

LCMHA PROVIDER MEETING

SEPTEMBER 21, 2020

10:30AM

Due to COVID-19 restrictions, the meeting was conducted via Zoom

1. **Kathryn Szewczuk, Executive Director** - Welcome and Introductions
 - a. State Update – the \$2 per hour direct care staff wage pass through continues through the end of this month, however, there is a push to continue as the COVID pandemic continues. We will let you know if we can continue for next quarter.
 - b. System Redesign – the state was looking at SIP’s (Specialty Integrated Plans). Michigan also has a number of rural and urban area CCBHC’s (Certified Community Behavioral Health Clinic) sites, already designated. We have not received re-design information from MDHHS yet.
2. **Niki Feller, Chief Clinical Officer.**

Since the roll out of parity legislation, new software has been incorporated into CRCT. The state will be monitoring trends across the state for length of stay, unnecessary days, waiting times etc. All authorized services will be impacted eventually.
3. **Jessica Krefman, Recipient Rights Officer**

There has not been any in-person Rights training due to COVID. Trainings have been online. An updated training will be rolled out soon on Relias and the PIHP website, which will be more interactive and in-depth for all new staff until such time as we can resume in-person trainings. This training will also be the refresher training. Please continue to provide Shar Dunbar with quarterly initial day-one training information. This 4 page document (see attached) should be completed with staff on their first day of hire, to include their signature and Supervisor’s signature as well as date of hire and date signed. Please do not add any information or comments to this Excel spreadsheet. If there are no new hires, just let us know that there are none. Background checks are available to providers (see attached) to be completed prior to hire, sheet should be submitted to Jessica (fax: 517.263.7616). Jessica will be conducting site visits remotely due to COVID (via iPad/laptop/telephone). She has many different sites to monitor and will be scheduled more frequently.
4. **Kay Ross, Customer Services**

If anyone has any complaints or grievances about LCMHA please refer them to Kay – 517.263.8905. Customer Services conducts consumer satisfaction surveys, handles publicity, anti-stigma events, trainings etc. Please contact Kay if you would like any trainings or presentations on suicide prevention or mental health services. This month on the 29th will be the Walk a Mile in my Shoes rally – this will be a virtual event, but we hope to see many people walking with a sign. Pictures will be posted on Facebook and submitted to the state. It is important to continue to let the legislature know how important

mental health and substance use disorder services are to our communities. There is a regional Customer Services team that coordinate events and materials. Interconnections Drop In Center is available to anyone who would like support or a safe place to socialize with others who have mental illness or SUD issues and have similar life experiences. We have a new website, please visit: www.lcmha.org, we also maintain a Facebook page, please do not hesitate to send information along that you think would be beneficial for our community. A reminder that we have after hours support, if anyone is in crisis they can call our crisis line – 517.263.8905 it is answered 24/7. The state also has a warm line that is answered by Peers if people just want to talk to someone. Pathways Engagement Center is also available as a safe place for anyone struggling with addiction or substance abuse. It is open from 8pm – 8am during the week and 24 hours at the weekend.

5. Jenny Cook, Quality & Compliance Coordinator

Please see the PowerPoint presentation which outlines rules and regulations related to compliance. This presentation is available at <https://www.cmhpsm.org/training>. Incident reports should be completed for any unusual event that affects the course of treatment or care. All IR's are viewed by the Case Manager/Supervisor/Rights Officer. Critical and Sentinel events have to be reported to the state, and as much information should be provided as possible. This includes corrective measures to prevent recurrence. Please do not hesitate to contact Jenny if you have any questions: jcook@lcmha.org.

6. Shar Dunbar, Contracts Coordinator

- Contracts effective October 1st are still being finalized. Contracts will be issued within the next few weeks. If contract is not issued prior to October 1st, we will utilize the extension period from our current contract. There are not many changes to the boilerplate language, financial audits will be due 180 days from the end of the fiscal year (previously 90 days).
- Staff training updates – there are two new training requirements effective October 1st: Emergency Preparedness for all staff (minus licensed residential), including administration. This is due within 30 days of hire and every two years thereafter. Standards for CLS, this is a manual detailing CLS standards for licensed and unlicensed settings, staff are required to read and sign an attestation prior to service delivery and every two years following. This is currently posted on the website: <https://www.cmhpsm.org/training>. Both of these trainings should be completed by current staff no later than November 30th.
- Staff are required to be trained on the consumer's IPOS. If there is a behavior plan, they have to be trained on the plan as well as on any medical equipment if it is part of their job duties. This all has to be documented on the in-service form. There should be no lapses, or gaps between training renewal dates, these should be completed prior to the expiration date.
- Staff qualification evidence needs to be legible, including copies of driver's licenses, certificates etc. Background checks must be

completed prior to hire. If staff has a name change, there needs to be evidence of the previous name; the new name and date of change

- Some regional policies have been changed or updated – please check the website to ensure you have the most up to date information.
- Authorizations – if there is no current authorization, notify the CMH worker or supervisor via CRCT. We should not be waiting long periods without an authorization. Licensed residential providers should continue to copy Shar Dunbar on these.
- Provider monitoring – these are being done virtually, we appreciate the assistance we have been receiving on these. Results should be available soon.

7. Wendy Cadieux, Data & Information Specialist

SUD Q3 PI indicators and results are finalized. Thank you to SUD providers who have responded with their data lists. This is the first quarter with the new indicators. There will be no standard to meet for the first year as the state determines a baseline. We are at 80% seeing a consumer within 14 days. The state is no longer asking why we did not meet the goal for this indicator, we are either in compliance or out. There is a new indicator “expired wrappers”. These are situations where a consumer requested services and did not follow through. These indicators will be on the agenda for the next SUD provider meeting.

There are new provider reports in CRCT. Access to the reports will not be automatic – please request access for specific staff by emailing sdunbar@lcmha.org. The reports option has also been added to the CRCT Log-In Request Form (see attached). Contact wcadieux@lcmha.org if any request is urgent and Shar is unavailable. Staff is reminded not to share CRCT log in information or passwords, as CRCT tracks all navigation for all users. User accounts expire after 100 days with no activity. Please contact Shar if you need your account re-activated. If you forgot your password, you can select the “I forgot password” link on the log in page.

PCE (EHR vendor) has been approved to have their own independent IP address. Although we don’t anticipate any issues, you may want to insure that your network/infrastructure is able to accept the new IP address (see attached).

8. Holly Owen, Chief Operations Officer & I/DD Program Director

The HCBS deadline has been delayed until March 17, 2023. Please direct any questions regarding this to howen@lcmha.org.

- Unlicensed CLS providers – new Overnight Health and Safety (T2027) for FY21 applies to waiver consumers only who are getting overnight supports. H2015 should be reported during waking hours, T2027 should be used during sleep hours. You will not need to switch back and forth (if there is a wake up in the night etc.) Waiver consumers will be authorized using H201X which will allow the provider to report on the claim both Overnight Health & Safety (T2027) and CLS (H2015)

using the same authorization. Non waiver consumers for CLS just use H2015.

- Effective October 1st H0043 per diem will no longer be used. All unlicensed CLS will be authorized with H2015 or H201X (if a waiver consumer). We are in the process of converting authorizations to the H201X or H2015 15-min code. There are modifiers that go along with the H2015 & T2027 codes that will need to be reported on the claim. 1 person served no modifier, 2 persons receiving service at the same time will need the UN modifier added to designate that 2 people are receiving CLS services at the same time. There are additional modifiers to designate 3, 4, 5 and 6 people being served and these will be included in the guidance that will be issued. For multiple consumer sites there is no need to switch back and forth between codes unless, for example, a consumer is out of the site for several hours or days at a time. At which time the provider would need to request units for H2015 without the modifier if only serving the one consumer at the site. Claims will be submitted through the HCFA 1500. The CLS invoice will no longer be used. Also Home Help will no longer be deducted from the claim for those providers who provide both Home Help and CLS. The Home Help will be considered during the CLS assessment process in determining the number of CLS units a consumer will receive. The Region is putting a guidance/manual together which will be circulated regarding these changes. If you have any questions feel free to reach out to Shar Dunbar or Holly Owen.