



Community Mental Health Partnership of Southeast Michigan Regional Provider Meeting

December 5, 2007

555 Towner Blvd, Ypsilanti, MI –Room 107

Washtenaw Community Health Organization

Kathleen Reynolds
Executive Director

Karen Milner, MD,
Associate Director
Medical Director

555 Towner Blvd.,
P.O. Box 915
Ypsilanti, MI 48197-0915
Phone (734) 544-3000
FAX (734) 544-6732

Lenawee CMH Authority

Roger Myers
Executive Director

1040 South Winter Street
Suite 1022
Adrian, MI 49221
Phone (517) 263-8905
Fax (517) 265-8237

Livingston CMH Authority

Mac Miller
Executive Director

2280 East Grand River Ave.,
Howell, MI 48843
Phone (517) 546-4126
Fax (517) 546-1300

Monroe CMH Authority

Jane Terwilliger
Executive Director

1001 S. Raisinville Rd
P.O. Box 726
Monroe, MI 48161
Phone (734) 243-3371
Fax (734) 243-5564

Announcements – (Kelly Gauthier, PRU)

Performance Improvement Data Entry: Thank you to providers for the improvements in timely data reporting, and a reminder to please make sure your 4Q data is in Encompass.

NPI Numbers: Please apply for one if you don't already have one. In the future, claims may not be accepted unless we have your NPI number in Encompass. Once PRU enters the number in Encompass, it should automatically populate on all claims submitted. Online application is the quickest way to receive a number. Please contact PRU if you need help getting a number, or if you have submitted your NPI number to PRU but it is not populating on your claims.

Training Resources: Please use the link below for the webpage
http://www.ewashtenaw.org/government/departments/cmhpsm/provider_information/Provider%20Training%20Resources/Provider%20Resources

These resources may be used to satisfy contractual training requirements. Many providers were pleased with the selections. LEP is still in development. Email notice will be given when LEP is posted on the web.

Professional Development: A Med Refresher online training for the affiliation will be ready early next year. Site visits will not be scoring the med refresher section in Monroe or Washtenaw until the training is ready. Lenawee and Livingston already have a meds refresher training in place, but will be able to use the online training once it is ready.

Policy Updates (Aug-Oct 07): (CJ Witherow, Regional Fair Hearings Officer)

View updated policies online at:

http://www.ewashtenaw.org/government/departments/cmhpsm/provider_information/provider_manual/table%20for%20pm

There was clarification of SA record ownership. Protection of consumers' social security number is outlined in the revised policy. Please make sure SS Numbers are not used as an ID or account number – this would violate federal law.

Finance Update – (Laura Shue, shuel@ewashtenaw.org)

- Steve Holda, new WCHO Associate Finance Director, was introduced.
- Direct care payouts have been issued to CLS and group home providers. Fiscal Intermediary providers will get it soon.
- Attestations are due; please return them ASAP. For Monroe providers, the attestation is due by Friday, Dec. 7.
- Claims processing is behind. Two temporary positions were hired to expedite the processing and catch up on the backlog.
- Auditors are at the affiliate CMHs during December, so accounts must be accrued. Thank you for your understanding and patience.





Office of Recipient Rights Update – (Nicole LaBrie & Crystal Dickson, Recipient Rights Officers)

- Crystal is a new Rights Officer. She will be “floating” among the four counties; she is currently working on cases in Monroe and Washtenaw.
- Currently, ORR has 90 days to complete investigations. To provide better customer service, it will be reduced to 45 days as of July, 2008.
- MDCH Recipient Rights Assessments for Lenawee and Livingston will occur in 2008. Please make sure posters are displayed properly and policies are current. Make sure staff know how to access policies.

Compliance Update – (Suzanne Kapica, kapicas@ewashtenaw.org)

- Deficit Reduction Act training is on the web under Training Resources. (See link above)
- Reminder that emails are “FOIAable”. Please don’t divulge consumer info in your emails. Use initials or Encompass IDs.
- Reminder that HIPAA requires confidentiality breaches be reported to the contract holder for data gathering and trending. For example, faxing consumer info to the wrong fax numbers is a breach and should be reported to the Privacy Officer of the appropriate affiliate county. The Privacy Officer function is filled by ORR, so call ORR to report privacy breaches.

Provider Input/Feedback on 2007; Provider Input Requested for 2008

(Steve Sheldon, WCHO Deputy Director)

What things worked well this year?

- Regional website info is very helpful. Online training resources are very helpful.
- People in PRU are responsive. They will redirect you to another dept. if they can not resolve an issue.

Challenges?

- Several providers mentioned problems with authorizations: Encompass authorizations are not always entered in a timely manner.
- System integration can be challenging. It’s helpful to have specific case examples, so that the players can sit down and review where breakdowns occurred, to try to prevent similar breakdowns in the future.
- One provider felt her organization was slighted due to consumer choice of provider agency. (Choice in providers is a consumer right and we can’t choose providers for a consumer except in limited situations.)
 - A possible solution is to have parents/guardians available as references when someone needs to make a selection on a new provider.
 - Another possible solution is highlighting provider “specialties” in the provider directory. This can help consumers and their families better understand a provider’s strengths.

Future Provider Meeting Agenda Topic:

- Integration of physical and behavioral health care.

If you have case examples of breakdowns in system integration, or if you have topics you would like to see at future provider meetings, please send them to Steve at (734) 544-6752, sheldonsj@ewashtenaw.org





IR Workgroup – (Kelly Bellus, Monroe CMHA & Chris Akerley, WCHO Information Management)

- IR Updates: Two CMHs went live in Dec. Monroe went live on Nov 1 with some minor glitches. CMH staff is positive overall with the results of the new IR module. Regional approval of the IR Policy from the Board is coming soon.
- Next Step: Support for Encompass scanning option; IT support for scanners. Staff trainings. Resolve issues when staff name is not in the database. Hiring/Termination forms in Encompass to capture it for IR
- Advantages of the New IR Module:
 - No need to hand-deliver IR forms to the CMH within 24 hrs. Clarification: IR policy does NOT allow faxing. Options are either delivery to CMH or enter it into Encompass (scan or key it in).
 - One form only: Efficiencies are built in; separate forms for the state and CMH are not needed. *This form can be reviewed with individual providers who do not feel it meets their needs.*
 - Paper copies of the IR do not have to be retained once it is in Encompass. Note: for licensed homes, each site must be able to produce IRs quickly for Licensing reviews, either in Encompass or in paper forms. Keep mailing forms to the state. The correct form will be attached to the policy.
 - Storage of the IR on Encompass is secure; no need to be concerned with archiving data.
 - IR codes entered are useful for data reporting, trending the frequency of a certain type of IR, etc. Providers can pull reports by personnel involved, sites, etc.
- Risk Management: IR should never be stored in consumer files! If it is stored with consumer files then it is subject to discovery in a lawsuit. Liability issues can be avoided if IR is stored separately as a peer review document rather than part of the clinical record.
- To Access IR Module in Encompass: click on Peer Review Documents button on the left. Click on Add new IR. Enter the form and click SAVE. Scan link is also available.
- Demo of IR Entry in Encompass by Chris A.
 - Please no abbreviations on the location name!
 - Required fields were demonstrated.
 - Categories of codes can be selected, and can use more than one code category if needed.
- IR Has Electronic Signature: Queues to Case Manager (CSM), who can then add others as reviewers, if needed (ie, nurse or psychologist).
- Routine IRs do not require a call to ORR; ORR will get a notice when an IR is completed in Encompass. However, you must still call ORR, CSM, guardian to report Rights issues like abuse, neglect (per contract language).

If you have questions, please contact Kelly Bellus at (734) 384-8930, kbellus@monroecmha.org
Scanner installation questions, please contact Chris Akerley, (734) 544-2971, akerleyc@ewashtenaw.org

Next Meeting:

- Meeting adjourned @12:00 p.m.
- **The next provider meeting will be: 9:30 am, April 25, 2008 at 555 Towner, Ypsilanti, MI**
- Please feel free to submit agenda ideas/requests to Anne Yu at yua@ewashtenaw.org or 544-3043

