

Community Mental Health for Central Michigan
Provider Network Meeting Minutes

Date: **May 18, 2021**
Time: 10:00 a.m.
Place: Teleconference: Zoom
Meeting called by: Katherine Squire, Provider Network Manager
Type of Meeting: Bi-Annual
Note Taker: Cindi Saylor
Attendees:
Attendees (via Provider Network, CMHCM Staff
conference phone):
Excused:
Absent:
cc: Executive Leadership Team (ELT)

Agenda Topic: Welcome/Sign-In/Introductions

Presenter: Bryan Krogman
Discussion & Conclusions: Providers were welcomed and Katherine Squire was introduced as the new Provider Network Manager. Katherine brings a strong financial background, as she was previously an Accountant with CMHCM for the past four years and brings experience in budgeting, financial reporting, and oversight to the provider claim process. Katherine is succeeding Tonya Lawrence, who has taken a role with GT Independence. Tonya was thanked for her years of service and contributions to the agency.

Katherine introduced Lindsey Recker, Provider Network Specialist, and Amy Zimmerman, Provider Network Secretary, as recent additions to the Provider Network team.

LeeAnn Allbee, CFO, announced that Melissa Fox and Sarah Gauthier have both joined the Finance team, and Beth Swetz has been promoted to Finance Supervisor. Kerry Hauck on the Accounts Payables team is retiring June 1, and providers were reminded to use the payables@cmhcm.org email address rather than individual emails to ensure they are received.

Katherine also introduced Kobi Hall and Kaylie Willoughby, as they have both joined the Utilization Management team as Service Specialists.

Action Items,
Person Responsible
& Deadline:

Agenda Topic: Announcements

Presenter: All
Discussion & Conclusions: Debbie Bauman

- The title of the PCP training record has changed to IPOS Training Record, and the case manager signature has been removed and is no longer needed.
- Providers were thanked for their involvement in reviews over the past months. All of the efforts to help us prepare even through COVID, staffing shortages, and CMHCM MEV reviews, is recognized and appreciated.

Karen Bressette:

- The pilot project for electronic Specialized Residential Progress notes is moving forward for all AFC providers, and some providers are already training and completing electronic documentation directly into CIGMMO. Karen is working on a user manual and FAQ, and plans to have all homes onboard by September 30, 2021. Feedback received from providers using the electronic notes is that it isn't taking as long to complete notes and they are much more specific to the goals outlined in the plan. This also eliminates scanning of notes, and create efficiencies for reviews/audits. If any homes would like to volunteer to be onboarded now, please email kbressette@cmhcm.org.

Katherine Squire:

- Reminder given to complete the provider salaries and wages survey they should have received from MDHHS, due May 26th.
- Providers were asked to please check for any amendments, attestation forms, or payroll verification forms, and return them. We will be reaching out within the next few weeks to follow-up on any items still outstanding.

Agenda Topic: COVID Update

Presenter: Dr. Angela Pinheiro & Judy Riley

Discussion & Conclusions: Providers were thanked for their efforts through the pandemic and for keeping consumers safe.

- MDHHS AFC and HFA COVID-19 Emergency Response meetings are outstanding sources of information, and are held from 2-3pm on the 2nd and 4th Wed of the month. Presentations from previous meetings are posted on the [MDHHS Coronavirus Resources for AFC & HFA Operators webpage](#). If you would like to receive invites to future presentations, email your contact information to: MDHHS-COVID-AFC-HFA-Response@michigan.gov.
- CDC just changed quarantine requirements for those who are fully vaccinated, and things are changing very rapidly. Recommended signing up for email alerts to ensure you have the latest information from the CDC: <https://tools.cdc.gov/campaignproxyservice/subscriptions.aspx>
- COVID still with us and multiple homes are currently affected. Recently, three consumers were hospitalized due to COVID. And at the Medical Director meetings they heard of a fully vaccinated individual who now has COVID-19 pneumonia and is hospitalized.
- If you aren't receiving a response from infectioncontrolteam@cmhcm.org, please email Judy Riley at jriley@cmhcm.org and she will ensure the team knows about exposures or questions. Emails to the infection control email group are constantly monitored throughout the day so if you haven't received a response within 24 hours (or by Monday morning), it is because the email was not received.

Action Items,
Person Responsible
& Deadline:

Agenda Topic: *State of the Agency*

Presenter: John Obermesik

Discussion & Conclusions: Providers were thanked and appreciated for their partnership, and for keeping consumers and staff safe and healthy throughout the pandemic.

- May is Mental Health Awareness month, and CMHCM has sponsored the MyStrength app, which is available at no cost for all citizens across all six counties. CMHCM pays for the subscription as we believe the community will benefit, and providers were asked to promote to staff, friends, and family. The link to the MyStrength app is at the upper right corner on the cmhcm.org website, or found here: <https://www.cmhcm.org/mental-health-topics/mystrength.html>.
- CMHCM is receiving its 9th survey from the Joint Commission next week, marking its 25th year of accreditation, to assess compliance with national standards throughout the entire service delivery process.
- Public behavioral health system redesign plans are being promoted again by both the House and Senate, although neither plan has been formally introduced. MDHHS director Elizabeth Bartell (replaced Robert Gordon) has informed CMHs that she is neutral on both proposals. She is focused on making incremental system improvements, and addressing the children's class action settlement plan, to better coordinate care across MDHHS departments (including CMHs) and developing more community residential options to reduce emergency room boarding and psychiatric inpatient stays. The department is also focused on identifying one-time expenditures for the use of American Rescue Plan funds.
- The State budget is looking favorable for FY22, and the House, Senate, and Governor's office are all in agreement for Medicaid increases. The House struck down an amendment two weeks ago that would have made the Direct Care Worker (DCW) hazard pay permanent, and providers were asked to advocate to their House representative for further consideration as they negotiate the budget. The Senate has added a \$0.10 increase in their proposal, up from \$2.25 to \$2.35, and providers were also asked to send a note thanking their Senator and encourage them to hold firm with the House. The budget is due to the Governor by July 1.
 - Contact your State Representative: <https://www.house.mi.gov/mhrpublic/frmFindaRep.aspx>
 - Contact your State Senator: <https://www.senate.gov/senators/senators-contact.htm>
- CMH leaders met with Mid-State Health Network (MSHN) leadership on May 17, 2021 and seemed to agree to act collectively on some form of additional relief to DCWs and providers. No other information at this time as a decision has not been made, but there is strong intent to support providers.

Action Items,
Person Responsible
& Deadline:

Agenda Topic: *MDHHS Proposed Policy – Cost Reporting Requirements*

Presenter: Katherine Squire

Discussion & Conclusions: Providers were thanked for the feedback provided to Kathy Haines regarding the MDHHS proposed policy on cost reporting requirements. CMHCM also provided comments and

Conclusions: passed along provider feedback. The proposed policy would be effective October 1, 2021, and require contracted providers to provide all relevant information for the provision of covered services delivered to Medicaid beneficiaries to MDHHS using standard reporting templates provided by the state. Specific reporting templates, instructions and further guidance would be provided in advance of the reporting due date, by MDHHS, but would include (but not limited to) information on salary and wages, employee related expenses, paid time off, training expenses, and employee turnover.

Action Items,
Person Responsible
& Deadline:

Agenda Topic: *Contract Renewal Process*

Presenter: Katherine Squire

Discussion & Conclusions: CMHCM has begun the contract renewal process, and have sent review forms to program directors and Provider Network staff has been communicating with clinical staff regarding contract language updates.

Regional contracts will be utilized for certain types of providers, and MSHN has been reaching out to those providers for review of the contracts and requesting feedback for consideration, with final discussions to take place in June. If providers are aware of any specific changes they would like considered regarding contract language, please send to Katherine Squire, ksquire@cmhcm.org, by May 31, 2021.

Action Items,
Person Responsible
& Deadline:

Agenda Topic: *PCP Process Overview*

Presenter: Janelle Lynch

Discussion & Conclusions: [Person Centered Planning & Delivering Medically Necessary Services](#)

Conclusions:

Janelle Lynch, Quality Analyst at CMHCM, covered the below topics, more information is outlined in the above PowerPoint.

- Value of Clinical Documentation
- Define Medically Necessary Services
- Person Centered Planning – Goals, Objectives, and Interventions
- Provisions of Services within Amount, Scope, and Duration
- Training on the Individual Plan of Services (IPOS)
- How to address service utilization issues

Action Items,
Person Responsible
& Deadline:

Agenda Topic: Questions/Discussion

Presenter: Katherine Squire / All

Discussion & The floor was opened up for questions and discussion:

Conclusions:

Q: Will CMHCM offices re-open?

A: CMHCM offices have remained open for medically necessary services, which has since been expanded further. Staff have been telecommuting since 2008, but COVID helped us improve on that policy. Currently using a hybrid model under our telecommuting policy that seeks to meet the needs of consumers first, but allow staff to also meet personal needs. Program Directors in each county are phasing staff back into the office while following MIOSHA rules, and guided by consumer choice for in-person or remote services and best practices for serving consumers. On May 26 a hearing is scheduled for the state review of permanent workplaces rules regarding COVID-19. A draft for consideration was posted before the latest CDC mask guidance, so changes are anticipated, and there are indications that health care entities may have more restrictive rules than the general rules. Once we have more direction on what changes will be permanent, the agency response plan will be reviewed.

Q: How can we efficiently get ahold of persons (at CMHCM)?

A: Managers will ensure staff is monitoring communication; there should not be issues but we will revisit and ensure everyone is utilizing available technology.

Q: What is the difference between the MDHHS wage survey versus the new wage reporting requirement?

A: The new reporting will assist MDHHS with getting a more complete picture and understand the cost drivers. There are efforts to standardize rates per code, and MDHHS is trying to understand what makes up the differences across the state and why rates vary. The new reporting requirements will provide reasoning and solid data to help MDHHS understand the methodologies of CMHs and providers on how they allocate costs. The survey to provide feedback is optional, however the requirement to report costs will be mandatory for FY22 and the data will be sent directly from the provider to MDHHS.

Topic: Staffing Shortages

Bryan Krogman has been hearing internally and across the state about challenges with staff shortages. Opened up the meeting to receive feedback on staffing.

- VOICE expressed concerns about the amount of overtime they have needed to pay due to staffing shortages.
- McBride has staff shortages in all homes. Their area supervisor is working in the homes just to keep them staffed. It is hard to recruit but their HR department is trying. They have been showing appreciation for existing staff with cards, money. Experiencing problems with staff quitting just after starting work and investing into them.
- ABA Connections has lost time due to staff quarantines, and have been working to replace staff who prefer to be on unemployment. Also experiencing issues with staff quitting, or not showing back up for work.
- Mid-Michigan Industries (MMI) has been utilizing MidMichigan College's Direct Support Professional (DSP) level I certificate program. Any MMI staff member

who completes the certificate gets an automatic raise in pay, and MMI hopes to develop tiers for a career ladder within their organization. They shared that the Pro Talent grant will pay for the DSP level I certificate for new staff, but MMI pays for existing employees.

- Independent Community Living expressed concerns about the mandated wage increase and the overtime costs created due to staffing shortages.
 - CMHCM provided the wage pass-through to assist DCWs in making a living wage, and initiatives are happening around the state to elevate the profession. The key issue here is the overtime caused by staffing shortages, which is an unintended consequence of the labor shortages and should hopefully improve. If providers are experiencing a financial crisis due to overtime, that could be considered an unusual COVID expense. If interested and will attest to the hardship, this could be considered along with an invoice and/or letter sent to Melissa Fox mfox@cmhcm.org, no later than the MSHN deadline for unusual COVID expenses of September 30, 2021.

Comments: Cherie Johnson from MMI thanked CMHCM, some colleagues haven't gotten the same level of support from other CMHs. With CMHCM, there is always access to and support with information, as well as financial support.

Action Items,
Person Responsible
& Deadline:

Meeting adjourned at: 12:00 noon
Next meeting date: TBD
Observers:
Resource Persons:
Special Notes: