

**NORTH COUNTRY**



**COMMUNITY**

**MENTAL HEALTH**

**WELCOME TO  
THE NCCMH  
PROVIDER  
NETWORK  
MEETING**

TUESDAY, AUGUST 3, 2021

# PROVIDER MEETING MATERIALS

Meeting materials were emailed to participants who RSVP'd their attendance as well as prospective attendees, approximately one hour prior to the meeting.

Didn't receive meeting materials? Please send an email request for an immediate response: [providerrelations@norcocmh.org](mailto:providerrelations@norcocmh.org) OR send us a CHAT message during the meeting!

Meeting materials and notes will be uploaded to [www.norcocmh.org](http://www.norcocmh.org) following the meeting.

# PROVIDER DOCUMENTATION CURRENTLY DUE:

- ▶ - ALL CLIENTS IN AFC HOMES NEED TO HAVE A TIME STUDY COMPLETED NO LATER THAN SEPTEMBER 30, 2021 FOR FY21.
- ▶ - RATE/BUDGET CHANGE REQUESTS FOR FY21 DUE NOW.
- ▶ - ANNUAL CLIENT SATISFACTION SURVEYS SHOULD BE COMPLETED BY SEPT. 30, 2021.
- ▶ - CONTRACT RENEWAL DOCUMENTATION AS REQUESTED.
- ▶ - PROVIDE UPDATED CERTIFICATES OF INSURANCE QUARTERLY!
- ▶ - UPDATE USER REGISTRATION LISTING FOR NORTHSTAR.

# T1016 CODE BECOMES T1017

Due to the upcoming elimination of T1016 as of 10/1/21, all contract specifying T1016 will need to be updated to T1017. Please note that this change will be assumed to be automatic on the part of the provider.

If this code change also reflects in rate or other contractual considerations, please contact Lani Laporte at [llaporte@norcocmh.org](mailto:llaporte@norcocmh.org) as soon as possible to discuss your contract.

# 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](http://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](https://norcocmh.org/providers)

- ▶ **UNDER “PROVIDER MEETINGS AND PUBLICATIONS”**
  - **Quarterly Provider Meetings, Meeting Notes & Attachments for FY21.**
  - **Archived Meeting Notes & Attachments for FY18, FY19, FY20.**
  - **Provider Quarterly Bulletin & Safety/Recipient Rights Updates listed by date for FY18 – FY21.**



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

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

# UPDATING YOUR NORTHSTAR USER REGISTRATION LISTING IS A CONTRACTUAL OBLIGATION



DO YOU NEED TO TERMINATE OR ADD A NORTHSTAR USER?



IS YOUR NORTHSTAR LOGIN NO LONGER WORKING?



Email Ann Friend in Finance for assistance:



[afriend@norcocmh.org](mailto:afriend@norcocmh.org)



Remember, terminated employees who have previously been given access to NorthStar should be removed immediately, i.e. on day of termination.



**USE PROVIDER NORTHSTAR USER REGISTRATION FORM IN MEETING HANDOUTS!**



# REPORT

▶ PLEASE REPORT  
CHANGES IN  
OWNERSHIP OR  
MANAGEMENT IN  
UNDER 35 DAYS USING  
THE DISCLOSURE OF  
OWNERSHIP FORM,  
AVAILABLE ONLINE OR  
BY EMAILING  
[PROVIDERRELATIONS@NORCOCMH.ORG](mailto:PROVIDERRELATIONS@NORCOCMH.ORG)

**DON'T WAIT TILL IT'S TOO LATE!  
TIME STUDY TRAINING FOR PROVIDER  
STAFF IS ALWAYS AVAILABLE  
UPON REQUEST!**

**EMAIL YOUR REQUEST TO  
[llaporte@norcocmh.org](mailto:llaporte@norcocmh.org)**

**FIND TIME STUDY TRAINING  
INSTRUCTIONS ONLINE AT  
[www.norcocmh.org/providers/](http://www.norcocmh.org/providers/)**

