



# QUARTERLY PROVIDER BULLETIN

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### NORTH COUNTRY COMMUNITY MENTAL HEALTH AUTHORITY

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Fax: 231/347-1241

[www.norccmh.org](http://www.norccmh.org)

#### Access to Services & Customer Service:

877-470-7130

24 Hour Crisis Help Line:

877-470-4668 TTY: 711

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

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



## Taking A Mindful Moment

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

### Dear Provider Work Force:

The holidays typically give us more stress than we can imagine if we let them. In the rush to make it thru this season of work, winter storms and wildly happy moments, we just wanted to take a minute to be mindful of the value of our provider network.

We pause to celebrate your contribution to the success of the work we do in behavioral health. We recognize the sacrifice many direct care workers, and their provider management staff, are making to keep up with the demands of delivering quality behavioral health services under frequently stressful situations. Thank you for your tenacious spirits!

#### **We see you!**

We pause to recognize that your individual and combined presence makes a sincere difference in each client's life. You hold their hand, help them with personal needs, maintain their medications, note their accomplishments, take them out in the community, teach them a skill, train them on completing everyday tasks that many of us do by routine. You feed them, nurture them, and assure that they are able to live as comfortable and productive of a life as they desire. You help manage their needs, sometimes in person, and sometimes from an office down the road. You listen to them – sometimes even when they cannot speak. You put them first. You demonstrate empathy every single day on the job. Thank you for your effort! **We see you!**

We pause to gratefully acknowledge that sometimes you are the only person a client may see in any given day. Sometimes you may be the only person they trust. Sometimes you are the only person who speaks to them – and sometimes that is done without words. Many times, you do this demanding work in double shifts, covering for absences or vacancies, or by giving up your personal family time. You work late. You show dedication, dependability, and commitment. Thank you for being there for those who need you when they need you! **We see you!**

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## Taking A Mindful Moment



We pause to thank you for serving in many varied, critical roles throughout our provider network – roles that, when operating in tandem throughout six counties, turns into a real powerhouse of service-oriented, dedicated behavioral health professionals. ***We see you!***

So, at the start of this season, we take a break from the daily workload to say, '***We see you!***', and ***thank you for the work that you do!*** May each of you experience a holiday that is full of wonder, joy and peace.

***Happy Holidays from the Staff of North Country Community Mental Health***

## MDHHS Required Reporting: Provider Expense Report Template

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

As a reminder to providers receiving greater than \$1 Million in Medicaid reimbursements, please note that special expense reporting is due no later than February 28, 2023. To assist, MDHHS has provided an updated Provider Service Expense Template (v1.1) and posted it on the MDHHS website under Policy 21-39 Reporting Requirements at this link:

[https://www.michigan.gov/mdhhs//media/Project/Websites/mdhhs/Keeping-Michigan-Healthy/BH-DD/Reporting-Requirements/BH\\_Provider\\_Service\\_Expense\\_Survey.xlsx](https://www.michigan.gov/mdhhs//media/Project/Websites/mdhhs/Keeping-Michigan-Healthy/BH-DD/Reporting-Requirements/BH_Provider_Service_Expense_Survey.xlsx)

### Purpose of the Data Collection Template ("the Template")

The purpose of this data collection template is to collect service utilization and cost information from contracted behavioral health providers. Data collected via this Template will (1) allow the Michigan Department of Health and Human Services (MDHHS) to better understand costs incurred by providers contracting with the community mental health services programs (CMHSPs) and Prepaid Inpatient Health Plans (PIHPs) at an individual service level, and (2) help support an understanding of the utilization of services for each entity that can be used to validate the encounter data each entity submits to MDHHS' data warehouse.

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## MDHHS Required Reporting: Provider Expense Report Template

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

### Providers Required to Complete the Template

Behavioral health providers contracting with community mental health services programs (CMHSPs) and Prepaid Inpatient Health Plans (PIHPS) are required to submit this template if they had more than \$1 million in Medicaid expenditures (including costs under self-directed arrangements) in State Fiscal Year (SFY) 2022. The list of providers being contacted for this request were identified by CMHSPs and PIHPs using SFY 2021 experience.

### Template Instructions

Individuals completing this template should refer to the accompanying data collection template instructions, available online at:

[https://www.michigan.gov/mdhhs/0,5885,7-339-71550\\_2941\\_38765---,00.html](https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_38765---,00.html).

### Scope of Data Collection

Costs, utilization, and direct service time reported should represent those for the billing provider entity, including all individual providers and reflecting all payor sources. **The reporting period is FY 2022 (October 1, 2021 through September 30, 2022).** For more info see this link:

([https://www.michigan.gov/mdhhs/-/media/Project/Websites/mdhhs/Keeping-Michigan-Healthy/BH-DD/Reporting-Requirements/BH\\_Provider\\_Service\\_Expense\\_Survey.xlsx](https://www.michigan.gov/mdhhs/-/media/Project/Websites/mdhhs/Keeping-Michigan-Healthy/BH-DD/Reporting-Requirements/BH_Provider_Service_Expense_Survey.xlsx)).

If you have any questions about the template or participation requirements, please email [BH.Provider.Survey@milliman.com](mailto:BH.Provider.Survey@milliman.com).

## Mark your calendar for 2023's Quarterly Provider Meetings!

**Tuesday, February 7 - (Virtual Meeting ONLY)**

**Tuesday, May 2 - \*(In-person & Virtual Meeting)**

**Tuesday, August 1 - \*(In-person & Virtual Meeting)**

**Tuesday, November 7 - (Virtual Meeting-ONLY)**



**\*PROVIDER QUARTERLY MEETING – The In-Person meetings:**

9:30 am (coffee) 10:00 am – 12 noon

Meetings on these dates are at the Gaylord University Center, Gaylord

# PROVIDER QUARTERLY UPDATE - OFFICE OF RECIPIENT RIGHTS, HEALTH & SAFETY

## Preventing Slips, Trips & Falls

*By Linda Kleiber, Safety Specialist (lkleiber@norcoch.org)*

***Slips, trips, and falls account for more than 20% of all non-fatal injuries and are one of the leading causes of accidents.***

Slips trips and falls can be reduced by staying alert and aware of your surroundings.

Wet floors, an open drawer, items left or dropped on the floor, slippery shoes or floors, an icy walkway – all of these can lead to serious, painful injuries.

### **Examples of preventable slips, trips, and falls:**

- Wipe shoes thoroughly on rugs and wear non-slip footwear.
- Wipe up spills, even a small one, even if it is not your spill. If you see a hazard on the floor, clean it.
- Keep all areas and walkways clear of boxes, bags, papers, cords, etc.
- Watch for curled rugs, chipped flooring, etc.
- Close drawers and cabinet doors after each use.
- Wear the proper footwear.
- Correct or report potential trip hazards.

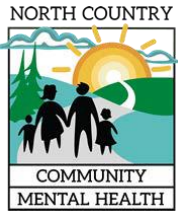
### **Falls happen when your center of gravity is in an unsupported position:**

- Keep your center of gravity supported.
- Keep your arms and legs as close to your center of gravity as possible.

### **Safety is up to you:**

- Preventing accidents and injuries involves teamwork.
- You and your co-workers need to work cooperatively to identify, report and correct unsafe conditions and behaviors.
- Make a commitment to yourself and the individuals you work for to develop an awareness of potential hazards.





## NORTH COUNTRY COMMUNITY MENTAL HEALTH

# OFFICE OF RECIPIENT RIGHTS (ORR)

### PLEASE CONTACT THE ORR:

- If you have any questions or concerns related to your rights as a recipient of mental health services or wish to make a complaint about your rights being violated
- If you have any questions or concerns related to the rights of the individuals you serve and your responsibilities as staff, or to assist a recipient with filing a complaint
- Immediately to report *all suspected or known* recipient rights violations. Staff's failure to report is a rights violation.

NCCMH ORR Office Hours are Monday through Friday 8:30am to 5:00pm. The confidential voice mail system is available 24-hours a day. Official complaint forms may be sent to the ORR by email, fax, or mail. Virtual 'Microsoft TEAMS' appointments are available during office hours.

### NCCMH OFFICE OF RECIPIENT RIGHTS:

Toll Free: 1-800-281-0481 (TTY: 711)

Fax: 231-439-8752

Email: [Recipient-Rights@norcocmh.org](mailto:Recipient-Rights@norcocmh.org)

#### Recipient Rights Director: Michael Wolf

Phone: 231-439-1225

Email: [mwolf@norcocmh.org](mailto:mwolf@norcocmh.org)

#### Recipient Rights Specialist: Brandy Marvin

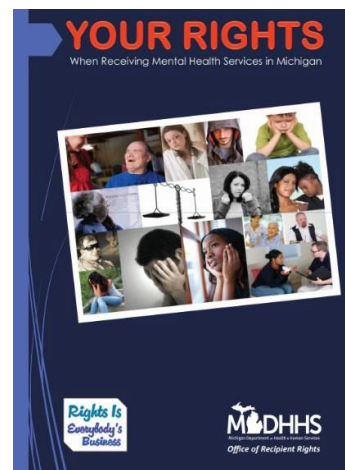
Phone: 231-439-1227

Email: [bmarvin@norcocmh.org](mailto:bmarvin@norcocmh.org)

#### Recipient Rights Specialist: Amanda Dixon

Phone: 231-439-1271

Email: [adixon@norcocmh.org](mailto:adixon@norcocmh.org)



Pursuant to the Michigan Mental Health Code and the Whistleblower's Protection Act, North Country CMH does not tolerate harassment or retaliation against anyone for their participation in a recipient rights investigation.

Revised 11/2022

# New Recipient Rights Director

By Michael Wolf, Director, Office of Recipient Rights ([mwolf@norcocmh.org](mailto:mwolf@norcocmh.org))

Beginning October 31<sup>st</sup>, Michael Wolf assumed the role of Director of Recipient Rights. Michael joined North Country CMH in 2020. This was following positions as an administrator and provider in various physical health organizations and within the State and Tribal court systems. In his previous position as Provider Network Manager, he engaged both providers and staff in conversations focused on optimizing and sustaining resources that contributed to quality services. These experiences will now serve him well in working with the Office of Recipient Rights and will be used as a basis in ensuring the rights of clients in accordance with the Michigan Mental Health Code.

Michael is grateful to be joining Recipient Rights Specialists, Brandy Marvin and Amanda Dixon, both of whom have extensive experience and knowledge and have done outstanding work in advocating, educating, investigating, and monitoring issues involving the rights of all consumers served by NCCMH. "I look forward to working with them and learning from them," Wolf commented.

Please feel free to contact the office with any questions, concerns, or suggestions.

## Incident Reports

By Kim Rappleyea, Chief Operating Officer ([krappleyea@norcocmh.org](mailto:krappleyea@norcocmh.org))

**Incident Reporting Note:** Passing a PRN ("as needed" medication) does not require an incident report. If the PRN was passed due to behavior, then the behavior can be captured on an incident report IF it meets the reporting criteria, but passing a PRN is not reportable on its own. All PRN's should still be documented within the client's MAR (Medical Administration Record) in the home. If the use of a PRN is part of a behavior plan, Staff will note in the client record what symptoms occurred that necessitated the use of the PRN medication, as well as what non-medication interventions were considered, and the client's response to the medication.

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 and Safety pages of this bulletin. This bulletin 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.

December 2022

NAME	SIGNATURE	DATE
Mary Smith	<i>Mary Smith</i>	12/12/22
Ben Hur	<i>Ben Hur</i>	12/12/22

*Environmental Emergencies*  
*Recipient Rights*