



NORTH COUNTRY COMMUNITY MENTAL HEALTH AUTHORITY

PROVIDER MEETING AGENDA

Tuesday, May 4, 2021

'TEAMS' VIRTUAL MEETING

PROVIDERS REPRESENTED THROUGH TEAMS:

Alternative Services, Inc; Bedford Specialized Care, Inc.; Bedford Transitional Living, LLC; Case Management of Michigan, Inc.; Community Home and Health Services LLC; Community Homes; Crisis Center, Inc. d.b.a. Listening Ear; Crossroads Industries, Inc.; Guardiantrac, LLC dba GT Independence; Rapid River AFC; Northern Family Intervention Services, Inc; Grand Traverse Industries, Inc.; Mid-Michigan Specialized Residential, LLC; Sakshaug Group Homes, LLC; Spectrum Community Services; Straits Area Services, Inc.; Summertree Residential Center, Inc.

NCCMH STAFF:

Brian Babbitt; Kim Rappleyea; Lani Laporte; Linda Kleiber; Stacey Chipman; Michael Wolf; Ann Friend; Brandy Marvin, Debbie Freed, Cynthia Crumbaugh, Emily Meeder-Ramirez; Susan Clingan; Vikki Butler

WELCOME AND ANNOUNCEMENTS - LANI LAPORTE, NCCMH CONTRACT MANAGER

The meeting began at 10:00 AM via Teams. Lani opened by greeting everyone and reviewing the announcements. These can be found in [ATTACHMENT A](#).

MYSTRENGTH PRESENTATION – DEB FREED, FREED COMMUNICATION & LANI LAPORTE, NCCMH CONTRACT MANAGER

Deb introduced the '[MYSTRENGTH PRESENTATION](#)' – [ATTACHMENT B](#). She talked about the grant for this app. It's a health and wellness application and can be used on your phone or your laptop. Additional information to sign up is on the website. Lani added that individual participation in MyStrength is totally confidential and NCCMH will never have access to individual user information or responses. Providers are strongly encouraged to distribute the MyStrength Flyer, [ATTACHMENT B](#).

COMPLIANCE TRAINING - BRIAN BABBITT, NCCMH COO

Brian reviewed and went over the Compliance training PowerPoint, [ATTACHMENT C](#). This is reviewed every year as part of the annual compliance training. Using this PowerPoint training in your own setting is welcomed. The logo can be changed to your own. There are true and false questions at the end to assist in training and the employees response to these three questions should be kept on file.

Kim Rappleyea clarified on the 'coordination of care' and how it is defined. It is only between mental health or health provider(s). It would not be with family members or law enforcement. It would not be with schools unless it was related to medical.

FINANCE Q & A – ANN FRIEND, NCCMH REIMBURSEMENT SUPERVISOR

A reimbursement fax has been added directly into NorthStar. The NORTHSTAR fax number is: #231.238.3393.

You will use this fax number for:

- Monthly 3806
- Leave of Absence
- Premium Pay invoices
- CLS documentation already being faxed

Faxing to NorthStar makes your information more secure. This also allows for faster processing. Using the NorthStar fax number is preferred over a regular fax machine.

EFFECTIVE MARCH 1 – Premium pay went to \$2.25/qualifying payroll hour paid to employees, and \$.27/qualifying payroll hour for administration, which is retained by the provider. For questions on billing, please contact Ann Friend at 231.439.1233.

NOTE: Authorizing and qualifying information, as well as billing forms are available online at NCCMH's website: www.norco cmh.org.

QUESTION: It was requested to have a team's meeting for those who work with finance. Ann will work to set up an extra training.

NCCMH UPDATES – BRIAN BABBITT, NCCMH COO

- Budgets and the \$2.25 Premium pay for FY22
- Standard Cost Allocation
- Site Reviews and IPOS training documentation.
- Para-Professional Provider Qualifications Forms
- Infection Control Training: located on our website under Provider/Training.

DISCUSSION ON LABOR ISSUES – LANI LAPORTE, NCCMH CONTRACT MANAGER

Recently Lani participated in an Incompass training for labor, hiring and retention for employees, especially direct care givers. Lani presented a PowerPoint to share this training. See ATTACHMENT D – LABOR MARKET DISCUSSION. Upon completing the PowerPoint, Lani opened the floor for discussion.

Discussion came from Rik with Crossroads, Monica with Spectrum, and Tammy with Alternative Services. Labor is the number one problem and goes higher than the provider and the local CMH's. Takeaways are that we need strong advocacy at the state level to retain the Premium Pay on a permanent basis, in addition to the DCW pay increase so that wages stay competitive. Also, a certification program for DCWs would be beneficial.

QUESTIONS & ANSWERS – OPEN DISCUSSION

ATTACHMENTS: LOCATION FOR PROVIDER MEETING PRESENTATION MATERIAL AND NOTES:

The location is <http://www.norco cmh.org/provider-meetings/> under the Provider/Meetings and Publications

- **ATTACHMENT A** – ANNOUNCEMENTS
- **ATTACHMENT B** – MYSTRENGTH POWERPOINT
- **ATTACHMENT C** – COMPLIANCE TRAINING
- **ATTACHMENT D** – LABOR MARKET DISCUSSION
- **ATTACHMENT E** – PROVIDER MYSTRENGTH FLYER/PLEASE COPY FOR PROVIDER STAFF DISTRIBUTION
- **ATTACHMENT F** – PROVIDER MYSTRENGTH 2 SIDED CARDS/PLEASE COPY FOR PROVIDER STAFF DISTRIBUTION

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

**NEXT QUARTERLY PROVIDER MEETING:
TUESDAY, AUGUST 3, 2021 VIA TEAMS 10 AM – 12 NOON**

- To be sure all of your desired staff are invited to future meetings, we kindly request that providerrelations@norco cmh.org and constantcontact.com are added to your staff email server contact lists. Please 'whitelist' these email senders!
- If you desire to hear about a specific topic at our quarterly provider meetings, please email our Contract Manager, Lani Laporte, at llaporte@norco cmh.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.

NOTICE REGARDING RECORDING FUTURE MEETINGS: For accuracy of meeting notes and appropriate follow-up as needed, NCCMH reserves the right to record our Quarterly Provider Meetings on TEAMS. However, we will not do so without a verbal announcement and approval at the start of the meeting by all participants. If you join the meeting after the initial welcome and announcements, please note that recording of the meeting may be taking place. Thank you!