

NORTH COUNTRY



COMMUNITY

MENTAL HEALTH

**WELCOME TO
THE NCCMH
PROVIDER
NETWORK
MEETING**

TUESDAY, FEBRUARY 1, 2022

PROVIDER MEETING MATERIALS

Meeting materials and notes will be made available after the meeting online at www.norcocmh.org

Click on Main Menu Item: Providers > Meetings and Publications

PLEASE KEEP THESE ITEMS UP TO DATE:

1. CURRENT CERTIFICATES OF AUTO, GENERAL OR PROFESSIONAL LIABILITY, & WORKMAN'S COMPENSATION INSURANCE
2. NORTHSTAR USER REGISTRATION UPDATES
3. ANNUAL LIC RES CLIENT TIME STUDIES
4. ANNUAL CLIENT SATISFACTION SURVEYS
5. ACCREDITATION UPDATES (AS APPLICABLE)
6. CREDENTIALING LICENSES (AS APPLICABLE)



PROVIDER MEETING ATTENDANCE IS NOT LIMITED. FEEL FREE TO INVITE YOUR ...

- 1. PROVIDER CEO, CFO, CCO OR OTHER KEY MGMT PERSONNEL**
 - 2. LICENSED RESIDENTIAL HOME MANAGERS**
 - 3. FINANCE/BILLING STAFF**
 - 4. COMPLIANCE OFFICERS**
 - 6. CONTRACT MANAGERS**
 - 7. CLIENT PLACEMENT MGMT.**
- AND MORE!**



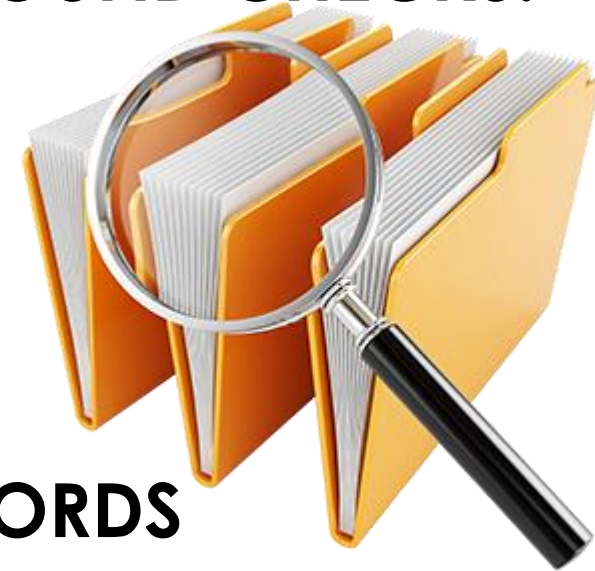
SAVE TIME ON TB TESTING AND CREDENTIALING PAPERWORK!

At time of contracting or renewal, NCCMH checks that the provider meets TB testing and Credentialing policies and procedures according to Medicaid. Larger providers with multiple staff can save time in this process by submitting their internal TB Testing or Credentialing Policy/Procedures for review. All policies are subject to NCCMH review in order to avoid the requirement to submit key individual staff TB tests and individual staff credentialing documentation. Ask if you qualify!

SUBMIT YOUR TB TESTING POLICY AND CREDENTIALING POLICY TO FOR NCCMH PRE-RENEWAL REVIEW BY EMAILING THAT INFORMATION TO:
PROVIDERRELATIONS@NORCOCMH.ORG

REMINDER: CONTRACTUAL REQUIREMENTS FOR PROVIDER MAINTENANCE OF STAFF/EMPLOYEE RECORDS INCLUDE BUT ARE NOT LIMITED TO:

- 1. STAFF HIRING AND BACKGROUND CHECK RECORDS, INCLUDING REPETITIVE BACKGROUND CHECKS.**
- 2. STAFF TB TESTING RECORDS.**
- 3. STAFF LICENSES (AS APPLICABLE).**
- 4. STAFF CREDENTIALING RECORDS.**
- 5. STAFF TRAINING RECORDS.**
- 6. STAFF ATTESTATIONS AND PAYROLL RECORDS REGARDING RECEIPT OF DCW OR PREMIUM PAY.**



FOOD FOR THOUGHT ... WRITTEN POLICIES/PROCEDURES RECOMMENDED FOR CONTRACTED PROVIDERS:

- ▶ COVID RESPONSE POLICY/PROCEDURE
- ▶ TB TESTING POLICY/PROCEDURE
- ▶ CREDENTIALING POLICY/PROCEDURE
(AS APPLICABLE)
- ▶ BACKGROUND CHECK POLICY/PROCEDURE
- ▶ COMPLIANCE POLICY/PROCEDURE
- ▶ MANAGEMENT OF DIRECT CARE AND PREMIUM PAY
WAGE PASSTHROUGHS POLICY/PROCEDURE
- ▶ HIPAA/CONFIDENTIALITY POLICY/PROCEDURE
- ▶ NORTHSTAR ACCESS USER REGISTRATION POLICY/PROCEDURE
- ▶ CLIENT RECORD RETENTION POLICY/PROCEDURE



THIS IS NOT AN ALL INCLUSIVE LIST, AND IS INTENDED TO GIVE YOU FOOD FOR THOUGHT ABOUT YOUR POLICIES AND PROCEDURES.

FIND HELP FOR COMMON TOPICS ONLINE AT [NORCOCMH.ORG/PROVIDERS](https://norcoCMH.org/providers)

▶ **UNDER “PROVIDER TRAINING”**

- **Current training options for Recipient Rights, First Aid/CPR, and more.**
- **Current training requirements.**
- **How to register for training.**

FIND HELP FOR COMMON TOPICS ONLINE AT NORCOCMH.ORG/PROVIDERS

▶ UNDER “PROVIDER MANUAL AND GENERAL INSTRUCTIONS”

- **Contract Provider Manual.**
- **Provider Time Study instructions & forms.**
- **Provider Application and Contract Renewal Forms.**

FIND HELP FOR COMMON TOPICS ONLINE AT NORCOCMH.ORG/PROVIDERS

▶ **UNDER “CLAIMS”**

- **Links you directly to the login page of NorthStar.**

FIND HELP FOR COMMON TOPICS ONLINE AT NORCOCMH.ORG/PROVIDERS

- ▶ **UNDER “PROVIDER MEETINGS AND PUBLICATIONS”**
 - **Quarterly Provider Meetings, Meeting Notes & Attachments.**
 - **Archived Meeting Notes & Attachments for 2018 - 2021**
 - **Provider Quarterly Bulletin & Safety/Recipient Rights Updates listed by date for FY18 – FY22**

FIND HELP FOR COMMON TOPICS ONLINE AT [NORCOCMH.ORG/PROVIDERS](https://norcoCMH.org/providers)

- ▶ **UNDER “PROVIDER COVID GUIDELINES”**
 - **Official NCCMH Provider Covid Guidelines.**