



QUARTERLY PROVIDER BULLETIN

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A publication for the providers of
**NORTH COUNTRY COMMUNITY
 MENTAL HEALTH AUTHORITY**
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 PETOSKEY, MI 49770
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 Fax: 231/347-1241
www.norco cmh.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 Community Mental
 Health (MDCMH)



ANNOUNCEMENTS

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

NOVEMBER 2020 PROVIDER NETWORK QUARTERLY MEETING:

Provider Network Quarterly Meeting – November 4, 2020, will be conducted virtual via TEAMS. We hope to resume in person meetings in 2021, as control of the COVID-19 pandemic allows. You will be notified in advance of any in-person meeting schedules.

ARE CLIENT TIME STUDIES FOR FY20 COMPLETED?

In May 2019, AFC/CFC providers were reminded that it is their contractual responsibility to complete an annual Time Study on each client in a licensed setting, as well as on clients sharing personal residential home settings. Usually time studies should be completed about 30 days prior to the IPOS renewal meeting, or once annually. A Time Study should also be completed for clients within 30 days of a new residential placement. These Time Studies assist our finance department in dividing up the per diem by CLS and Personal Care.

A year has passed wherein providers are requested to verify that all applicable AFC/CFC and hared PRH environment clients have had a Time Study submitted to the respective Supports Coordinators/Case Manager within the last twelve (12) months. Notifications will be sent out in September to providers where client time studies are not completed, nor on record in NorthStar as having been completed within the last twelve (12) months.

Assistance or training (in writing or via TEAMS) for provider staff is available by contacting the Contract Manager at llaporte@norco cmh.org. Julie Kosloskey, NCCMH Time Study Trainer, may be contacted at jkoslosk@norco cmh.org.

Please note these valuable links to Time Study Training Information:

[Time Study Instructions](#)

[Time Study PDF Template](#)

[Time Study Example 1](#)

[Time Study Example 2](#)

[Time Study Calculating Template](#) (To open Calculating Template go to www.norco cmh.org/providers-meetings/ Time Study Calculating Template.)

(Continued Page 2)

TECHNICAL REQUIREMENTS - #1

DIGITAL CONTRACT SIGNATURE CAPABILITY

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

Working remotely for several months has challenged us all to become more tech savvy when it comes to processing contract paperwork and communicating as a team. NCCMH has elected to begin utilizing DocuSign for contracted provider document processing, including provider application paperwork and actual contract documentation. These new processes will allow our providers to complete and update fillable PDF forms such as Provider Application updates, Disclosures of Ownership, and False Claims Attestations. It will also allow providers to receive via email, view, fill out forms and sign documents sent to them as 'envelopes', return the envelope to NCCMH, and receive a copy of the completed/signed documents via email. These "envelopes" are secured by DocuSign.

As NCCMH begins use of this new signing protocol, our providers are requested to become familiar with the use of DocuSign software. Use of the software for packages generated and sent to you for review, completion or signature from NCCMH does not require membership with DocuSign, nor is there a cost to our providers. (At your option, you may wish to set up your own DocuSign account, some of which are free.)

[Of course, we will always accept paper signatures, faxed or scanned signed documents, or other official transmissions of contract documents. However, our goal is to convert our contracting efforts to digital documentation. Therefore, provider capability to sign digitally is respectfully requested.](#)

To assist you with the process of becoming familiar with the use of DocuSign, we urge providers to go to www.docusign.com to view support and training options.

[Signing electronically, providers should utilize a digital, certified esignature, which is available at no cost to you via DocuSign.](#) Electronic digital signatures or initials may use one of the selected signature styles as shown below with an identification number or it can store a signature you draw (either on a touch screen or using your mouse) onto which DocuSign has assigned a unique identification number. Either way, DocuSign can save your signature for future use (see instructional video links below).

These are acceptable digital electronic signatures and initial formats, as might be presented to you by DocuSign when you set up your signature

The screenshot displays the DocuSign eSignature user interface. The top navigation bar includes 'Home', 'Manage', 'Templates', 'Reports', and 'Admin'. The left sidebar lists account settings such as 'Personal Information', 'Signatures', 'Electronic Notary Public', 'Privacy & Security', 'Regional Settings', 'Contacts', 'SIGNING AND SENDING', 'Custom Fields', 'Template Matching', 'Document Sources', 'Notifications', and 'Stamps'. The main content area is titled 'Signatures' and shows a list of four signature styles, each with a unique DocuSign ID (E452C1FE9E294C1...):

- DocuSigned by: Mel Deschutes (Initials: MD)
- DocuSigned by: Melanie Deschutes, DDS (Initials: MD)
- DocuSigned by: Melanie E. Deschutes (Initials: MED)
- DocuSigned by: Melanie M. Deschutes (Initials: MEO)

Each style has 'Edit' and 'Delete' buttons. A '+ Add New' button is at the bottom. On the right, a user profile dropdown for 'Melanie Deschutes' is open, showing her email (melanie.deschutes@gmail.com), account number (#349515), and company (Deschutes Properties, LLC). The dropdown menu includes 'Manage Profile', 'Switch Account', 'My Preferences' (highlighted with a mouse cursor), and 'Log Out'.

TECHNICAL REQUIREMENTS #1- *Continued*

And TECHNICAL REQUIREMENTS #2

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

NOTE: Official digital electronic signatures MUST contain a coded identification number when applied to NCCMH documents.

The following is NOT an acceptable digital electronic signature:

Tom Typed (*typed in using any font and without a coded identification number*)

AT DOCUSIGN.COM, YOU WILL FIND A VARIETY OF TRAINING OPTIONS TO ASSIST YOU. PLEASE BE SURE TO VIEW THE FOLLOWING TRAINING ON RECEIVING ENVELOPES AND SIGNING DOCUMENTS THRU DOCUSIGN:

[How do I sign a DocuSign document?](#)

[How do I access the DocuSign documents that I signed?](#)

[DocuSign Signing FAQs](#)

[FAQs related to correcting envelopes in DocuSign](#)

[Creating a Signature](#)

TECHNICAL REQUIREMENTS #2

VIDEO/AUDIO CONFERENCING CAPABILITY REQUIRED IN LICENSED RESIDENTIAL SETTINGS EFFECTIVE OCTOBER 1, 2020

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

As a result of the COVID-19 pandemic in our country, NCCMH is now requiring all licensed residential settings to have at least one form of stable audio and video teleconferencing capability. This might take the form of a computer, iPad, e-reader or smartphone that remains at the licensed location at all times. The system should be owned by the contracted provider. Providers are requested to have this capability set up no later than October 1, 2020. There are also several apps or software options that might be downloaded in advance of having a communication need, such as Zoom, Skype or Teams (all of which are in some way currently used by NCCMH). Staff in the location should be aware of the use of such software and any related passwords; and receive training on same.

TECHNICAL REQUIREMENTS - #3

RECEIVING AND SENDING ENCRYPTED MESSAGES

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

North Country Community Mental Health (NCCMH) requires all staff to encrypt messages sent to outside contacts. This requirement eliminates the possibility of accidentally releasing sensitive data, or personal health information of clients.

Likewise, it is expected that providers will receive and open encrypted emails using the NCCMH “ZIX” encryption process. To open an encrypted email, please follow these steps.

STEP #1 – RECEIVE AN ENCRYPTED EMAIL MESSAGE

SAMPLE ENCRYPTED MESSAGE

FROM: ANYONE@NORCCMH.ORG
DATE: Tue 8/25/2020 2:03 PM
TO: SAMPLEEMAIL@PROVIDER.COM

New Zix secure email message from North Country Community Mental Health

[Open Message](#)

To view the secure message, click **Open Message** (and follow the instructions to set up your account).

The secure message expires on Sep 08, 2020 @ 06:03 PM (GMT).

Do not reply to this notification message; this message was auto-generated by the sender's security system. To reply to the sender, click Open Message.

If clicking Open Message does not work, copy and paste the link below into your Internet browser address bar.

<https://web1.zixmail.net/s/e?b=norccmh&>

Want to send and receive your secure messages transparently?

[Click here](#) to learn more.

Technical Requirements #3
Continued on page 5

TECHNICAL REQUIREMENTS – #3 *Con't.*

STEP #2: REGISTER YOUR PROVIDER EMAIL ACCOUNT BY CREATING A PASSWORD USING THE INSTRUCTIONS BELOW AND AS SHOWN ON YOUR COMPUTER WHEN REGISTERING AS A ZIX USER.

Register Account

Enter your email address and a password to register and begin sending and receiving secure messages.

Email Address: SAMPLEEMAIL@PROVIDER.COM

Password:

Re-enter Password:

Password Rules

Passwords must be at least 6 characters in length, and meet 2 of the following conditions:

- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character, such as: ~!@#\$\$%^&

Passwords cannot match email address.

CLICK THE REGISTER BUTTON TO COMPLETE YOUR PASSWORD REGISTRATION:

Register

STEP #3: SAFELY RECORD YOUR PASSWORD FOR FUTURE USE.

STEP #4: GO BACK AND OPEN THE ORIGINAL EMAIL AGAIN, ENTERING YOUR PASSWORD TO OPEN THE MESSAGE.

Welcome to the North Country Community Mental Health Message Center

Email Address: SAMPLEEMAIL@PROVIDER.COM

Password:

(click 'SIGN IN' below to have access to all encrypted email messages).

Sign In

Remember Me

Forgot your password?

New to secure email?

Need more assistance?

[Learn more](#) about receiving secure messages directly to your inbox.

For Customer Support, send an email message to support@norcocmh.org.

This service is hosted by Zix on behalf of North Country Community Mental Health [More Information](#)



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 voicemail 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:

1420 Plaza Drive, Petoskey, MI 49770

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

Fax: 231-439-8752

Email: Recipient-Rights@norcocmh.org

Recipient Rights Director: Kim Rappleyea

Phone: 231-439-1268

Email: krappleyea@norcocmh.org

Recipient Rights Specialist: Brandy Marvin

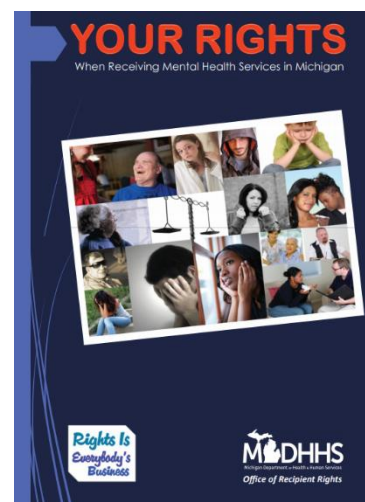
Phone: 231-439-1227

Email: bmarvin@norcocmh.org

Recipient Rights Specialist: Amanda Dixon

Phone: 231-439-1271

Email: adixon@norcocmh.org



INFLUENZA (FLU) VACCINATION

By Deb Erber, Director of Health Services (derber@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.

Information from the CDC and Health Departments indicates that getting the flu vaccine is more important than ever during 2020-2021. This will protect yourself and the people around you from flu, and it will help reduce the strain on the healthcare systems responding to the COVID-19 pandemic.

Who Should Get the Flu Vaccine:

- Everyone 6 months of age and older should get a flu vaccine every season.
- Those in the high-risk category are especially encouraged to get a flu vaccine this year.
- This category includes:
 - Health care workers
 - Essential workers
 - Persons with chronic health conditions
 - Persons age 6 through 59 months and 59 years or older
 - Persons who are immunocompromised
 - Persons who are extremely obese (BMI greater than or equal to 40 for adults)
 - Residents of nursing homes and long-term care facilities
 - Care givers and contacts of those at risk.

Timing of the Vaccination:

- Vaccine should be administered by the end of October. However, the vaccination should continue to be offered as long as influenza viruses are circulating locally, and unexpired vaccine is available.
- Vaccinations given to early in the season (e.g., July or August) may lead to suboptimal immunity later in the season, particularly among older adults.
- Children aged 6 months through 8 years who require 2 doses should receive their first dose as soon as possible after vaccine becomes available, and the second dose ≥ 4 weeks later.

Misconceptions about Seasonal Flu and Flu Vaccines:

Can the Flu Vaccine give you the flu?

No, flu vaccines cannot cause flu illness. Flu vaccines given with a needle are made with either inactivated (killed) or with only a single protein from the flu virus. Nasal spray vaccine is made with a weakened live virus that will not cause illness.

Is it better to get sick with the flu than to get a flu vaccine?

No. Flu can be a serious disease that carries a risk of serious complications, hospitalization or death even among otherwise healthy children and adults. Getting vaccinated is the safer choice.

Why do some people not feel well after getting the Flu Vaccine?

Mild side effects are reported by some people such as soreness, redness, tenderness or swelling at the injection site. Low-grade fever, headache and muscle aches may also occur. If these do occur, they usually begin soon after the injection and last 1-2 days. In randomized, blinded studies, where some people got inactivated flu vaccine and others received salt-water shots, the only differences in symptoms was increased soreness in the arm and redness at the injection site among those that received the flu shot. There were no differences in terms of body aches, fever, cough runny nose or sore throat.

Does the Flu Vaccine increase your risk of getting COVID-19?

There is no evidence that getting a flu shot increases your risk of getting sick from a coronavirus, like the one that causes COVID-19. There was a study released from January 2020 that reported an

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INFLUENZA (FLU) VACCINATION

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association between flu vaccination and risk of four commonly circulating seasonal coronaviruses, but not the one that causes COVID-19. However, it is not the one that causes COVID-19. This report was later found to be incorrect. Researches in Canada identified a flaw in the methods of this study noting the flaw led to the incorrect association between flu vaccination and seasonal coronavirus risk. Upon reexamination they found when using correct methods, the data from the study showed that flu vaccination did not increase risk for infection with other respiratory viruses, including seasonal coronavirus.

Do yourself, your family, your friends and your coworkers a favor and get immunized against the flu this year. Help to keep everyone healthy.

Links for more information and resources:

<https://www.cdc.gov/flu/index.htm>

<https://www.cdc.gov/flu/resource-center/toolkit/index.htm>

<http://www.nwhealth.org/imms.html>



YOU ASKED AND WE'RE LISTENING:

NCCMH SCHEDULES SMALL AFC PROVIDER TEAMS MEETINGS

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

Smaller AFC providers have unique concerns in managing their homes and client services. In response to requests for special discussions, the NCCMH Contract Manager is now scheduling small AFC provider TEAMS meetings on the first Thursday of the month, quarterly beginning October 1, 2020. These meetings are not the same weeks/months as the quarterly ALL-PROVIDER NETWORK MEETINGS.

These meetings are by invitation, which will contain a TEAMS invite. Invitees are smaller providers who have 3 or less licensed adult foster care homes in our region, or contracted outside of our region, or otherwise are known to not be a large, corporate AFC provider.

Some of the topics requested to be reviewed in these meetings are:

- ✓ Open Discussion/Q & A on New Contract Language
- ✓ Client Satisfaction Surveys
- ✓ Conducting Time Studies
- ✓ Financial Statements and Budgeting for the Small AFC

SMALL AFC PROVIDERS: WHAT DO YOU WANT TO DISCUSS?

WHAT QUESTIONS DO YOU HAVE?

Please submit topics of discussion for our first meeting by September 20, 2020, to llaporte@norco cmh.org.

PLEASE LOOK FOR YOUR CONSTANT CONTACT INVITATION COMING SOON VIA EMAIL!

PROVIDER QUARTERLY UPDATE OFFICE OF RECIPIENT RIGHTS, HEALTH & SAFETY

Fire Prevention Week 2020

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

Serve Up Fire Safety in the Kitchen

The National Fire Protection Association (NFPA), the official sponsor of Fire Prevention Week has announced "Serve Up Fire Safety in the Kitchen" as the theme for Fire Prevention Week, October 4-10, 2020. NFPA's focus on cooking fire safety comes in response to home cooking fires representing the leading cause of U.S. home fires, with nearly half (49 percent) of all home fires involving cooking equipment; unattended cooking is the leading cause of these fires.

Cooking continues to be a major contributor to the home fire issue. Many of these fires are highly preventable. This year's Fire Prevention Week campaign works to better educate the public about where potential cooking hazards exist and basic but critical ways to prevent them.

This year's focus on cooking safety is particularly timely. As many people may continue to avoid restaurants for some time and opt instead to do more cooking at home, the potential for home cooking fires will likely increase as well.

Key messages around this year's Fire Prevention Week campaign, "Serve Up Fire Safety in the Kitchen" will include the following:

- Keep a close eye on what you're cooking; never leave cooking unattended
- Keep anything that can catch fire, such as oven mitts, wooden utensils, food packaging, towels or curtains, at least three feet away from your stovetop.
- Be on alert.
- Review your evacuation plan and know the location of fire extinguishers for rescue or evacuation.



Nonviolent Crisis Intervention (CPI) Blending Course is Added to Our Training Webpage

***** TRAINING REMINDER** - if your staff have participated in any of the online Recipient Rights training you must provide North Country CMH with documentation.

If you have any questions, please contact providertraining@norcocmh.org

New Recipient Rights Staff

By Brandy Marvin, Recipient Rights Specialist (bmarvin@norccmh.org)

Amanda Dixon has taken on the role of Recipient Rights Specialist. She is joining Brandy Marvin, Recipient Rights Specialist, and Kim Rappleyea, Recipient Rights Director. Prior to her new position, Amanda served first as a Direct Support Professional, and then as an AFC Home Supervisor for a total combination of eight years. It was during that time she realized her passion of advocating for those receiving mental health services. Amanda has an educational background in English and Professional Communications, and she looks forward to continuing to be an active player in helping recipients and growing her career within the agency.

Amanda is responsible for monitoring staff and contractual providers to ensure that the rights of consumers of NCCMH are protected in accordance with the Michigan Mental Health Code; conducting investigations surrounding incidents of potential rights violations, conducting site reviews, educating and training staff, the public, consumers, guardians, and families concerning the rights guaranteed by the Michigan Mental Health Code. She will work with stakeholders to effectuate remedies and corrective action for substantiated rights violations. She will advocate for the Rights System while serving as a resource person for NCCMH and its contracted providers. We are so excited to have her on our team! Please help us welcome Amanda Dixon to the Recipient Rights Office at NCCMH.

Sleep Hygiene

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

Getting a good night's sleep is something that many people take for granted. According to the CDC, approximately 35% of adults have difficulties with sleep and it shows up in their daily life. Less than 7 hours of sleep can lead to functioning problems; like performance issues at work, driving difficulties and increased risk for chronic illnesses. A good night's sleep is more than just feeling rested, it is essential for good health!

There are several things we can do to promote sleep. Go to bed at the same time each night and get up at the same time each morning. This includes the weekends. Plan enough time so you can get 7 hours of sleep. We aren't designed to sleep less and then overdo it on caffeine and other substances to keep going. Avoid alcohol before bed. Studies prove that alcohol interrupts the sleep cycle over the course of a night. Routines are essential for our body to do all the things necessary to run efficiently and to help our mind be at its best.

We should go to bed when we are sleepy. It helps to have a wind down routine before bed. This helps our brain, as well as our body, to relax and prepare for sleeping. Things like doing a crossword puzzle, read a physical book or do deep breathing exercises with calm music are examples of what some people do for a wind down routine. You also need to have a cool, dark room that is comfortable and relaxing. Turn off electronic devices at least 30 minutes before bed. The blue light emitted from screens can keep you awake!



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SLEEP HYGIENE
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Lastly, be sure you aren't consuming caffeine, drinking too many fluids or eating large meals in the evening. There are so many things we do that can be sabotaging our sleep. It is crucial to have established routines for ourselves so we can have optimal sleep and health. If you do have persistent problems with sleep, even with good sleep hygiene, it is best to talk to your primary care provider because you may have a condition that needs further evaluation and treatment. One in three adults have sleep difficulties. Know that you are not alone if you do experience problems on a persistent basis.



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 2020

NAME	SIGNATURE	DATE
Mary Smith	<i>Mary Smith</i>	9/22/20
Ben Hur	<i>Ben Hur</i>	9/22/20

Environmental Emergencies
Recipient Rights
Medication Updates

