Community Mental Health for Central Michigan

Provider Network Meeting Minutes

Date: 11/13/2012
Time: 10:00 – 11:00 am
Place: Isabella Office – Lake Michigan Conference Room
Meeting called by: Tonya Bondale, Provider Network Manager
Type of meeting: Regular
Note taker: Kim Harner
Attendees: Provider Network, CMHCM Staff
Attendees (via conference phone): N/A
Excused: Absent:
cc: Executive Leadership Team, Cindy Bay-Barron, Dawn Tanner

Agenda Topic: Welcome/Sign In
Agenda Topic: Announcements
Providers are encouraged to keep CMHCM’s Contract Department updated with current email addresses. We are using a new program and want to ensure that providers are receiving the materials we are sending out.

Provider Network Meetings will now be scheduled for May and November.

Agenda Topic: State and Agency Update
Presenter: Linda Kaufmann – Executive Director
Discussion & Conclusions:

- Paul Cronstrom, Program Director for Clare/Gladwin Counties will be retiring on December 14th. Craig Derror, Licensed Psychologist will assume this position starting on December 3rd.
- Kim Boulier, Program Director for Mecosta/Osceola Counties will become the Program Director for Isabella County at the end of November when Marilyn Thornton retires.
- Catherine Beagle, Supervisor in Mecosta County will assume the role of Program Director for Mecosta/Osceola Counties on December 3rd.

Michigan PIHP Restructure:

- Discussions continue around the State of Michigan Department of Community Health’s (MDCH) intention to reduce the number of Pre-Paid Inpatient Health Plans (PIHP). Please refer to the attachment – Michigan PIHP restructure.

Providers are encouraged have their payments set up through Direct Deposit. The Direct Deposit form is on our agency website www.cmhcm.org.

CMHCM did receive a Block Grant from MDCH that would allow CMHCM to hire case managers that would focus on the physical health care needs of our consumers.

Action Items, Person Responsible & Deadline:
**Agenda Topic:** WISH – Walk-In Services for Health  
**Presenter:** Debra Miller – Supervisor Midland  
**Discussion & Conclusions:** The WISH program’s goal is to promote mental and physical health of all individuals. Individuals who are currently not receiving CMHCM services may participate as well. The WISH program is offered in each of our six counties and includes Peer Support Services, referral and linking for basic needs, coordinating with health care providers and many more. Please refer to the attachment that was given by Debra Miller.

**Action Items, Person Responsible & Deadline:**  
**County Office Location & Times:**  
- **Clare County** – Monday 1:00-3:00 pm and Tuesdays 10:00 am – Noon  
- **Isabella County** – Tuesdays 1:00-7:00 pm, Wednesdays 8:00-5:00 pm, Thursdays 8:00-12:00 pm and Fridays 8:00 am – Noon  
- **Gladwin County** – Wednesdays 1:00-4:00 pm and Thursdays 10:00 am – Noon  
- **Mecosta County** – Mondays 1:00-5:00 pm and Thursdays 8:00 am – Noon  
- **Midland County** – Mondays 2:00-5:00 pm and Thursdays 4:00-7:00 pm  
- **Osceola County** – Tuesdays 8:00 am – Noon and Thursdays 1:00-5:00 pm

**Agenda Topic:** Provider Network Forms  
**Presenter:** Karen Bressette – Customer Service Coordinator, Isabella  
**Discussion & Conclusions:** Karen presented the group with site reviews forms that are currently being utilized while conducting the site review. Providers are asked to review these forms and provide any feedback at the next Provider Forum Meeting.

The Specialized Residential Care & Community Supports Log needs to be completed on every consumer in the home whether they have Medicaid or other insurance. The **Provider Forum Meeting** is scheduled for **December 11th at 9:00 am**. Providers were also asked if they would share any of their own forms, ex., preventative maintenance, house cleaning, etc.

If you have any questions please feel free to call Karen Bressette at (989) 772-5938.

**Agenda Topic:** Critical Incident Reporting  
**Presenter:** Kris Stableford – Recipient Rights Officer – Isabella  
**Discussion & Conclusions:** Please make sure that you have the most current posting of Recipient Rights contacts as well as Abuse & Neglect Posting. Both of these forms can be found on our website [www.cmhcm.org](http://www.cmhcm.org). These forms will also be presented at the Provider Forum Meeting.

Although there is no definitive answer on the timeframe in which a Critical Incident Analysis or the Incident Report Form should be forwarded to CMHCM, we are asking that providers still report the incident within 24 hours.

Please call the Recipient Rights Office if you have any questions regarding the Critical Incident Form. 1-800-317-0708 or (989) 772-5938

**Agenda Topic:** CIGMMS Questions  
**Presenter:** Mark Buss – Service Specialist, Isabella
Discussion & Conclusions: New functionality was added to CIGMMO which displays rates for both fiscal years in instances where there was a rate change effective 10/1/12. When an authorization has an effective date prior to 10/1/12 and also expire after 10/1/12, a blue hyperlink will appear below the rate box within the authorization. Clicking on the hyperlink will activate a display which includes rates in effect during 10/1/11 – 9/30/12 in addition to rates in effect from 10/1/12 – 9/30/13. Providers were also encouraged to check the rates displayed in their contracts and to bill those rates in effect at the time services were delivered.

Agenda Topic: Provider Topics

Presenter: Provider Network
Discussion & Conclusions: Topic recognized, nothing noted at this time.

Meeting adjourned at: 11:00 a.m.
Next meeting date: To be announced at a later time.
Observers:
Resource Persons:
Special Notes:
## REQUIREMENTS FOR REPORTING ABUSE AND NEGLECT

### WHERE is the report made?

- **Mental Health Code-Recipient Abuse**
  - The Office of Recipient Rights: [www.mi.gov/receptruights](http://www.mi.gov/receptruights)
  - Michigan Department of Community Health Community Mental Health Service Programs Licensed Private Psychiatric Hospitals or Units

- **Child Protection Law**
  - Michigan Department of Human Services (DHS)

- **Adult Protective Services**
  - Michigan Department of Human Services (DHS)

- **Child Protection**
  - Michigan Department of Human Services (DHS)

### WHAT must be reported?

- **Mental Health Code-Recipient Abuse**
  - Sexual, physical, or mental abuse, neglect, or exploitation by a recipient

- **Child Protection Law**
  - Sexual, physical, or mental abuse, neglect, or exploitation

- **Adult Protective Services**
  - Sexual, physical or mental abuse, neglect, or exploitation by an elderly or disabled adult

- **Child Protection**
  - Sexual, physical or mental abuse, neglect, or exploitation of a child

### WHO is required to report?

- **Mental Health Code-Recipient Abuse**
  - All employees, contract employees, or volunteers of Michigan Department of Community Health Community Mental Health Service Programs Licensed Private Psychiatric Hospitals or Units

- **Child Protection Law**
  - Physicians, nurses, counselors, medical examiners, dentists, licensed emergency care personnel, audiologists, psychologists, social workers, school administrators, teachers, counselors, law enforcement officers, and child care providers.

- **Adult Protective Services**
  - Any person employed by an agency licensed to provide, anyone who is licensed, regulated, or certified to provide health care, education, or other human services, law enforcement officers and child care providers.

- **Child Protection**
  - All employees, contract employees of Michigan Department of Community Health Community Mental Health Services Programs Licensed Private Psychiatric Hospitals or Units, all mental health professionals.

### WHAT is the CRITERIA for reporting?

- **Mental Health Code-Recipient Abuse**
  - If you have reason to believe the report has been fabricated or the allegation is unfounded, or it was fabricated or the report was made by a recipient.

- **Child Protection Law**
  - If your records show it is necessary to support a claim has been fabricated or the allegation is unfounded.

- **Adult Protective Services**
  - If your records show it is necessary to support a claim has been fabricated or the allegation is unfounded.

- **Child Protection**
  - If your records show it is necessary to support a claim has been fabricated or the allegation is unfounded.

### WHEN must the report be made and in what format?

- **Mental Health Code-Recipient Abuse**
  - A verbal report must be made immediately.
  - A written report must be made within 72 hours.

- **Child Protection Law**
  - A verbal report must be made immediately.
  - A written report must be made within 72 hours.

- **Adult Protective Services**
  - A verbal report must be made immediately.
  - A written report must be made within 72 hours.

- **Child Protection**
  - A verbal report must be made immediately.
  - A written report must be made within 72 hours.

### TO WHOM are reports made?

- **Mental Health Code-Recipient Abuse**
  - To the Office of Recipient Rights.

- **Child Protection Law**
  - To the Protective Services Section at the Department of Health: 888-446-1912

- **Adult Protective Services**
  - To the Adult Protective Services Regional Hotline: 888-446-9011

- **Child Protection**
  - To the Protective Services Section at the Department of Health: 888-446-1912

### Is there a person with knowledge all of whom make a report?

- **Mental Health Code-Recipient Abuse**
  - Not necessarily.

- **Child Protection Law**
  - Someone who has knowledge must report or cause a report to be made.

- **Adult Protective Services**
  - Everyone who has knowledge of a violation.

- **Child Protection**
  - Someone who has knowledge must report or cause a report to be made.

### How to verify failure to report?

- **Mental Health Code-Recipient Abuse**
  - A written report must be made within 72 hours.

- **Child Protection Law**
  - A written report must be made within 72 hours.

- **Adult Protective Services**
  - A written report must be made within 72 hours.

- **Child Protection**
  - A written report must be made within 72 hours.

### Are there other agencies to which a report can be made?

- **Mental Health Code-Recipient Abuse**
  - The Bureau of Health Systems (BARS) is responsible for investigating abuse and neglect in Nursing Homes.

- **Child Protection Law**
  - The Michigan Attorney General's Office has an Abuse Investigation Unit which may also investigate abuse in Nursing Homes.

- **Adult Protective Services**
  - The Adult Protective Services Regional Hotline 1-888-446-9011

- **Child Protection**
  - The Adult Protective Services Regional Hotline 1-888-446-9011

### Michigan Department of Health & Human Services (MDHHS)

**MDCH Complaint Intake Unit**: 1-866-856-0126

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**OH-0727 09/2012**
COMMUNITY MENTAL HEALTH
FOR CENTRAL MICHIGAN

TO LEARN MORE ABOUT YOUR RIGHTS PLEASE ASK A RIGHTS ADVISOR
www.cmhcm.org
1-800-317-0708

RECIPIENT RIGHTS MAIN OFFICES
301 South Crapo Street, Suite 100
Mt. Pleasant, MI 48858
(989) 772-5938

OR
218 Fast Ice Drive
Midland, MI 48640
(989) 631-2320

Recipient Rights Advisors
Annette Israel (989) 772-5938 (Mt. Pleasant)
Jane Gilmore (989) 772-5938 (Mt. Pleasant)
Phyllis Kchodl (989) 631-2320 (Midland)

Recipient Rights Officer
Kristine Stableford (989) 772-5938 (Mt. Pleasant)

If you are hearing impaired and use a TTY
For: Clare, Isabella, Mecosta, and Osceola County: (989) 773-2890 – TTY
For: Gladwin or Midland County: (989) 631-0870 – TTY

FOR CUSTOMER SERVICE ASSISTANCE
Julie Rookard: (989) 772-5938 or (800) 317-0708

ACCESS AVAILABLE TO ALL SIX COUNTIES
Clare, Gladwin, Isabella, Mecosta, Midland, and Osceola
Michigan PIHP Restructure

Released by DCH – 10/29/12

REGION 1
REGION 2
REGION 3
REGION 4
REGION 5
REGION 6
REGION 7
REGION 8
REGION 9
REGION 10