification	License Types (LARA)	
Board Certifications		Other Board Certification	
Other License Type		Nursing Certifications	Advanced Diabetes Management
Expiration Date	5/31/2023	License/Certification Status	Active

> [PLC-00009](#)

> [PLC-00010](#)

> [PLC-00011](#)

> [PLC-00012](#)

▼ Professional Background

Specialties	Other	Other Specialty	other
Certificate of Liability Expiration Date	5/31/2023	Certificate of Liability Status	Active
Languages Spoken	Danish;English	Have you been trained in cultural competency?	No
Current Malpractice Insurance Coverage	No	Explanation (Current Malpractice?)	no malpractice insurance
MalpracticeInsurance Coverage Expiration	6/2/2023	Malpractice Insurance Coverage Status	Active



Like



Comment



Write a comment...

This record was updated.

May 2, 2023 at 3:34 PM

Application Status

Edits Pending Approval to Pending Provider Edits

Application Status

Pending Provider Edits to Edits Pending Approval

Show All Updates



Credentialing Site Visits (0)



Primary Source Verifications (1)

PSV ID	PSV Status	PSV Type	Creation Date	
PSV-00004	Complete	Practitioner Application	5/2/2023	▼
View All				

Individual Practitioner Credentialing Profile

Work History

Five year work history ☒

6+ month gap in employment since professionally licensed? Yes

6+ Month Gap Start Date 11/8/2021 6+ Month Gap End Date 7/14/2022

6+ Month Gap Activity Gap Activity 6+ Month Gap Reason Reason

Acknowledgements and Attestations

Please acknowledge: If denied credentialing, provider shall be informed in writing of the reason for the adverse credentialing decision, each provider is afforded an appeal process by written notification within 30 days ☒

Lack of present illegal drug use No Explanation (Drug use?) Explanation - Lack of present illegal drug use

History of loss of license Yes Explanation (Lost License?) Explanation - History of loss of license

History of felony convictions No Explanation (Conviction History?) Explanation - History of felony convictions

History of loss or limitations of privileges or disciplinary action Yes Explanation (Loss History?) Explanation - History of loss or limitations of privileges or disciplinary action

Can you perform the essential duties of the position with or without accommodations? No


Reason for inability to perform essential duties Explanation - Reason for inability to perform essential duties Reason for inability to perform essential duties

Attestation by the applicant of the correctness and completeness of application (e-Signature) Attest 05-09-2023 2023-05-09 15:06:56

Credentialed By (1)

Subscription	Subscriber Na...	Subscription S...	Decision Date
S-00017	RCC CMHSP A...	Complete	
View All			

Individual Practitioner Primary Source Verification



Primary Source Verification
PSV-00004

Actions

DetailsDocuments

PSV ID

PSV-00004

PSV Status

Complete

Creation Date

5/2/2023

Completion Date

5/9/2023

Verifiers Accrediting Organization

NCQA

Other Accrediting Organization

Provider Name

Individual Practitioner - Nurse

Primary Source Verifier

RCC PIHP Agency

▼ Provider Verification

LARA License

☒

Proof of Accreditation

☐

Disciplinary Status

☐

MDHHS Sanctioned Provider Check

☒

Credentialing Profile ID

Individual Practitioner - Nurse - Credentialing - 2023-05-02

PSV Type

Practitioner Application

Expiration Date

5/2/2025

180 Days Passed

☐


Subscription Deadline

11/5/2023

Days Until Subscription Deadline

179 Days

Owner

 Lucy Harrison

Organizational Liability Claims

☐

On-Site Quality Assessment

☐

Office of Inspector General Check

☒

SAM.gov Check

☒

Credentialed By (1)

Subscription	Subscriber Na...	Subscription S...	Expiration Date	
S-00017	RCC CMHSP A...	Complete	5/2/2025	▼

View All

Training Plan

- Step 1: MDHHS created job training aids (done)
- Step 2: MDHHS distributed training aids to PIHP/CMHSP leads (done)
- Step 3: Implementation (November 21, 2024 for Region 2)
 - CMHSPs and PIHPs work with providers to use CRM for all new initial and recredentialing

Training Timeline

Region 2 Status:

- Organizational Providers – System is ready to use
- Individual Practitioners (CMH employed and contracted)
 - Wouldn't apply to staff of CMH network providers
- Monitoring by MDHHS to be determined
 - Replace CMHSPs credentialing report
 - Exceptions to non-compliance due to implementation

Thank you

Questions may be directed as follows:

Northern Michigan Regional Entity

Chris VanWagoner, Contract and Provider Network Manager

cvanwagoner@nmre.org

North Country Community Mental Health Authority

Katie Lorence, Contract Manager

klorance@norcocmh.org

NAVIGATING ESTA



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COMMUNITY MENTAL HEALTH

Presented by Jennifer Nolan, HR Manager

02 2025

NAVIGATING ESTA

- ESTA – Michigan's Paid Sick Leave and Minimum Wage Act
- Effective 2/21/2025

How did we get here?

It began in 2018 when the Legislature adopted the proposed acts without change or amendment. This prevented them from needing to be on the ballot. Upon approval from the Attorney General, the Legislature then amended the proposals and they became law. In July of 2022, because the bill was adopted and amended in the same legislature, it was determined to be a violation of Michigan Constitutional Law.

This became the Michigan Paid Medical Leave Act (PMLA), which applied to employers with less than 50 employees.

We now have the Earned Sick Time Act (ESTA), which replaces the PMLA and applies to anyone with 1 employee or more.



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NAVIGATING ESTA

- What does it mean?
 - All employers are subject to the new law, if they have 1 employee.
 - The Sick Leave Act requires all employers to provide up to 72 hours of Paid Sick Time to each employee.
 - There are no exemptions to the law, however employers with less than 10 employees (9 or fewer) will only have to pay for the first 40 hours of EST used, any remaining hours can be unpaid.
 - Employees will accrue 1 hour for every 30 hours worked, beginning 2/21/2025. Accrued time can be front-loaded. However, there are precautions.
 - Salaried employees are assumed to work a 40-hour work week, even if they work more, or use their usual number of hours if they work less than 40 hours.
 - The act only applies to Michigan based employees.



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NAVIGATING ESTA

- **Accrual of Sick Time**

- Sick time only accrues on time worked, not PTO, vacation, holidays, etc
- Employees will start accruing 1 hour for every 30 hours worked immediately or upon hire. You can require new hires to wait until their 90th day to start using EST.
- Employees can accrue more than the 72 hours, but they are only allowed to use 72 hours in a year, the rest rolls over to the next year
- PTO – paid time off of any kind meets the requirement of 1 hour for every 30 accrued, however, the employee is entitled to use 72 hours strictly for sick time. Be Careful what you allow.
- Accrued Sick time does not have to paid out upon termination. Any rehires within 6 mos get the earned sick time back.



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NAVIGATING ESTA

- Use of Sick Time

- Can be used in the smallest increment you do payroll i.e. 6 min, if you use 6 minutes for rounding for payroll
- Employers with less than 10 employees are not required to permit an employee to use more than 40 hours of paid earned sick time and 32 hours of unpaid earned sick time in a single year
- Employers with 10 or more employees are not required to permit an employee to use more than 72 hours (9 days at 8 hours) of earned sick time per year, even if more is accrued
- Time can be used for any family member, without documentation that they are actually a family member
- Family member is defined as an employee's child, parent spouse...related by blood or "affinity" whose close association with the employee is equivalent to a family relationship.



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NAVIGATING ESTA

- Use of Sick Time
 - Employees do NOT have to request in advance
 - Employees MUST state that they are using ESTA when they are off
 - 3 Day No-Call No-Show policy goes away, it is only after the 4th day
 - Disciplinary action can only be taken after the 4th day off
 - Employers may request reasonable documentation i.e. Doctor's notes, but if they do, they are responsible for any out-of-pocket costs associated with obtaining the documentation, for instance paying the medical bill
 - ESTA can run concurrently with FMLA and Employers can still request a medical certification for FMLA



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NAVIGATING ESTA

- Exercise of Rights
 - An employer or any other person shall NOT interfere with, restrain, or deny the exercise of, or the attempt to exercise, any right protected under the act
 - “Retaliatory personnel action” means:
 - Denial of any right under the act
 - A threat, discharge, suspension, demotion, reduction of hours, or other adverse action against an employee or former employee for exercise of a right guaranteed under this act
 - Sanctions against an employee who is a recipient of public benefits for exercise of a right
 - An employer’s absence control policy shall not treat earned sick time taken under this act as an absence that may lead to or result in retaliatory personnel action



NORTH COUNTRY
COMMUNITY MENTAL HEALTH

NAVIGATING ESTA

- Minimum Wage

- Under the current law effective 2/21/2025, minimum wage would go from \$10.33/hour to \$12.48/hour. Regardless of any changes, it is predicted that it will increase to at least \$12.00/hour, just slightly below the ESTA.
- It would continue to increase in future years until it reaches \$15.00/hour in 2029.
- Notices must be provided to all employees and to all new employees upon hire.
- Posters need to be updated to reflect the new changes to minimum wage.



NORTH COUNTRY
COMMUNITY MENTAL HEALTH

NAVIGATING ESTA

- Proposed Changes
 - Minimum wage will increase, if not \$12.48, close to it.
 - Sick time is not going away, although it could allow an exemption of 10 or 25 employees



NORTH COUNTRY
COMMUNITY MENTAL HEALTH

NAVIGATING ESTA

- Action Items
 - Update sick leave policy to reflect the new requirements
 - Add ESTA Notice to New Hire Packets
 - Post the ESTA Notice in a conspicuous and accessible location
 - Review wages to ensure compliance with the new minimum wage
 - Order new Posters if you have the old minimum wage posters



NORTH COUNTRY
COMMUNITY MENTAL HEALTH

- LEO - Earned Sick Time Act -
Effective Feb. 21, 2025

Any Questions?



NORTH COUNTRY
COMMUNITY MENTAL HEALTH



Michigan Department of Labor & Economic Opportunity

Wage and Hour Division

PO Box 30476

Lansing, MI 48909-7976

REQUIRED POSTER



MICHIGAN DEPARTMENT OF
LABOR & ECONOMIC
OPPORTUNITY

GRETCHEN WHITMER
GOVERNOR

SUSAN CORBIN
DIRECTOR

GENERAL REQUIREMENTS – EARNED SICK TIME ACT*

Your employer's 'year' for the purposes of the Earned Sick Time Act is: _____

Earned Sick Time Accrual

Number of Employees	Minimum Accrual	Minimum Paid Sick Time	Unpaid Sick Time
Less than 10 employees	1 hour for every 30 hours	40 hours in a year	32 hours (if more than 40 accrued)
10 or more employees	1 hour for every 30 hours	72 hours in a year	

- Earned sick time shall carry over from year to year, a business with less than 10 employees is not required to permit an employee to use more than 40 hours of paid earned sick time and 32 hours of unpaid earned sick time in a single year, employers with 10 or more employees are not required to permit an employee to use more than 72 hours of paid earned sick time in a single year.
- Earned sick time shall begin to accrue on the effective date of this law, or upon commencement of the employee's employment, whichever is later.
- An employee may use accrued earned sick time as it is accrued.
- An employer is in compliance with the act if it provides any paid leave in at least the same amounts as that provided under this act that may be used for the same purposes and under the same conditions provided in this act and that is accrued at a rate equal to or greater than the rate described in subsections (1) and (2) of Section 3 of the act. Paid leave includes, but is not limited to, paid vacation days, personal days, and paid time off.

Earned Sick Time Uses

An employer shall permit an employee to use the earned sick time accrued for any of the following:

- The employee's or the employee's family member's mental or physical illness, injury, or health condition; medical diagnosis, care, or treatment of the employee's mental or physical illness, injury, or health condition; or preventative medical care for the employee.
- If the employee or the employee's family member is a victim of domestic violence or sexual assault, for medical care or psychological or other counseling for physical or psychological injury or disability; to obtain services from a victim services organization; to relocate due to domestic violence or sexual assault; to obtain legal services; or to participate in any civil or criminal proceedings related to or resulting from the domestic violence or sexual assault.
- For meetings at a child's school or place of care related to the child's health or disability, or the effects of domestic violence or sexual assault on the child; or
- For closure of the employee's place of business by order of a public official due to a public health emergency; for an employee's need to care for a child whose school or place of care has been closed by order of a public official due to a public health emergency; or when it has been determined by the health authorities having jurisdiction or by a health care provider that the employee's or employee's family member's presence in the community would jeopardize the health of others because of the employee's or family member's exposure to a communicable disease.
- An employer shall not require an employee to search for or secure a replacement worker as a condition for using earned sick time.

Exercise of Rights

- An employer or any other person shall not interfere with, restrain, or deny the exercise of, or the attempt to exercise, any right protected under this act.
- An employer shall not take retaliatory personnel action or discriminate against an employee because the employee has exercised a right protected under this act. "Retaliatory personnel action" means any of the following:
 - Denial of any right guaranteed under this act.
 - A threat, discharge, suspension, demotion, reduction of hours, or other adverse action against an employee or former employee for exercise of a right guaranteed under this act.
 - Sanctions against an employee who is a recipient of public benefits for exercise of a right guaranteed under this act.
 - Interference with, or punishment for, an individual's participation in any manner in an investigation, proceeding, or hearing under this act.
- An employer's absence control policy shall not treat earned sick time taken under this act as an absence that may lead to or result in retaliatory personnel action.

Complaint Filing

An employee affected by an alleged violation, at any time within 3 years after the alleged violation or the date when the employee knew of the alleged violation, whichever is later, may do any of the following:

- Bring a civil action for appropriate relief, including, but not limited to, payment for used earned sick time; rehiring or reinstatement to the employee's previous job; payment of back wages; reestablishment of employee benefits to which the employee otherwise would have been eligible if the employee had not been subjected to retaliatory personnel action or discrimination; and an equal additional amount as liquidated damages together with costs and reasonable attorney fees as the court allows.
- File a claim with the department, which shall investigate the claim. Filing a claim with the department is neither a prerequisite nor a bar to bringing a civil action.

*For precise language of the statute, see Public Act 338 of 2018, as amended



GRETCHEN WHITMER
GOVERNOR

Michigan Department of Labor and Economic Opportunity

Wage and Hour Division
PO Box 30476
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REQUIRED POSTER



SUSAN CORBIN
DIRECTOR

GENERAL REQUIREMENTS - MINIMUM WAGE and OVERTIME

Coverage

The Improved Workforce Opportunity Wage Act (IWOWA), Public Act 337 of 2018 covers employers who employ 2 or more employees 16 years of age and older.

Minimum Hourly Wage Rate

Effective Date	Minimum Hourly Wage Rate	Tipped Employee		85%** Rate
		Minimum Hourly Rate	Reported Average Hourly Tips	
February 21, 2025	\$12.48	\$5.99	\$6.49	\$10.61
February 21, 2026	\$13.29	\$7.97	\$5.32	\$11.30
February 21, 2027	\$14.16	\$9.91	\$4.25	\$12.04
February 21, 2028	\$14.97	\$11.98	\$2.99	\$12.72

The minimum hourly wage rate of an employee eligible to be considered tipped employee shall be 48% of the minimum hourly wage rate effective February 21, 2025; beginning February 21, 2026, it shall be 60% of the minimum hourly wage rate; beginning February 21, 2027, it shall be 70% of the minimum hourly wage rate; beginning February 21, 2028, it shall be 80% of the minimum hourly wage rate; beginning February 21, 2029, it shall be 90% of the minimum hourly wage rate; and beginning February 21, 2030 and thereafter, it shall be 100% of the minimum hourly wage rate.

85% Rate

Minors under the age of 18 may be paid 85% of the minimum hourly wage rate.

Training Wage

A training wage of \$4.25 per hour may be paid to employees under 20 years of age for the first 90 calendar days of employment.

Overtime

Employees covered by the IWOWA must be paid 1-1/2 times their regular rate of pay for hours worked over 40 in a workweek. The following are exempt from overtime requirements: employees exempt from the minimum wage provisions of the Fair Labor Standards Act of 1938, 29 USC 201 to 219 (except certain domestic service employees), professional, administrative, or executive employees; elected officials and political appointees; employees of amusement and recreational establishments operating less than 7 months of the year; agricultural employees, and any employee not subject to the minimum wage provisions of the act. Public sector and certain private sector employers not covered by the FLSA may be able to use compensatory time in lieu of overtime under specific provision.

Equal Pay

An employer shall not discriminate on the basis of sex by paying employees a rate which is less than the rate paid to employees of the opposite sex for equal work on jobs requiring equal skill, effort, and responsibility performed under similar working conditions - except where payment is pursuant to a seniority system, merit system or system measuring earnings on the basis of quantity or quality of production or a differential other than sex.

Enforcement

An employee may either file civil action for recovery of unpaid minimum wages or overtime, or they may file a complaint with the Department of Labor and Economic Opportunity. The department may investigate a complaint and file civil action to collect unpaid wages or overtime due the employee and all employees of an establishment. Recovery under this act can include unpaid minimum wages and/or overtime, plus an equal additional amount as liquidated damages, costs, and reasonable attorney fees. A civil fine of \$1,000 can be assessed to an employer who does not pay minimum wage and/or overtime.

LEO is an equal opportunity employer/program.

Auxiliary aids, services and other reasonable accommodations are available, upon request, to individuals with disabilities.

www.michigan.gov/wagehour • Toll Free 1-855-4MI-WAGE (1-855-464-9243)

WHD 9904 (Revised • 9/2024)

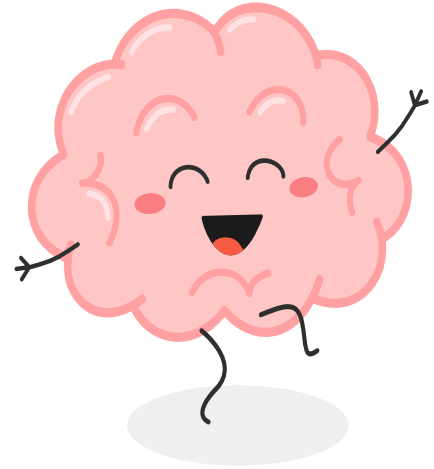


BE KIND TO YOUR MIND

Simple Strategies for Mental Wellness

Our minds are powerful, but like any tool, they need care and attention. In today's fast-paced world, it's easy to neglect our mental health, but just as we prioritize physical well-being, nurturing our minds is essential for overall happiness and balance.

Here are some simple yet effective strategies to be kind to your mind and cultivate mental wellness:



■ **PRACTICE SELF-COMPASSION.** We can be our harshest critics. When you make a mistake or face a challenge, instead of berating yourself, try treating yourself with the same kindness you would offer a friend. Remind yourself that mistakes are part of growth, not a reflection of your worth.

TIP: If you feel self-doubt creeping in, pause and say to yourself, "I am doing the best I can, and that's enough."

■ **ENGAGE IN MINDFULNESS AND MEDITATION.** Mindfulness and meditation help anchor you in the present moment, reducing stress and improving clarity. By focusing on your breath and observing your thoughts without judgment, you create space to manage emotions and reduce mental clutter.

TIP: Start with just 5 minutes a day of deep breathing or guided meditation. Over time, this practice can bring more calm and focus into your daily life.

■ **LIMIT NEGATIVE SELF-TALK.** The way you speak to yourself shapes your mindset. Negative self-talk can fuel anxiety and low self-esteem, while positive affirmations can build resilience and confidence. Challenge your inner critic and replace harsh judgments with compassionate, realistic statements.

TIP: When you catch yourself thinking negatively, pause and reframe it. For example, replace "I can't do this" with "I'll do my best and learn as I go."

■ **PRIORITIZE REST AND SLEEP.** Sleep is essential for mental health. Lack of rest impairs cognitive function, emotional regulation, and overall resilience. Aim for 7-9 hours of quality sleep each night to allow your mind to recharge.

TIP: Establish a calming bedtime routine. Avoid screens and heavy meals before bed, and try a relaxation technique like reading or gentle stretching.

■ **STAY CONNECTED.** Social connections are vital for emotional support. Regularly spending time with loved ones, friends, or community groups fosters a sense of belonging and combats loneliness.

TIP: If you're feeling isolated, reach out to a friend or family member, even for a brief chat. Socializing—whether in person or virtually—can lift your spirits.

■ **GET MOVING.** Physical activity is not just good for the body, it also boosts mood by releasing endorphins. Regular exercise reduces symptoms of anxiety and depression, helping to maintain a positive outlook.

TIP: You don't have to run marathons! A walk, yoga, or even stretching can be a great way to release stress and refresh your mind.

■ **SET BOUNDARIES AND SAY NO.** Overcommitting can overwhelm your mind and body. Setting clear boundaries and learning to say no are acts of self-care that protect your mental energy.

TIP: Practice saying “no” to activities or obligations that drain you, and remember that it's okay to prioritize your well-being.

■ **SEEK SUPPORT WHEN NEEDED.** Seeking help is a sign of strength. If you're struggling with overwhelming thoughts or emotions, speaking to a therapist or counselor can provide valuable guidance and support.

TIP: Therapy is not just for crises. Regular check-ins with a mental health professional can help you maintain a balanced, healthy mindset.

REMEMBER: Your mind is your most valuable resource. By treating it with kindness and attention, you foster resilience, improve well-being, and nurture your mental health. Start with small steps and be patient—mental wellness is a journey, not a destination.

CRISIS SERVICES

EVERYONE is eligible for crisis services. For free, confidential support, call our 24-Hour Crisis Help Line at:

877-470-4668



ACCESSING SERVICES

Individuals, parents or guardians may access NCCMH services by calling: **877-470-7130**



QUARTERLY PROVIDER MEETING MINUTES

Tuesday, February 4, 2025

Virtual TEAMS Meeting

The meeting was opened at 10:00 AM

Attending: Alan Dyer, Amanda Cordova, Amy C, Amy Demott, Andrea Rose, Angela, Angela Balberde, Ann Friend, Barb Woodhams, Carrie Borowiak, Crossroads, Chanda Harwood, Cheyann Stevens, Chris VanWagoner (NMRE), David Hornibrook, Deb Daly, Debbie Czerkie, Dominique Cook, Elizabeth Shirley, Emily Ramirez, Fran Damoth Bigelow, GTI Mancelona, Jean Faivor, Jennifer Nolan, Jennifer Pewinski, Jessica Shrum, Jim Boyd, Jo Hency; North Arrow ABA, Jory Harland – CHHS, Joshua Caswell, Katelyn Johnson, Katelyn Kloss, Katie Lorence, Kennedy, Keri Laporte-Montero, Kim Rappleyea, Lacy (Straits Area Services), LCLS, Linda Kleiber, Lotus Community Living, Lynn Kennedy, Macrina Cipa- North Arrow ABA, Mandy Horacek, Mark Jasinski, Meredith A, North Arrow ABA, Michael Haydell, Nastassja Jordan, Nicole Beach, Pam Krasinski-Wespiser, Patrick McCleary, Roxanne McLintock, Ryder Specialized Care, Sarah Nestle, Sherry Kidd, Tom Quakenbush, Trenton Lee, Vicky Otto - Crossroads Industries, Zeta Francosky

INTRODUCTIONS

Contract Manager Katie Lorence led the introduction for those attending.

WELCOME

CEO Brian Babbitt was scheduled to welcome those attending, however, he was unable to attend.

TRAINING REQUIREMENTS

Led by Amanda Cordova, Training Specialist. She shared that the new training app is going very well. Other CMH's are beginning to implement the same App that we use. Northern Lakes, Northeast CMH and Au Sable. These locations now have it and the App will eventually be implemented across the board.

Spring 2025 introduction of a new "Toolbox" platform to track trainings. Amanda also gave an overview of the NCCMH Training Hub and its various features.

There will be a two-day class offered to home supervisors. The new sign-up and tracking process (demonstration given at last meeting) continues to streamline scheduling. This has been a huge time saver.

ANTRIM COUNTY

203 E. Cayuga
P.O. Box 220
Bellaire, MI 49615
231-533-8619

CHARLEVOIX COUNTY

06250 M-66 North
Charlevoix, MI 49720
231-547-5885

CHEBOYGAN COUNTY

Doris E. Reid Center
825 S. Huron, Suite 4
Cheboygan, MI 49721
231-627-5627

EMMET COUNTY

Administrative Office
1420 Plaza Dr.
Petoskey, MI 49770
231-347-6701

KALKASKA COUNTY

515 Birch St.
P.O. Box 267
Kalkaska, MI 49646
231-258-5133

OTSEGO COUNTY

800 Livingston Blvd.
2nd Floor
Gaylord, MI 49735
989-732-7558



2025 EVENTS

Trenton Lee, Media and Communications Specialist provided updates, and an overview of this year's events will include.

- 30 Days of Kindness Campaign – 1600 – 1700 submissions of documented acts of kindness!
- Staff painted more than 200 rocks with kindness/wellness images and messages. These have now been distributed throughout the various counties.
- Kindness Bingo continues for another few weeks.
- Sunday, April 27th – Annual Autism Acceptance Walk – Veteran's Memorial Park, Boyne City.
- 25th Anniversary Splash of Color Walk/Run. May 31st – Bear River Park, Petoskey
- Traveling Art Show – Entire month of May. Artwork is created by CMH clients throughout the State of Michigan.

OPERATIONS UPDATE

Kim Rappleyea, Chief Operating Officer, discussed current governmental concerns. She has assured that NCCMH remains committed to continuing to ensure that we are providing the excellent service that we do.

An overview was given of the newly amended Incident Report form, which has been modified to be more specific to our needs and reportable categories.

Provider Network Bulletin has a new look and has been sent out to providers.

- Incident Report requirements highlighted.
- Going forward, there is no longer a need to sign and resubmit the bulletin. It is suggested that you keep these on hand for Site Visit review.
- Mandt System article outlines in detail what Amand Cordova previously discussed.
- Audits will begin soon, and we will be asking for training records, documentation and progress notes to support that client needs are met. Be prepared for these requests.
- IR forms and guidelines have been posted to the website. These guidelines include all of the definitions for each of the categories.

QUESTION: Could these be downloaded directly into Northstar? Yes, Angie has worked on this with Trenton and will speak with him further to obtain an update.

SITE VISITS

Provider Network Manager, Angie Balberde addressed the group

Site Review Audits will begin soon for all in catchment providers. Reminder that each site will be asked to provide current plans of service and that all staff have been trained in how to implement these plans of service.

First Aid kits expired items.

REIMBURSEMENT UPDATES

Dominique Cook, Reimbursement Supervisor, shared some updates on this subject. Reminder: When you submit claims, please do not round up times or units. This is a Medicaid rule. Submissions with rounded times will be returned for correction.

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Premium Pay Invoices. Increase of \$0.20 per hour and a \$0.04 administration fee. Tips were provided to expedite payments.

MDHHS CRM

Chris VanWagoner (NMRE) presented to the group and discussed the Changes in MDHHS and their CRM. Universal Credentialing initiative, which is a platform that the MDHHS has created to house all of the credentialing in the state that is being completed by the PHPS and CMHS. This initiative will assist in the unnecessary duplication of information that is shared between agencies.

Chris also outlined the MDHHS credentialing requirements and structure that must be followed by health care professionals.

This new system provides users and providers with easy access to credentialing requirements, PHP contracts with the state as well as updates and reminders about upcoming training and credentialing needs.

Katie shared a reminder that while the CRM does require the minimum information in order to be credentialed on the state standards. However, NCCMH does require additional information to confirm and attest that all information is correct and valid.

WAGE & BENEFIT UPDATES

Human resources Manager, Jennifer Nolan presented information on ESTA legislation, which addresses employee sick time. A link was provided which provides FAQ's. The Employee Paid Sick Leave Act (PMLA) does have a limited effect on 40 hour/week employees as well as part time and exempt employees. This is meant to be a very employee-friendly policy, however, there are a variety of viables. Questions or concerns should be directed at Human Resources.

OPEN DISCUSSION

An open discussion period was offered to those attending. No questions or comments were presented.

Meeting adjourned at: 11:48 AM

NEXT MEETING:

The next Teams Virtual Meeting will be held on Tuesday, May 6, 2025, at 10:00 AM.

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