



QUARTERLY PROVIDER MEETING AGENDA

Tuesday, August 5, 2025

In-Person at the University Center, Gaylord

10:00am	Introductions	Katie Lorence, Contract Manager
	Welcome	Brian Babbitt, Chief Executive Officer
	Provider Award & Announcements	Kim Rappleyea, Chief Operating Officer
	Employee Wellness	Jennifer Nolan, HR Manager Sue Petee, Quality and Utilization Specialist
	Reimbursement Updates	Dominique Cook, Reimbursement Supervisor
	Training App Updates Training Schedule Updates Overview of MANDT	Amanda Cordova, Training Specialist
	Recipient Rights Annual Training Updates	Michael Wolf, Director of Recipient Rights
	Provider Orientation	Angie Balberde, Provider Network Manager
11:45am	Open Discussion	

THANK YOU FOR PARTICIPATING!

OUR NEXT QUARTERLY PROVIDER MEETING IS SCHEDULED FOR

TUESDAY, NOVEMBER 4, 2025

Virtual on TEAMS

- 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.



QUARTERLY PROVIDER MEETING MINUTES

Tuesday, August 5, 2025

In Person Meeting – Gaylord University Center

The meeting was opened at 10:00 AM

Attending: Mitch Haven, Becky Phillips, Amanda Cordova, Stefanie Miller, Joe Balberde, Ann Friend, Barb Woodhams, Lacy Abernathy, Chanda Harwood, Amy Carter, Jake Smith, Bob Latka, Vicky Otto, Alyssa Geiger, Angie Balberde, Deborah Daly, Tracy Trasky, Pam K. Wespiser, David Hornibrook, Sue Knaggs, Sarah Weston, Halie Osborne-Orouke, Chloe Godberry, Katy Venchenko, Deb Halleck, Alan Dyer, Sherry Kidel, Carrie Borowiak, Carrie Borowiak,, Paige Jones, Frances Bigelow, Delissa Payne, Jenn Kucharek, Jory Harland, Cindy Seger, Andrea Rose, Liz Shirely, Chris VanWagoner, Kim Rappleyea, Jennifer Nolan, Suzan Petee, and Brian Babbitt

Introductions: Katie Lorence, Contract Manager

Welcome: Brian Babbitt, NCCMH CEO

Brian provided an environmental scan, noting the upcoming elimination of the insurance provider tax, expected by October 2025, with significant revenue impacts to the state. He shared updates on state budget uncertainties and the release of the PIHP procurement RFP, with further analysis to come. Despite challenges, NCCMH and partners served 3,929 individuals in FY24, conducted 2,115 crisis screens, and employed nearly 850 staff, with 64% of the budget dedicated to provider contracts.

Provider Award & Announcements: Kim Rappleyea, COO

Kim Rappleyea announced that the Kresnak Home from Listening Ear was selected as the recipient of this year's Community Partner Award. The nomination for Kresnak Home was read aloud to the group.

"As reflected in our industry across the board and particularly in the North Country region staffing shortages have been significant. The Kresnak Home has been negatively impacted by these trends, however, this home under the leadership of Sherry Kidd RM and Kelly Happel, HM has not only survived but thrived. The Kresnak Home staff, with help from other Listening Ear homes (North Birch and North Limits), have put in long hours to ensure staff ratios remain appropriate. Residents in the home continue to have their needs met with high quality supportive services. In addition, the staff remain dedicated to the mission of ensuring Residents are connected too and participate in their community in meaningful and ongoing ways. During the month of April alone Residents of the Kresnak home participated in 79

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



community outings ranging from shopping, haircuts, picnics in the park, coffee shops, movies and many more. Residents are given the opportunity to build positive, long lasting and meaningful relationships while providing their community an experience of what inclusion looks like. The Kresnak Home and its staff truly represent the best of us as an agency and the industry as a whole. The dedication to the mission of serving individuals disabilities and mental illness, even when there in challenges in doing so, is a testament to the outstanding work being done in this home.”

The award was formally presented at the NCCMH Staff Recognition Event held on June 13, 2025.

Employee Wellness: Jennifer Nolan, HR Manager and Sue Petee, Quality and Utilization Specialist

Jennifer and Sue shared a PowerPoint on the Bell Seal Award through Mental Health America and the 4 evaluation areas that this award is based on. This is a national certification from Mental Health America (MHA) that recognizes employers for their commitment to fostering mentally healthy workplaces. NCCMH has received this award for the last 3 years: 2023 the Bell Seal Platnum Award, 2024 Bell Seal Gold Award, and in 2025 Bell Seal Platnum Award.

NCCMH Wellness Committee Mission and Vision was shared, as well as some of the initiatives provided to our staff.

Reimbursement Updates: Ann Friend, CFO

Ann presented a PowerPoint, in the absence of Dominique Cook, Reimbursement Supervisor, on the Electronic Visit Verification (EVV) Overview and Claims Processing Updates. EVV is used to verify in-home service visits, capturing clock-in/out times to ensure compliance and reduce claim denials. Currently EVV is required for in-home services only for H2015, Community Living Supports CLS; and T1005 – Respite Services. Time Studies must be completed within 30 days of placement and annually thereafter. A new denial process was reviewed. Best practices are to upload complete documentation with each submission; verify authorizations, dates, times and backup materials. Contact information was provided for Dominique Cook, Cheryl Melke and Cheryl Hoover.

Training Updates: Amanda Cordova, Training Specialist

Amanda provided updates related to provider and staff training processes, scheduling, and system improvements. Key topics included: Required Trainings and Schedules, System Reminders, Active Staff and Deactivation Tracking, and App Updates.

ANTRIM COUNTY

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515 Birch St.
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231-258-5133

OTSEGO COUNTY

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



Recipient Rights Michael Wolf, Director of Recipient Rights

Michael provided an update on the 2025 NCCMH Recipient Rights annual refresher training. The refresher will be a self-directed 32-slide PowerPoint that can be completed individually or in groups, with documentation required for compliance. Quarterly brochures containing articles on contact protocols, safety, and trending rights issues will continue to be distributed, with staff required to review and attest to completion. This refresher does not replace the initial recipient rights training, which must still be completed within 30 days of hire.

Provider Orientation: Angie Balberde, Provider Network Manager

Angie shared a Provider Orientation PowerPoint, which included a timeline of North Country CMH's history and an overview of the services offered. The presentation also highlighted the agency's Mission, Vision, and Values, and provided a brief overview of available provider resources.

Open Discussion: No added discussions.

Closing: Katie shared contact information for NCCMH and the date for the next meeting. Everyone was invited to stay for lunch that was provided and networking.

Meeting ended at 11:30 A.M.



NORTH COUNTRY
COMMUNITY MENTAL HEALTH

QUARTERLY PROVIDER NETWORK MEETING

August 2025

AGENDA

10:00 am

Meeting Begins

Introductions

Katie Lorence, Contract Manager

Welcome

Brian Babbitt, CEO

Community Partner Award

Kim Rappleyea, COO

Employee Wellness

Jennifer Nolan, HR Manager
Sue Petee, Quality and Utilization Specialist

Reimbursement Updates

Dominique Cook, Reimbursement Supervisor

Training App Updates
Training Schedule Updates
Overview of MANDT

Amanda Cordova, Training Specialist

Recipient Rights
Annual Training Updates

Michael Wolf, Director of Recipient Rights

Provider Orientation

Angie Balberde, Provider Network 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, November 4th
Virtual on Teams

Contract Manager
Katie Lorence – klorence@norcocmh.org

Provider Network Manager
Angie Balberde – abalberde@norcocmh.org

The Bell Seal Award

Mental Health America

Presented by

Jennifer Nolan and Suzan Petee Eubank

North Country Community Mental Health Wellness Committee Representatives

July 2025



What is the Bell Seal

- The Bell Seal for Workplace Mental Health is a National certification program offered by Mental Health America that recognizes employers committed to creating mentally healthy workplaces.



What Is the Purpose of the Bell Seal

- This program evaluates employer practices and encourages organizations to prioritize employee well-being, reduce stigma, and foster a culture of openness and support.

What Does the Bell Seal Process Look At

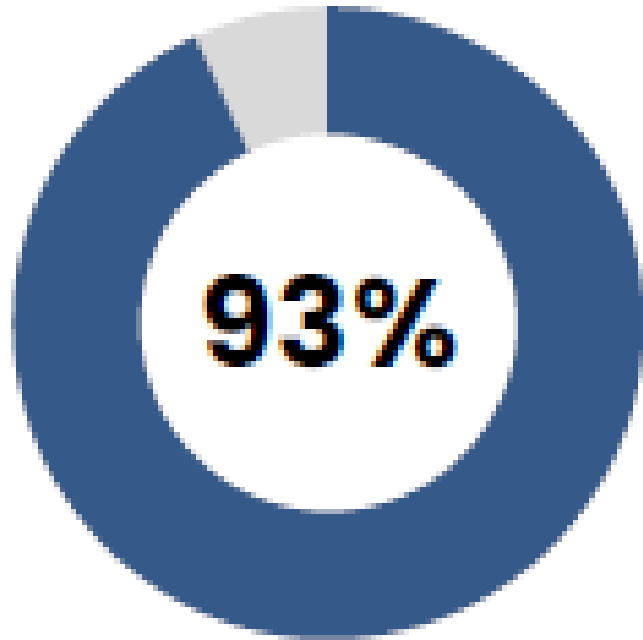
- The Bell Seal Certification evaluates in 4 areas
 - Workplace Culture
 - Benefits
 - Compliance
 - Wellness

The goal of the evaluation process is to gain a clear understanding of the entire employee experience and award recognition accordingly.

How Did North Country Do in 2025

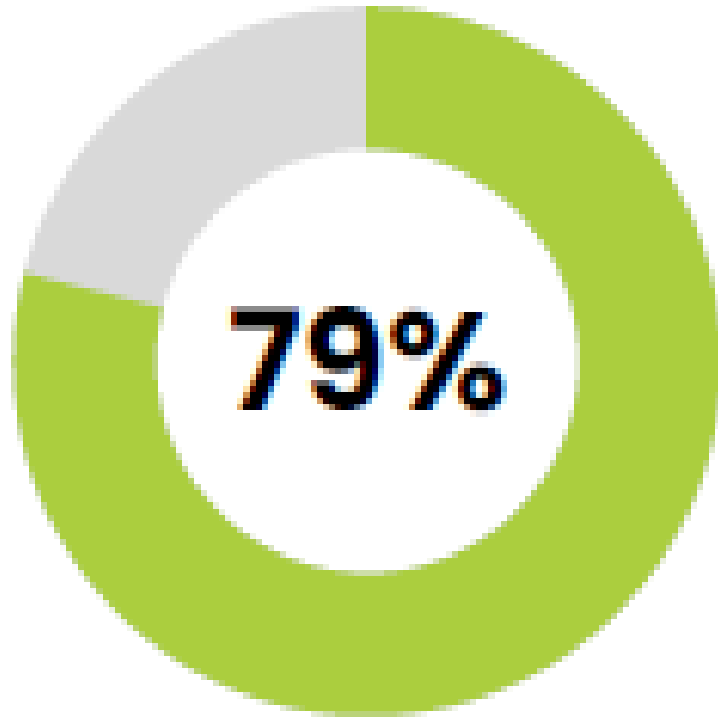
- Only 2 in 5 employers meet the Bell Seal standards. Recognition at any level—Bronze, Silver, Gold, or Platinum—means your organization prioritizes its employees' mental health and well-being and aligns your policies, practices, and benefits with topline industry best practices accordingly.
 - North Country Community Mental Health Authority is certified for Mental Health America's (MHA) 2025 Bell Seal for Workplace Mental Health at **Platinum, the highest level available.**

Workplace Culture



- Evaluates how an applicant strategically addresses employees' well-being, fosters supportive people managers, enforces fair personnel procedures, and promotes professional development.

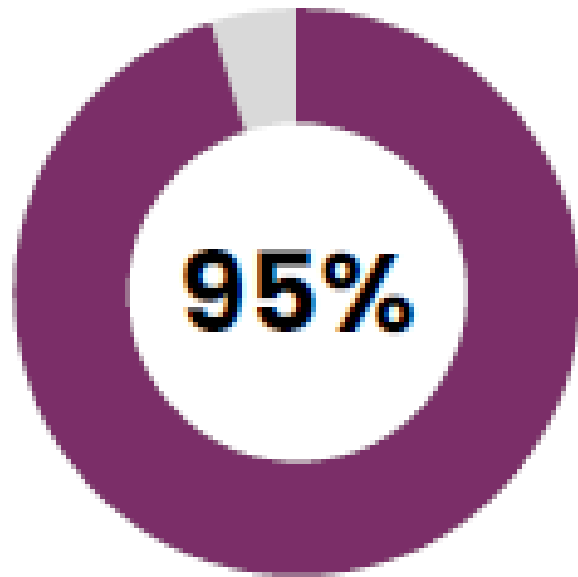
Benefits that Support Mental Health



- Identifies which mental health benefits, like health insurance, an employee assistance program (EAP), and paid leave, that an applicant offers and how they support employees in accessing it.

Caring Beyond Compliance

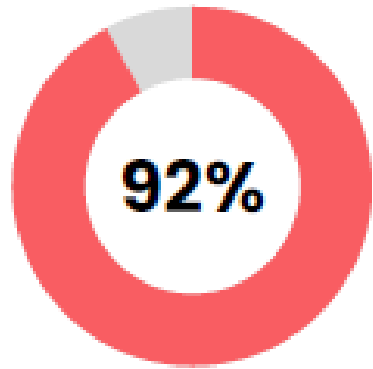
Assesses how an applicant creates a psychologically safe and inclusive work environment where prevention is the focus and employees are encouraged to ask for support when struggling with mental health issues.



Holistic Wellness at Work



- Measures how an applicant empowers its workplace mental health champions, promotes awareness, facilitates peer connection, and offers resources to assist with a healthy work-life balance.



**Total
Score**

0 to 64% - Not yet qualified

65 to 73% - Bronze

74 to 82% - Silver

83 to 91% - Gold

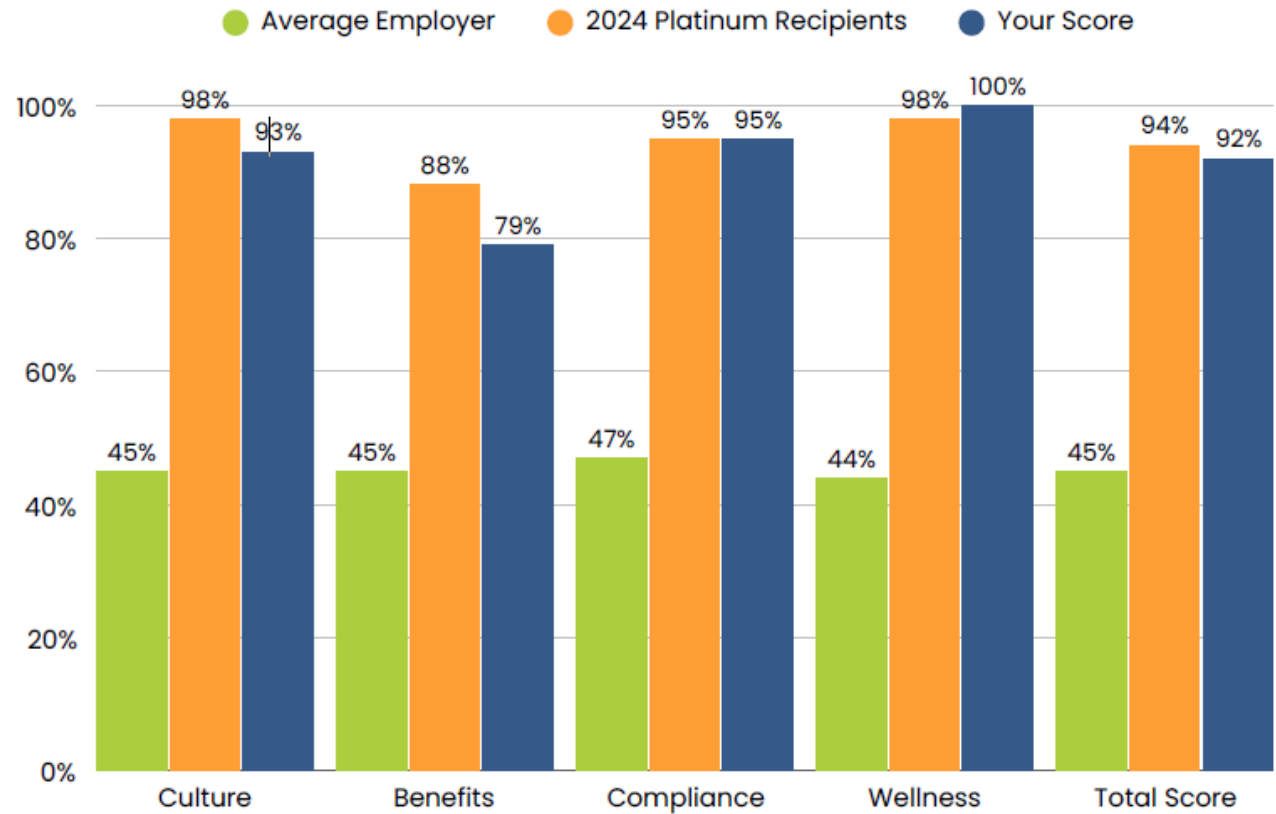
92 to 100% - Platinum

Combined Scoring for North Country

How Do we
Compare....

HOW DOES YOUR SCORE COMPARE?

The following chart outlines how your organization's score compares to the national employer average and past Bell Seal recipients for each section.





2025
PLATINUM

Additional Information

- The Bell Seal Award requires a yearly application and acceptance.
- North Country Community Mental Has applied for and received the Bell Seal for 3 years
 - 2023-Platinum Award
 - 2024-Gold Award
 - 2025-Platinum Award
- Mental Health America holds an Annual Conference and Employees within our Organization can receive 10% off the in-person cost.
- Mental Health America offers Bell Seal Recipients access to their Workplace Wellness Resource Center and a Quarterly Workplace Wellness newsletter.

NCCMH Wellness Committee:

Our Mission and Vision

- **Mission:** We believe our employees represent our most important resource. Our mission is to foster a worksite culture that supports fellow colleagues' desires to make lifestyle choices that improve overall wellbeing.
- **Vision:** Our staff's wellness is the foundation of our organization's wellbeing.

Some of the supports we provide:

- Employee Spotlight
- Monthly Wellness Board
- Weekly Wellness Tips
- Quarterly Challenges: Bingo, Water Challenge, AIR1000/Move it 1000, Try a new Recipe/Submit your recipe, Food tracker, Go Slow, Go Green, Step Challenge, Tell us what you participated in during May is Mental Health Month, Mentoring and Mindfulness, Make Time for Yourself
- Visual Treat-Wellness Newsletter
- Wellness Treats
- Lunch and Learns
- EAP Program-Employee Assistance Program



NORTH COUNTRY
COMMUNITY MENTAL HEALTH

EVV Overview & Claims Processing Updates

Presented by: North Country Community Mental Health
Contact: Dominique Cook – dcook@norcocmh.org | 231-439-1233

July 2025

What is EVV?

Electronic Visit Verification (EVV)

EVV is a system used to verify that in-home service visits occur as scheduled.

It captures clock-in and clock-out times for services delivered in the client's home.

Helps reduce claim denials and ensures compliance with billing requirements.



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EVV-Required Codes

Current EVV-Required Procedure Codes:

H2015 – Community Living Supports (CLS)

T1005 – Respite Services

⚠ *EVV is only required for in-home services.*

EVV Compliance Requirements

To ensure compliance:

Clock-in/out times must match EVV system records.

Helps avoid overlapping claims and reduces risk of denials.

Future state: Billing will transition to a fully EVV-driven payer portal.

EVV Exceptions

The following situations are currently excluded from EVV requirements:

Community-Based CLS Services: EVV is not required when Community Living Supports (CLS) services are provided in the community rather than the client's home.

Licensed Congregate Living Settings: EVV is not required for licensed Adult Foster Care (AFC) homes serving three or more clients.

Live-In Caregiver Arrangement: EVV is not required when the caregiver:

Resides in the same home as the beneficiary, **and**

The home is the caregiver's **permanent and primary residence**.

Dual Service Exclusion (Home Help + CLS): Beneficiaries receiving both Home Help and Behavioral Health (CLS) services from the same caregiver during the same visit are currently excluded from EVV.

 ***These exceptions are subject to change based on state or federal policy updates.***

Live-In Caregiver Exemption

In-home providers **may be exempt** from EVV if:

A **Live-In Caregiver Attestation** is submitted

Proof of address is also provided

Please submit both documents to validate exemption status.

Time Studies – Why They Matter

Time studies help determine the allocation of a client's per diem rate:

T1020 – Personal Care

H2016 – CLS in licensed residential settings

Required for:

All new placements (within 30 days)

Annually for each client

Claims Processing Update

New Individual Claim Denial Process (Effective Immediately):

Individual claims with issues (e.g., exhausted auths, duplicates, missing docs) will be denied individually, not the full batch.

Denial reasons will be included in the claim's comment section.

Valid claims will continue to process for payment.

Resubmission Guidelines

Denied claims can be resubmitted once corrected.

Timely resubmission must occur within 10 days of the original claim denial. If you have any questions or concerns, please contact your reimbursement specialist for assistance.

Reminder:

If a batch contains widespread issues (e.g., missing documentation across multiple claims), the entire batch will be returned with a general note:

“No supporting documentation present.”

Best Practices to Avoid Delays

Ensure all documentation is uploaded at the time of claim submission.

Double-check entries for:

Correct authorization

Accurate dates/times

Complete backup documentation

Need Assistance?

We're here to help and ensure everything runs smoothly!

General Inquiries:

Dominique Cook

📞 231-439-1233

✉️ dcook@norcocmh.org

Claim-Specific Contacts:

Cheryl Melke

Handles: Adult Foster Care/Children Foster Care, Supported Independent Living Program (SIP Homes), Hospital, Specialized Recover Services, and Grand Traverse Industries claims.

📞 231-439-1231

✉️ cmelke@norcocmh.org

Cheryl Hoover

Handles: Day Programs – Bergmann, Crossroads, STRAITS, Northern Family Intervention Services, Respite, Respite Camps, Autism, and Self-Determination claims.

📞 231-439-1270

✉️ choover@norcocmh.org



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COMMUNITY MENTAL HEALTH

THANK YOU

Training Updates 2025



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COMMUNITY MENTAL HEALTH

2025

OVERVIEW

1. Training Updates

- Recipient Rights/Refresher
- Gentle Teaching
- Mandt

2. Kudos!

3. Friendly Reminders

- Correct Input (Spelling/dates)
- No confirmation? Check these places
- Courtesy email reminders

4. App Updates, Upcoming

- Active Staff/Deactivation
- Expiration Dates, Emails to Providers

Recipient Rights

- In person, 1st & 3rd Tuesday of each month
- [Improvingmipractices.org](https://impractices.org)
- Complete within 30 days of hire; send *all* external training certificates via-email

Recipient Rights Annual Refresher

- Training Hub Link- Download
- Training Page Support Document
- Once yearly

Gentle Teaching and De- Escalation

- Moving to quarterly
- 9Am-4PM
- Register on Training Hub

Mandt

- Interchangeable with Gentle Teaching and De-Escalation
- Teaches De-Escalation techniques
- Can still take both if *desired*

•What is Mandt Training?

- The Mandt System® – Overview for Staff Training

Purpose:

To create a **safe, supportive, and respectful environment** by equipping staff with tools to build healthy relationships and manage challenging behaviors

Key Takeaway

“We believe in treating people with dignity and respect—even in moments of crisis,” and the ultimate goal of Mandt is for people to say, “In this place, and with these people- I feel safe.”

• Core Principles:

- 1. Relationships First**
 1. Build trust and open communication
 2. Foster dignity and respect in every interaction
- 2. Prevention Over Intervention**
 1. Recognize early signs of distress
 2. Use proactive strategies to reduce escalation
- 3. De-escalation Skills**
 1. Respond calmly and respectfully
 2. Prioritize verbal and non-physical techniques
- 4. Crisis Management (Only When Necessary)**
 1. Physical interventions are a **last resort**
 2. Always prioritize safety and dignity

Training Updates



- **Kudos!**

- **Active Staff
&
Deactivation**

- **Expiration dates,
emails**

Kudos!

- 600+ active staff registered
- 117 deactivated
- 25+ hours/week → Around 2!

Training Updates

Friendly Reminders

- Correct spelling/dates matter
- If a mistake (email, birthday, etc.) is made- a quick email will do!
- **Training Confirmations** sent after **successful registration**; courtesy email reminder (with Gaylord map) sent day before training at 12PM.

Training Updates

App Updates

- Active Staff, De-activations.
 - Biannual email sent with current list of active staff. Next email 10/1. Deactivation link provided in email
- If a mistake (email, birthday, etc.) is made- a quick email will do!
- **Training Confirmations** sent after successful registration; courtesy email reminder (with Gaylord map) sent day before training at 12PM

Training Updates

Coming Soon

- Emails will be generated on staff hire dates/last training date
 - **Hire date**: 10 days before reaching 30 days of employment, if the system sees your new staff is not registered for class and has not taken any required trainings, email will be sent to remind you to register OR send proof of training taken elsewhere.
 - **Last Training Date Expiration**: Reminders will be sent on a cycle in accordance with training deadlines.
 - 90/30 day emails stating to register/send proof of training
 - Overdue training: Wasn't taken OR wasn't submitted
- External Training Document Upload.... Coming Soon!



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THANK YOU



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NCCMH Quarterly Provider Meeting

*RECIPIENT RIGHTS ANNUAL
TRAINING UPDATE –
AUGUST 2025*

MICHAEL WOLF, DIRECTOR

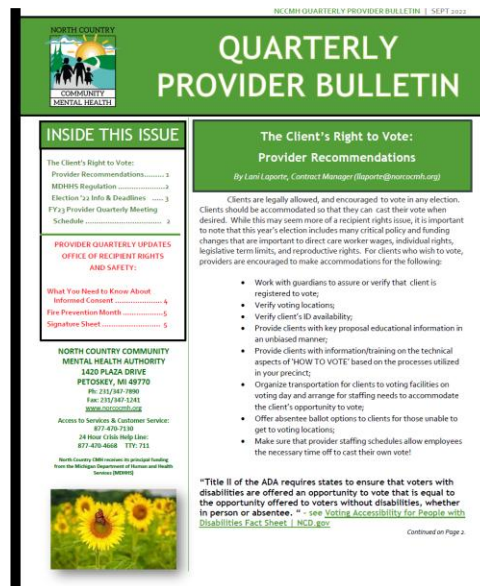


NORTH COUNTRY
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NCCMH Quarterly Provider Meeting

Current Practice for NCCMH Annual Training (Refresher)

- NCCMH Quarterly Brochures
 - Typically, three articles to include **general contacting, safety,** and trending issues in **recipient rights**
 - Published and distributed to all contracted providers four times a year.
- Expectation
 - All staff are to review/read articles and attest to this being completed.
 - Providers to retain these as records for compliance purposes



What is a Right?

Rights are...

1. Something each person is entitled to have, to do, or receive from others (within the limits prescribed by law)
2. Entitlements that cannot be taken away
3. Guaranteed by law
4. Constitutional
5. Belong to every person



What are "Recipient Rights?"

Michigan Mental Health Code

- Entitles people who receive services in Michigan to *additional rights*

***Remember:** The people we serve have the *same* rights as you and me!



NORTH COUNTRY
COMMUNITY MENTAL HEALTH

NCCMH Quarterly Provider Meeting

Recipient Rights **ANNUAL** training in 2025 (Refresher)

- Self Directed Power Point Presentation
 - Thirty-two slides
 - Can be done individually or as a group
 - Encourage providers to use during staff trainings/meetings
- Document participation/ completion
 - Form to be provided



NORTH COUNTRY
COMMUNITY MENTAL HEALTH

Respite Providers

NCCMH does not offer Blood Borne Pathogens/Infection Control & Standard Practices, Environmental Emergencies, Person-Centered Planning, HIPAA, Corporate Compliance, Trauma-Informed Care or LEP and Cultural Competence, all which are required trainings. You can find those trainings linked below on Improving Practices. Please note: NCCMH will have an option available to you as a provider to upload these trainings directly to your staff transcript in Spring 2025. More to come!

Corporate Compliance | Improving MI Practices
Environmental Emergencies | Improving MI Practices
Infection Control & Standard Practices | Infection Control & Standard Precautions | Improving MI Practices
Limited English Proficiency | Improving MI Practices
Cultural Competence | Improving MI Practices
HIPAA Essentials | Improving MI Practices
Person-Centered Planning Process with Children, Adults, & Families | Improving MI Practices
Creating Cultures of Trauma-Informed Care | Improving MI Practices

24/7 Crisis Help Line: 877-470-4668 Access to Services: 877-470-7130 Customer Services: 877-470-3295 Search here: q Select Language



Home About Services Resources Providers Careers Client Portal

NCCMH Training Hub



North Country Community Mental Health employees and persons or organizations providing services for North Country Community Mental Health are eligible to attend classes at no cost.

Reservations are for North Country employees and contract staff only.

To Register for NCCMH Trainings:
please complete the Registration form linked below.

To Remove a staff member from the NCCMH training system,
please complete the Deactivation Form linked below.

Questions? Contact NCCMH Training Specialist, Amanda Cordova at:
providertraining@nccmh.org

Register for NCCMH Trainings

Staff Deactivation Form

Staff Transcript Request Form

NCCMH Quarterly Provider Meeting

Access

Provider Training - North Country Community Mental Health

<https://www.norccmh.org/provider-training/>

Required Trainings

NCCMH Annual ORR Refresher for Staff with Training Signature Page

(Coming this month)

NCCMH Quarterly Provider Meeting

- This training is a REFRESHER and not a substitute for the required initial education for Recipient Rights.
 - Initial training must still be completed within 30 days of hire
 - In-Person
 - MDHHS Improving MI Practices if unable to attend
- Complete Attached Training Form
 - Submit per instructions
 - Retain printed copy and provide at time of Site-Review

NCCMH Office of Recipient Rights 2025 Refresher

Printed Legal Name	Signature of Legal Name	Date Trained	Signature of Trainer

Disclaimer: By completing this training refresher you acknowledge this is not a substitute for initial or required ORR Training that is required per the ORR for staff needed for a CAP. This may NOT be used for initial training within 30 days of hire.

Prior to starting
this ORR
REFRESHER

- This is NOT a substitute for any in-person training required per the ORR.
- This is NOT a substitute for initial ORR training required within 30 days of hire.
- You MUST complete the training page attached to this and return to acordova@ncccmh.org upon completion. All sections MUST be filled in.



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COMMUNITY MENTAL HEALTH

NCCMH Quarterly Provider Meeting



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QUESTIONS / COMMENTS / DISCUSSION

THANK YOU!!!

Michael Wolf, Director
NCCMH Office of Recipient Rights
mwolf@norccmh.org
(231) 439-1268

PROVIDER ORIENTATION



NORTH COUNTRY
COMMUNITY MENTAL HEALTH

August 2025

HISTORY OF NORTH COUNTRY CMH

March 1972

A community-based mental health services board is formed, encompassing Charlevoix, Cheboygan, Emmet, and Otsego counties, known as Northern Michigan Community Mental Health. (NMCMH)

March 1972

Another is formed covering Antrim and Kalkaska Counties, known as Antrim-Kalkaska Community Mental Health. (AKCMH)

December 1972

First \$10,000 grant is received from the State of Michigan.

February 1982

Alexis Kaczynski becomes Associate Director of NMCMH.

HISTORY OF NORTH COUNTRY CMH

September 1990

Alexis Kaczynski steps into the role of NMCMH Director.

April 1993

NMCMH recognized by the Alliance for the Mentally Ill of Michigan for outstanding service in the areas of interagency collaboration and management structure.

December 1999

NMCMH achieved accreditation from the Joint Commission on Accreditation of Healthcare Organizations. Now accredited as both a manager and provider of services.

September 2002

Antrim-Kalkaska CMH agency merges with NMCMH.

HISTORY OF NORTH COUNTRY CMH

April 2003

NMCMH becomes North Country Community Mental Health. (NCCMH)

May 2017

Christine Gebhard becomes CEO after long-time Director, Alexis Kaczynski retires.

July 2022

Brian Babbitt becomes CEO after previous CEO, Christine Gebhard retires.

Present Day

NCCMH continues to operate under provisions of the Michigan Mental Health Code for the purpose of providing mental health services to residents of all six counties.

About Us

NORTH COUNTRY CMH

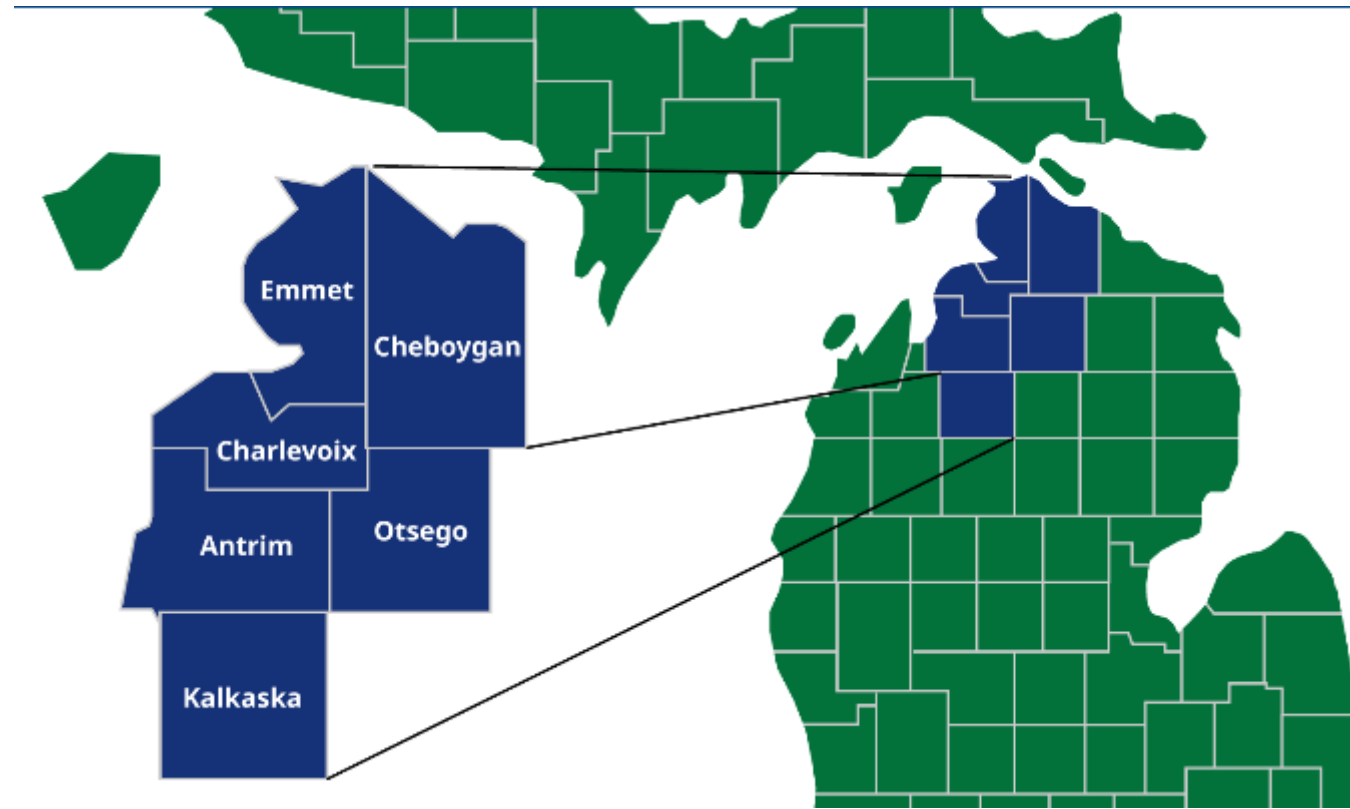
NCCMH Services

1. Adults with serious mental illness
2. Persons with intellectual and developmental disabilities
3. Children with serious emotional disturbance
4. Persons with co-occurring substance use disorders
5. Community members with 24/7 mental health crisis intervention

Counties Served:

1. Antrim
2. Charlevoix
3. Cheboygan
4. Emmet
5. Kalkaska
6. Otsego

North Country CMH Service Area



MISSION, VISION, VALUES



MISSION

Provide **collaborative behavioral health services** that inspire hope and promote recovery, resilience, and wellness to **eligible residents**.



VISION

High-quality **integrated health care** leading to a fulfilled life for **all community members**.



VALUES

- ✓ Client Centered
- ✓ Respect
- ✓ Integrity
- ✓ Excellence in Practice

CLIENT CENTERED

**Care is delivered by respecting individual preferences.
Every decision will consider the value it adds to the people
we serve.**



NORTH COUNTRY
COMMUNITY MENTAL HEALTH

RESPECT

We treat everyone—the people we serve, providers, fellow staff members and community partners—with the highest level of respect.



NORTH COUNTRY
COMMUNITY MENTAL HEALTH

INTEGRITY

We will consistently do the right thing by maintaining an ethical culture and unified workforce.



NORTH COUNTRY
COMMUNITY MENTAL HEALTH

EXCELLENCE IN PRACTICE

Excellence will be apparent in all that we do. We will provide the highest level of service to promote recovery and quality of life through evidence-based and innovative practices. We strive to produce outcomes that exceed expectations.



NORTH COUNTRY
COMMUNITY MENTAL HEALTH

EXECUTIVE TEAM



*Brian Babbitt – Chief Executive
Officer*



*Kim Rappleyea – Chief Operating
Officer*



Amy Christie – Chief Clinical Officer



*Joseph Balberde – Chief Information
Officer*



Ann Friend – Chief Financial Officer

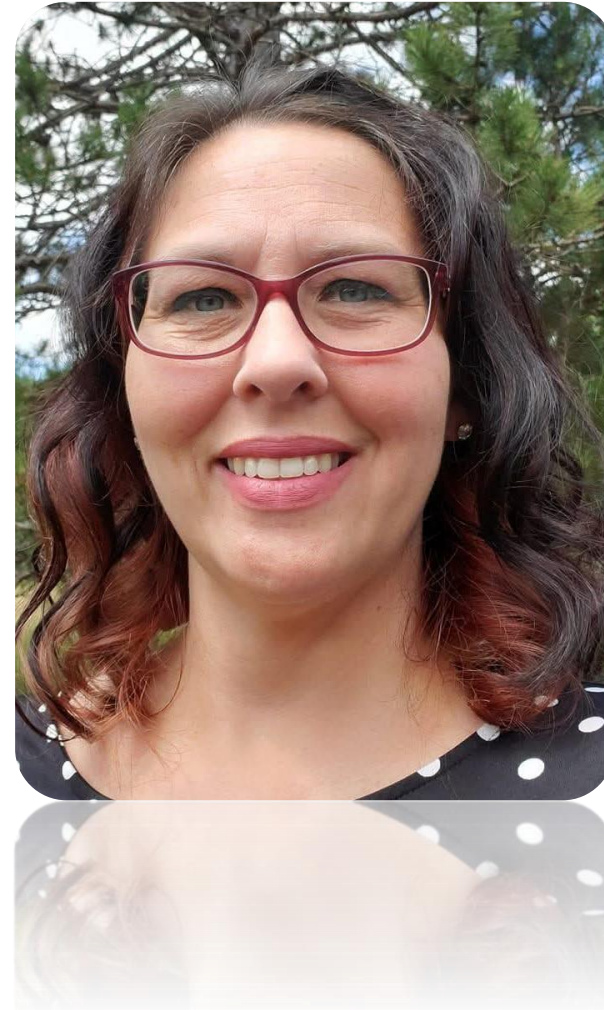
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- **Credentialing**
- **Contracts**
- **Contract Renewals**
- **Contract Addendums**
- **Single Case Agreements**



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- **Provider Support**
- **Site Review Audits**
- **Program Budget Development and Review**
- **Provider Rate Development and Review**



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- Training Requirements
- NCCMH Trainings
- Staff Transcript
- Links Are On our Website
www.norcocmh.org



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- Service Provision
- Supported Employment
- Skill Building
- Out of Home Non-Vocational
- Community Living Supports



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- **NorthStar Access**
- **NorthStar Authentication Support**



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- Billing and Documentation
- Time Studies
- Specialized Residential Providers
- Community Living Supports Providers
- Hospitals



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- **Self Determination Providers**
- **Day Programs Providers**
- **Respite Providers**
- **Autism Providers**



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- **HCBS Provisionals**



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- **ORR Site Review Audit**



North Country Community Mental Health Website

www.norccmh.org



North Country Community Mental Health Website

For Providers



Provider Network Meetings & Bulletins



Provider Administrative Resources



Become a Provider



NCCMH Training Hub



Medical Records Portal

North Country Community Mental Health Website

Provider Network Meetings & Bulletins

- Next Meeting Date
- Archive of Previous Meetings
- Quarterly Provider Bulletins

Provider Administrative Resources

- Policies and Procedures
- Manual
- Provider Time Study
- Instructions and Templates
- Provider Forms

Become a Provider


- List of contracted services
- Contact Information for Contract Manager
- Contract Inquiry Form

NCCMH Training Hub

- Register for NCCMH Trainings
- Staff Deactivation Form
- Staff Transcript Request Form
- Training Schedule
- Training Requirements

North Country Community Mental Health Website

NORTHSTAR Medical Records Portal



NORTHSTAR

NORTH COUNTRY COMMUNITY MENTAL HEALTH

Help

LOGIN

Log in to NorthStar

Access to this site is limited to authorized staff of North Country Community Mental Health users and authorized providers.

Please enter your Login ID and Password

Login ID:

Password:

Login

[I forgot my password](#)

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Friday, July 28, 2023 12:27 PM Eastern Time

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NORTH COUNTRY
COMMUNITY MENTAL HEALTH

THANK YOU