



QUARTERLY PROVIDER BULLETIN

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A publication for the providers of
NORTH COUNTRY COMMUNITY MENTAL HEALTH
 1420 PLAZA DRIVE
 PETOSKEY, MI 49770
 Ph: 231/347-7890
 Fax: 231/347-1241
www.norcocmh.org

Access to Services & Customer Service:
800-834-3393
 24 Hour Crisis Helpline:
800-442-7315
 TTY: 711

North Country CMH receives its principal funding from the Michigan Department of Health and Human Services (MDHHS)

Serving Antrim, Charlevoix, Cheboygan, Emmet, Kalkaska, and Otsego Counties ...
 Keeping Services Close to Home!

CONTRACTUAL INSURANCE REQUIREMENTS

By Lani Laporte, Contract Manager (llaporte@norcocmh.org)

Provider insurance requirements are standardized across all aspects of NCCMH contracting. The contract states that each provider shall maintain insurance as noted below, during the life of their contract. The insurance policy shall provide limits consistent with industry standards, based upon the services provided. NCCMH contracts specifically require the following insurance coverages and levels based upon provider type:

1. Commercial General Liability Insurance with limits of \$1,000,000 per occurrence and \$3,000,000 aggregate if **CONTRACTOR** operates any of the following programs:
 - a. Residential adult foster care in homes licensed as Small, Medium or Large Group Homes;
 - b. Residential foster care in Child Caring Institutions;
 - c. Community Living Supports in Day Programs; and
 - d. Supported Employment, Skills Training/Development and Out-of-Home Pre-Vocational Services.
2. General Liability Insurance
 - a. With limits of \$500,000 per occurrence and \$1,000,000 aggregate if **CONTRACTOR** operates residential adult foster care homes licensed as Family Group Homes or Private Residential Home programs in unlicensed settings;
 - b. With limits of \$300,000 per occurrence if **CONTRACTOR** provides unlicensed support services or operates residential homes licensed as Child Foster Care Homes.
3. Professional Liability Insurance with limits of \$1,000,000 per occurrence and \$3,000,000 aggregate if providing services requiring a professional license; and
4. Vehicle Liability Insurance and Michigan no-fault coverage at \$1 million combined single limit on all owned, non-owned and hired vehicles if transporting **BOARD** consumers.
5. Worker's Compensation Insurance or WC-337 Exclusion Form. It is understood that the **CONTRACTOR** carries workers' compensation insurance with statutory limits for the Term of this Contract. If the **CONTRACTOR** has no workers' compensation insurance because **CONTRACTOR** is qualified for an exemption pursuant to Michigan law, then a completed **BOARD** Notice to Provider Subcontractor Form and the State of Michigan's Worker's Compensation Agency's approved WC-337 Exclusion Form will be accepted instead.

The best way to assure that NCCMH is updated on your insurance policies is to ask your insurance agent to add NCCMH, 1420 Plaza Drive, Petoskey Michigan 49770 as "Additional Insured". In this manner, NCCMH will automatically receive updated Certificates of Liability from your insurance carrier every time the policy dates are extended.

PROVIDER NOTICE

FROM THE NCCMH FINANCIAL DEPARTMENT

BY Scott Shearer, CFO, (sshearer@norcocmh.org)



August 31, 2018

Dear Providers:

We would like to ensure that you receive payment for services provided during fiscal year 2018 (October 1, 2017 through September 30, 2018). Accordingly, we have provided the following deadline information for your reference:

NORMAL CLAIM SUBMISSION: Regular claims are required to be submitted within five (5) calendar days after the service month ends, or within five (5) calendar days of receipt of the Explanation of Benefits (EOB) from the third-party payer when third-party coordination of benefits is an issue. Any resubmission of previously denied claims are due within sixty (60) days of service, except August and September. August and September 2018, have a tighter deadline: All claims are due by November 9, 2018. Failure to comply will result in nonpayment of the claim due to fiscal year end processing.

MISSING AUTHORIZATIONS: Please contact your Supports Coordinator by September 30, 2018 if you have missing authorizations for fiscal year 2018. Claims submitted without authorizations will not be paid.

Further, please review all previous processed claims (for services provided October 1, 2017, through September 30, 2018) for accuracy prior to the end of the fiscal year.

Waiting to have corrections made or claims submitted will further delay the possibility of payment to you. We will not be making concessions for unpaid claims once the fiscal year is closed.

Thank you in advance for your cooperation.

Scott B. Shearer

Scott B. Shearer,

NCCMH Chief Financial Officer



NEXT PROVIDER MEETING!

When: Tues. Nov. 6, 2018

Time: 10 am – 12 noon

**Where: University Center
Located at 80 Livingston
Blvd., Gaylord, MI**



NCCMH is offering a 2nd Photovoice class this fall and is seeking participants.

Photovoice is an empowerment program that uses words and pictures to combat prejudice and discrimination and shine a light on how we can include people with disabilities in our community. It has been used all over the world for education, social change, and a more healthful public policy.

For questions or to sign up for the class, please contact

Deb Freed at 231-271-6177 or dfreed@norcocmh.org. Or Julie Moran at jmoran@norcocmh.org.



CHAMP REGISTRATION DEADLINE APPROACHING

PROFESSIONAL PROVIDERS MUST ENROLL IN MICHIGAN MEDICAID PROGRAM

August 22, 2018; LANSING, Mich. – Health care providers that serve Medicaid beneficiaries are facing an upcoming enrollment deadline that is necessary for them to continue to receive payments from Medicaid. While the Michigan Department of Health and Human Services (MDHHS) has revised the timeline to give providers more time to enroll, the department is urging providers to complete the screening and enrollment process as soon as possible.

For dates of service on or after Jan. 1, 2019, MDHHS will prohibit contracted Medicaid Health Plans and Dental Health Plans from making payments to TYPICAL PROVIDERS not actively enrolled in Community Health Automated Medicaid Processing System (CHAMPS) – the state’s online Medicaid enrollment and billing system.

TYPICAL PROVIDERS WHO MUST MEET THE 1/1/2019 DEADLINE are health care PROFESSIONALS that provide health care services to beneficiaries. PROFESSIONALS must meet education and state licensing requirements and have assigned National Provider Identifiers. Examples include, but are not limited to, physicians, physician assistants, certified nurse practitioners, dentists and chiropractors.

At this time, contracted Integrated Care Organizations (ICOs), Prepaid Inpatient Health Plans (PIHPs) and MI Choice Waiver agencies are exempt from this requirement. CHAMPS enrollment neither requires nor mandates providers in a managed care network to accept Fee-for-Service Medicaid beneficiaries. CHAMPS enrollment is used solely to screen providers participating in Medicaid.

For dates of service on or after July 1, 2019, MDHHS Fee-for-Service and Medicaid Health Plans will prohibit payment for prescription drug claims written by a prescriber who is not enrolled. More details on prescriber enrollment will be forthcoming early in 2019.

The federal Affordable Care Act and the 21st Century Cures Act require all providers who serve Medicaid beneficiaries to be screened and enrolled in the state Medicaid enrollment system. The purpose of this requirement is to protect beneficiaries by strengthening program integrity and care quality.

For information about the Provider Enrollment process and how to get started, visit www.michigan.gov/MedicaidProviders and click on “Provider Enrollment.”

Providers also can learn more details by viewing future Provider Bulletins from MDHHS. Providers who have questions about the enrollment process or require assistance may contact the MDHHS Provider Enrollment Help Desk at 1-800-292-2550.



World Mental Health Day

October 10th

www.who.org



National Mental Health Awareness

Week – October 7 to 13

www.nami.org

*Check out these websites for ideas, facts, support,
information and so much more!*

CONTRACT MANAGEMENT UPDATES

Lani Laporte, Contract Manager (llaporte@norcocmh.org)

For questions on any of the following information, please contact Lani Laporte, Contract Manager, NCCMH at llaporte@norcocmh.org or call 231/439-1297.

PROVIDER QUARTERLY MEETING DATES/TIMETABLE

The next provider meeting is Tuesday, November 6, 2018, 10 am – 12 noon at the University Center, in Gaylord. In the event you cannot attend, we will be distributing an emailed invitation to our providers to attend this meeting via SKYPE. However, please know we prefer to see you in person.

PROVIDER QUARTERLY MEETING NOTES, HANDOUTS, PROVIDER BULLETINS

The NCCMH website is now being utilized to house Provider Quarterly Meeting Notes, meeting handouts and quarterly Provider Bulletins. You can find this information at www.norcocmh.org under the NCCMH Contract Provider Manual Tab on the left vertical menu. If you need any provider meeting notes, handouts or other items mailed to you, please contact Cynthia Crumbaugh, Administrative Assistant at 231/439-1242 or ccrumbaugh@norcocmh.org.

EMAIL ENCRYPTION REMINDER

All providers serving Medicaid clients who have a need to transmit personal health information (PHI) **are required to encrypt documentation** sent by and between themselves and NCCMH, or other entities which are providing services. This includes emails sent to NCCMH staff. If you are not using an email encryption method, you may be in violation of your contractual HIPAA requirements. When NCCMH sends you an email, it is likely to be encrypted if it contains any client PHI. Sometimes both incoming and outgoing encrypted email is held up by your email server, or by the NCCMH email servers and filters. Please always double check your 'junk' folder to see if encrypted emails are being held in those areas. The NCCMH Contract Manager can assist you in learning how to encrypt your emails.

NORTHSTAR USER UPDATES REQUESTED MONTHLY

NCCMH Providers have registered a number of NorthStar users since its 'go live' date December 1, 2017. It is important the Providers maintain a regimen of verifying user access on a monthly basis. This means that not only do you want to add new users, but you also need to remove registered users who are no longer employed by the provider entity. Please be sure to add this quick check to your monthly 'To Do' administrative management tasks. To verify who is a registered NorthStar User for your company, please contact the NCCMH Contract Manager.



Now available – Skype Option – only for when you cannot attend in person.

Where do I find provider minutes?



North Country Community Mental Health - Website

- Home
- NMRE Website
- Services
- Emergency Services
- Privacy Notice
- Ethical Standards and Values
- Locations
- Job Postings
- NCCMH Contract Provider Manual**
- Direct Serv. Providers Training
- Fee Policy
- Admin. Services
- Board
- Recipient Rights
- Annual Report
- NCCMH Handbook
- Links
- Contact Us

NCCMH Provider Network Quarterly Meetings

- MEETING DATES
- MEETING LOCATION
- MEETING MINUTES
- MEETING AGENDA
- MINUTE ATTACHMENTS
- PROVIDER QUARTERLY BULLETIN & SAFETY/ RECIPIENT RIGHTS UPDATES

QUARTERLY UPDATE **RECIPIENT RIGHTS, HEALTH AND SAFETY** QUARTERLY UPDATE

You're invited

New
Horizons
Clubhouse

Spaghetti Dinner

Fundraiser & Silent Auction

Friday

September 23, 2018

4:30 – 7:00 PM

\$7.00/plate suggested
donation

5 and under Free

New Horizons
Clubhouse

"Where Good Things Happen"

7164 Rapid City RD

Rapid City MI 49676

231-331-4821



A program of North Country Community
Mental Health

Dedicated to helping adults recovering
from mental illness

SHINGLES

by Vicki Holloway, Registered Nurse (vholloway@norccmh.org)



Shingles is a very painful viral infection. There are many questions and concerns surround shingles, the vaccine, and how to prevent getting infected with it. Let's look at the facts.

Shingles is an illness that presents itself from a reactivation of the Herpes Zoster Virus. This is the virus that causes chickenpox. It then lies dormant in your body. Scientists don't know the reason or mechanism that causes it to reactivate years later. You may be familiar with this painful rash. It develops on one side of the body or face. It is painful, itches, and may have tingling. This can happen up to 5 days before the rash appears. Fever, headache, chills and upset stomach usually accompany the rash.

Shingles is a very painful viral infection.

According to the CDC, shingles cannot be passed from one person to another. However, the virus that causes shingles can cause chickenpox in someone who has never had chicken pox or the vaccination. The person can transmit the virus when the blisters are open and weeping. The blisters should be covered. Avoid touching the rash and wash your hands often to prevent the spread of the virus. Once the blisters crust over, one is no longer infectious.

Shingles can cause complications that are long lasting or permanent. If shingles goes into the eyes, there is risk for damage or blindness. There is also risk for lasting nerve pain called postherpetic neuralgia.

A vaccine for shingles is available. If you are interested in getting it, please check with your primary care provider. Currently, Zostavax is available. However, it is recommended for people over 60 years of age.

A vaccine for
shingles is available.

North Country, Service Animals, and Recipient Rights - Questions and Answers

by Brandy Marvin, Recipient Rights Specialist (bmarvin@ncccmh.org)

**For detailed guidelines: Refer to the NCCMH Infection Control and Safety Manual Chapter 2; pgs. 10-12*

Does a recipient have the right to bring an animal to North Country Community Mental Health (NCCMH) service sites, and is it ever acceptable to deny use?

Yes and No. Individuals with disabilities can bring their service animals in to all areas of public facilities and private businesses where members of the public, program participants, clients, customers, patrons, or invitees are allowed. Only trained Service Animals and Therapy Animals (*refer to guidelines) are allowed at NCCMH with limited exception.

A public entity or private business must:

Allow a person with a disability to bring a service animal (dog or miniature horse) on the premises only if it has been individually trained to do work or perform a task(s) for the benefit of the individual with a disability. However, an organization can consider whether the facility can accommodate the miniature horse based on its type, size, and weight. The rules that apply to service dogs also apply to miniature horses. A business also has the right to deny access if it disrupts their business, poses a direct threat to the health and safety of others, is not housebroken, or compromises legitimate safety requirements.

Is there a difference between Service Animals, Therapy Animals, Emotional Support Animals, Comfort Animals, and Pet Animals? YES!

Service Animals: Individually and intentionally trained to work or perform tasks for people with disabilities. The work or task a dog has been trained to provide must be directly related to the person's disability. Examples: Guiding the blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack.

Therapy Animals: Refers to animals that are brought in by specially trained professionals, para-professionals, and/or volunteers to provide opportunities for motivational, educational, recreational, and/or therapeutic benefits to enhance quality of life.

Emotional Support/Comfort/Pet Animals: Other species of animals, whether wild or domestic, trained or untrained, are NOT service animals under Title II and Title III of the ADA and are not allowed.

NOTE: AT ALL TIMES a trained handler or owner must accompany the animal. Any animal that is unclean or in apparent ill health may be excluded at the discretion of any staff member responsible for the care of consumers. All animals will be restricted to the area of the agency where their presence is required. The rights of all other consumers, visitors, and staff not to have contact with the animal will be respected. At no time will the animal be allowed to run loose or cause disturbance. Any animal posing a threat to consumers, visitors, or staff because of odor, noise, health, behavior, or temperament, will be removed from the premises.

What questions are and are not allowable to ask?

It is acceptable to ask the following (two) questions:

1. Is the service animal required because of a disability?
2. What work and/or task has the service animal been trained to perform?

You MAY NOT ask:

- Questions if the need for the service animal is obvious. For example, if a dog is guiding an individual who is blind or is pulling a person's wheelchair.
- About the nature or extent of an individual's disability
- The owner to demonstrate its ability to perform a task and/or its work

You also MAY NOT:

- Require proof that the animal has been certified, trained or is licensed as a service animal
- Require the animal to wear an identifying vest or tag

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FIRE PREVENTION WEEK

by Linda Kleiber, Safety Manager (lkleiber@norcocmh.org)

Did you Know that Fire Prevention Week is October 7-13?

Be aware – fire can happen anywhere.”

The latest statistics from the National Fire Protection Association (NFPA) show that if you have a reported fire in your home, you are more likely to die today than you were a few decades ago. This startling statistic is behind this year’s Fire Prevention Week theme: “Look. Listen. Learn. Be aware - fire can happen anywhere.

Through three simple calls-to-action, this year’s theme identifies basic but essential ways people can reduce their risk of fire and be prepared in the event of one:

- **Look** for places fire can start
- **Listen** for the sound of the smoke alarm
- **Learn** two ways out of each room

In general people take safety for granted and are not aware of the risk of fire. Paying attention to your surroundings, looking for available exits in the event of a fire or other emergency, and taking the smoke alarm seriously if it sounds can make a potentially life-saving difference in a fire or other emergency.

This year’s message applies to virtually all locations. However, the NFPA continues to focus on home fire safety, as the majority of U.S. fire deaths (four out of five) occur at home each year. In fact, the fire death rate (per 1000 home fires reported to the fire department) was 10 percent higher in 2016 than in 1980.

There has been significant progress in preventing home fires from happening. However, these statistics show that there’s still much more work to do when it comes to teaching people how to protect themselves in the event of one, and why advance planning is so critically important.

“Look. Listen. Learn. Be aware – fire can happen anywhere” works to remind the public that fires can and do still happen – at home, as well as other locations - and that there are basic but vitally important steps people can take to remain safe.

For a wealth of information and resources about this year’s “Look. Listen. Learn. Be aware – fire can happen anywhere.” campaign, visit www.firepreventionweek.org.

Since 1922, **Fire Prevention Week** (FPW) has been observed on the Sunday through Saturday period in which October 9 falls to commemorate the Great Chicago Fire of 1871. The theme of the 2018 campaign is “Look. Listen. Learn. Be aware. **Fire** can happen anywhere.”



Provider Quarterly Meeting:

WHEN: Tues. Nov. 6, 2018,
TIME: 10 am – 12 noon
WHERE: University Center, Gaylord.

Save the Date

NEW: In the event you can not attend in person, a new SKYPE invite will be offered. Seeing you in person is always preferred!

New Feature



RECIPIENT RIGHTS AND SAFETY QUARTERLY UPDATE - PLEASE PRINT AND POST



LOOK. LISTEN. LEARN.

BE AWARE. FIRE CAN HAPPEN ANYWHERE.

RECIPIENT RIGHTS AND SAFETY QUARTERLY UPDATE - PLEASE PRINT AND POST



Twenty-Fourth Annual

Human Services Information Summit

Friday, September 28, 2018 | 8 a.m. - 12 p.m.

Petoskey United Methodist Church - 1804 East Mitchell Street, Petoskey

Who should attend?

All health and human services professionals, paraprofessionals and volunteers are invited to attend.

How should I register?

It is not necessary to register in advance for the Summit.

What is the fee?

There is NO FEE for the Information Summit.

Keynote Speaker: The Honorable Valerie K. Snyder

Valerie K. Snyder has been the Judge of the 7th Probate Court, which serves Charlevoix and Emmet Counties, since July 2017. Prior to taking the bench, Judge Snyder practiced law in Northern Michigan for over 21 years. Her practice included estate planning, probate and trust administration, real estate, family and juvenile law, and appeals.



The Honorable Valerie K. Snyder

A native of Charlevoix, Judge Snyder has been active in the community, holding a variety of elected, appointed, and volunteer positions. Currently, Judge Snyder serves as a board member for both Leadership Charlevoix County and Northern Community Mediation. Judge Snyder and her husband, Mark, have two teenage sons.

During the Human Services Information Summit, Judge Snyder will discuss the interaction of the Court with human services providers to address the needs of families involved in the court process.

Need more information?

Kelly Johnson, Char-Em ISD
johnsonk@charemisd.org
231.582.8070

Lorraine Manary, Char-Em United Way
Lorraine@charemunitedway.org
231.487.1006



Human Services
Coordinating Body of
Charlevoix and
Emmet Counties

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North Country, Service Animals, and Recipient Rights

How is it possible to determine if an animal is a qualified service animal or just a pet?

(This is the tricky part!) Under the ADA, training distinguishes a service animal from other animals. Some service animals may be professionally trained; others may have been trained by their owners. However, the task that the service animal is trained to do must be directly related to the owner's disability. *Remember* You MAY NOT ask for proof of certification or the nature of the individuals disability!

How should I handle a situation if I am unable to determine if the recipient's pet is or is not a certified service animal?

1. If in question, allow service. DO NOT turn an individual away or deny services.
2. Address after services have been rendered and request that the recipient coordinate in advance by contacting Customer Service @ 1.800.834.3393 (for calls made internally; contact Tiffany Kiper Ext:1260)

SIGNATURE SHEET REQUIREMENT

Residential or Service Sites subject to site reviews are requested to please create a signature sheet (example below) to record that staff have read and will comply with the material presented in the Quarterly Recipient Rights, Health and Safety pages of this bulletin, which replaces the previously issued Quarterly Brochure. This bulletin also replaces annual updates of Environmental Emergencies, Recipient Rights, and Medications. Sign off sheets will be monitored during annual site visits. We suggest printing & posting the Quarterly Recipient Rights and Safety pages of this bulletin on site, as well as reviewing them during staff meetings.

September 2018

NAME	SIGNATURE	DATE
Mary Smith	<i>Mary Smith</i>	9/30/18
Ben Hur	<i>Ben Hur</i>	9/30/18