



NORTH COUNTRY COMMUNITY MENTAL HEALTH AUTHORITY

PROVIDER MEETING MINUTES

Tuesday, August 4, 2020
'TEAMS' VIRTUAL MEETING

LANI LAPORTE, NCCMH CONTRACT MANAGER - WELCOME AND ANNOUNCEMENTS

The meeting began at 10:00 AM via skype. Lani opened by reviewing the announcements. **To view the announcements, see *Attachment A: August 4, 2020 Announcements*.**

CHRISTINE GEBHARD, NCCMH CHIEF EXECUTIVE OFFICER - Introductory Comments:

Christine thanked the providers for all their hard work and for all the efforts that have gone forth during these challenging times. She pointed out that our provider network is extremely important to us. We appreciate all the work that comes from each provider and their staff.

Christine referred to the Constant Contact notifications that keep us updated and aware of developments. To review these notifications, they may be found at our website: www.norcocmh.org They are listed under PROVIDERS/PROVIDER COVID GUIDELINES.

Premium Pay for Direct Care Workers: Those payments are being paid by North Country Community Mental Health. As of July 23, we paid out just over \$79,000 in premium payments to our provider network. We will continue to make those payments as you submit your claims to us. As of July 1st, the change was made that it was not restricted to only in-home services but to community-based services as well. Please do continue to get those claims submitted to us.

Recently released were our **Guidance and Application for stability payments** for our provider network. You should have received this through Constant Contact. Please notify Lani Laporte if you did not receive it.

COVID UPDATE NOTIFICATIONS: There are two new communications that came from BHDDA. These are **NCCMH Response to Covid - #10 on Freedom of Movement** and **NCCMH Response to Covid #11- Essential Behavioral Health Services in the COVID-19 context**. Both of these can be found on NCCMH website at www.norcocmh.org. It can be found under COVID-19 INFORMATION AND RESOURCES / Resources / BHDDA Communications Related to COVID-19 Policy Updates and Changes.

- [BH Communication Essential Virtual and F2F Services COVID-19 Guidance #20-11](#) - 07-08-20
- [Resident Freedom of Movement and Visits #20-10](#) - 07-08-20

BRIAN BABBITT, NCCMH CHIEF OPERATING OFFICER ADDED ADDITIONAL COMMENT CONCERNING COMMUNICATIONS: 'Requirement for viable internet audio/video communications specific to each contracted AFC home'. Christine mentioned earlier the roots of the VIABLE INTRANET AUDIO/VIDEO REQUIREMENTS are in the pandemic. All of the services that we provide are essential services. The state has authorized a lot of tele-health codes. We expect some of those to remain in effect, even beyond the short-term year. From a health care standpoint, Tele-health is one way we can provide services that do not compromise the health of anyone who is vulnerable. But to do that, the equipment needs to be there for the tele-health to be available. Much of this will be handled on a one-to-one basis.

LANI LAPORTE, NCCMH CONTRACT MANAGER: - MASTER CONTRACT CHANGES FY21 PRESENTATION

Lani presented some of the particular language of the contract with major (not all) changes highlighted in RED. **The PowerPoint presentation attached to these notes, is Attachment B and is entitled 'REVIEW OF FY21 CONTRACT AND CONTRACT PROCESS CHANGES'.** Providers are encouraged to review the contents of the new master contracts and exhibits for compliance and to reach out to Lani Laporte with questions or concerns.

- Renewal providers will receive emails with directions for completion of renewal documentation.
- We will start using DocuSign to obtain contract applications, renewal documents, and signed contracts remotely, eliminating the requirement for printing documentation.
- Providers will have an opportunity to review new contract language with our team prior to renewal or issuance of new contracts.
- Please do not hesitate to email questions you might have pertaining to this presentation to llaporte@norccmh.org
- Effective October 1, 2020, NCCMH has a communications requirement that all AFC homes have a viable internet audio/video communications specific to and belonging to the contracted entity managing each home.
- Brian Babbitt, NCCMH Chief Operating Officer, introduced Michael Wolf as the new Provider Network Manager.
- Brian gave clarification on '**no caps**' in the day program contracts. This does not mean those contracts are unlimited. They are strictly based on authorizations and rates as shown in NorthStar, versus a hard expenditure cap as was shown in contracts in prior years. Often there was a conflict between the cap and the authorizations. There still exists the limitation of services to comply with NorthStar authorizations.

ANN FRIEND, NCCMH REIMBURSEMENTS SUPERVISOR- Update on Finance

- Finance is working on getting your premium pay invoices out for April and May. Some have already received Junes. For July – September, please include those in your invoicing for those months. For July's include that with July's invoicing this month.
- H0043 services will be converted to H2015 starting October 1st.
- We will be getting more guidance out to the providers on documentation by early September.

KEVIN HARTLEY, NCCMH CHIEF FINANCIAL OFFICER - DCW Process and Rate Calculations

DCW Pay will now be rolled into rates beginning October 1, 2020. We are working hard to come up with the new rates for these. Also, as Christine Gebhard mentioned earlier, if anyone is going to put in an application for the 'PROVIDER STABILITY PAYMENTS', we encourage you to get those into us as soon as possible. This will allow some time for finance to review them.

BRIAN BABBITT OFFERED CLARIFICATION: When it was mentioned that the Direct Care Wage pass was going to be incorporated into rates, we are talking about the Initial .75 cents. We've used a different term, 'Premium Paid - \$2 for a reason. Premium Pay is a temporary wage increase that has been extended through September 30. Just for clarification, Premium Pay is not something that will be built into rates going forward. Please continue billing monthly as you have been for this through September 30, 2020.

ANN FRIEND, NCCMH REIMBURSEMENTS SUPERVISOR, COMMENTED ON PREMIUM PAY: Instructions on the premium pay prior to June may be needed. We apologize because we know it was confusing in the beginning. We received several MDHHS communications which went out to our providers. Some of those procedures needed clarification. Anything prior to June is not included in the face-to-face in the community, only in home only. Starting in July, we will start paying the community.

QUESTIONS & COMMENTS:

SANDY ERBER: Gave a special thanks to Ann for all the assistance in working through the Premium Pay program.

Break 11:00 – 11:05

BRIAN BABBITT, NCCMH CHIEF OPERATING OFFICER – Professional Boundaries Presentation

For full description please view the Presentation, Attachment C

It's our responsibility to keep professional boundaries. We are in the position of power to maintain these boundaries, even when sometimes the client or the person we serve may act in a way that indicates they would like to step over those boundaries. The boundaries are just a line in the sand, they are not black and white. We are very much involved with that person from a care giving standpoint. We have to make every effort to assure that relationships stay person-centered. Boundaries are the framework for these relationships.

LINDA KLEIBER, NCCMH SAFETY SPECIALIST & KIM RAPPLEYEA, NCCMH DIRECTOR ORR – Training & Site Survey Updates:

AID/CPR/AED: Blended learning course. This month we are starting Return Demonstrations' PART 2 in-person training: We are emailing people to schedule to do the Return Demonstrations. The training is apx. 15-20 minutes.

Recipient Rights: This training is still on-line with LIVE180. There is currently no plan to start in person.

CPI & Gentle Teaching: By mid-September, we hope to have training in place for CPI & Gentle Teaching. CPI will be a blended learning training. Thank you for being patience!

SITE REVIEWS, SEE ATTACHMENT D - SITE REVIEW FY21 REQUIRED COMPLIANCE PGS 1-16

Every year we do Site Reviews on licensed AFC locations. This year due to COVID-19, site reviews will look different. A lot of it will probably be done virtually. NMRE has come up with specialized residential standards that they want us to follow. Also, a new Statewide Tool will be used. This way if you contract with more than one agency, only one site review will be needed. NCCMH's site review was four pages. Now, the new site review is about 20, with 4 pages being just recommendations rather than requirements. A lot of these items are already items that licensing checks. **To view Site Review FY21, please view Attachment D.** Copies of the new site review will be posted online and will be incorporated into contracts. We are still establishing how this information will be requested remotely from our providers. It is not certain when we will start the site reviews yet. We hope to know within the week.

VISITATIONS IN AFCs DURING COVID-19: Kim Rappleyea addressed a question that keeps coming up concerning visiting clients in their homes or elsewhere. The Governor's executive order limits visitation into AFC homes and some supported independent placements. While visitation is limited from people coming in, it does not require clients to stay home. They are still permitted to leave and come back. Obviously, ORR will be looking at safety issues, assuring that clients can socially distance, and wear a mask; if not we may need a restriction in the POS. But recipients are not prohibited from having community access just because there is visitation restriction on the home.

QUESTIONS & COMMENTS: [Open Discussion]

Thank you! Lani complimented all of our Providers with the absolutely excellent job everyone has done during this difficult time.

Provider Satisfaction Survey: This closes on August 11. If you have not had a chance to respond or can't find your survey, please send Lani an email note and we will send it out.

Response to Smaller Providers: We recognize that smaller AFCs, or single home contracted providers have different needs than larger corporate provider entities. Lani Laporte will be organizing TEAMS meetings this fall to address concerns of this provider type. Send your questions or concerns to her at llaporte@norcocmh.org.

PROVIDERS REPRESENTED THROUGH SKYPE:

Northern Family Intervention Services, Inc.; Alternative Services, Inc.; Bedford Specialized Care, Inc; Summertree Residential Center, Inc.; Rapid River AFC; Crisis Center, Inc. d.b.a. Listening Ear; Howard, Thomas and Suzan AFC; Grand Traverse Industries, Inc., Straits Area Services, Inc.; Spectrum Community Services; Case Management of Michigan, Inc.; Community Home and Health Services LLC; Beacon Specialized Living Services, Inc.

NCCMH: Christine Gebhard, Brian Babbitt; Lani Laporte, Ann Friend; Kevin Hartley, Linda Kleiber, Kim Rappleyea, Cynthia Crumbaugh, Emily Meeder-Ramirez, Michael Wolf, Pam K. Wespiser, Brandy Marvin, Amanda Dixon,

ATTACHMENTS: All attachments are on North Country Community Mental Health website: www.norcocmh.org under the Provider/Meetings and Publications/ NCCMH Network Virtual Meetings.

ATTACHMENT A - AUGUST 4, 2020 ANNOUNCEMENTS.

ATTACHMENT B - REVIEW OF FY21 CONTRACT AND CONTRACT PROCESS CHANGES.

ATTACHMENT C - PROFESSIONAL BOUNDARIES PRESENTATION

ATTACHMENT D - SITE REVIEW FY21 REQUIRED COMPLIANCE PGS 1-16

Thank you for participating in our Quarterly Provider Meeting.

**AT THIS TIME, WE ARE UNSURE OF WHEN IN-PERSON QUARTERLY PROVIDER MEETINGS WILL RESUME.
VIRTUAL QUARTERLY PROVIDER MEETINGS WILL CONTINUE UNTIL FURTHER EMAIL NOTIFICATION.**

**NEXT QUARTERLY PROVIDER MEETING:
TUESDAY, NOVEMBER 3, 2020 VIA TEAMS 10 AM – 12 NOON**

- To be sure all of your desired staff are invited to future meetings, we kindly request that providerrelations@norcocmh.org and constantcontact.com are added to your staff email server contact lists. Please 'whitelist' these email senders!
- **THERE IS A NEW LOCATION FOR PROVIDER MEETING PRESENTATION MATERIAL AND NOTES:**
<http://www.norcocmh.org/provider-meetings/>
- If you desire to hear about a specific topic at our quarterly provider meetings, please email our Contract Manager, Lani Laporte, at llaporte@norcocmh.org or call 231-439-1297. Topics not relevant to all providers may be scheduled at a special in-person or skype meeting time outside of regular quarterly meeting times.
- **All information will be posted on the website for you to review, as well as the notes.**

Handouts and Presentations will be posted to the NCCMH website following the meeting, Located at Contract Provider Manual Tab or enter in your browser URL address line: <http://www.norcocmh.org/provider-meetings/>.