

**NORTHERN MICHIGAN REGIONAL ENTITY
PROVIDER NETWORK MANAGERS MEETING
10:00AM – MARCH 10, 2020
VIA MICROSOFT TEAMS**

ATTENDEES: Brian Babbitt, Kari Barker, Mark Crane, Lynne Fredlund, Chip Johnston, Kacey Kidder-Snyder, Pat Kozlowski, Eric Kurtz, Lani Laporte, Mary Martin, Trish Otremba, Brandon Rhue, Chris VanWagoner, Jen Whyte, Jessica Williams, Carol Balousek
ABSENT: Mary Dumas, Tracy Rosinski

INTRODUCTIONS

Chris welcomed committee members and attendance was taken.

REVIEW OF PREVIOUS MINUTES

The February 11, 2020 minutes were included in the materials sent on March 6th. Lani had a question about the “machine readable” terminology under the Provider List section. Clarification was made the language is from 42 CFR 438.10(h)(4), “Provider directories must be made available on the MCO’s, PIHP’s, PAHP’s, or, if applicable, PCCM entity’s Web site in a machine readable file and format as specified by the Secretary” for the visually impaired. With the explanation, the February minutes were approved by consensus.

MICROSOFT TEAMS

Brandon provided a demonstration of Microsoft Teams. The intent is to utilize Teams to share information in real time (versus waiting until the next regional meeting). A channel has been created for each regional committee. Documents may be shared under the “files” tab. ShareFile will continue to be used for files containing PHI. Brandon encouraged the Boards to utilize the onsite training available through New Horizons. Use of the Provider Network Manager Team will begin immediately.

CONTRACT SOFTWARE

Chris explained that PCE is working on a product with review expected on March 18th.

The Agiloft software presentation sent by Mark was forwarded to the committee. It was suggested that the NMRE purchase the software for use throughout the region. Brandon suggested that each entity obtain the free version. It was acknowledged that there is a benefit in all partners using the same software. Mark commented that Northern Lakes plans to move forward with initiating a contract with Agiloft though he was not certain about the cost. Agiloft highlights include information management, editing contracts, and merging and formatting information. Chris encouraged the group to discuss the pros and cons of Agiloft in the PNM Microsoft Teams channel.

BOILERPLATE SERVICE AGREEMENTS

Revisit CLS/Respite

Chris revisited two questions from the February meeting: 1) Can both service types be included in Crisis residential service; 2) Does the Contract cover respite camps? In response to the first question, Chip responded, yes, the codes just need to be added to the Exhibit. A discussion followed regarding whether the CMHSPs must use the standardized boilerplates. Eric advised

that he thinks they would want to. In response to the second question, Lynne noted that family respite can sometimes be for only two days every three months. Kacey indicated that Centra Wellness uses the full boilerplate even in these situations. The decision was made that an abridged Agreement may be used for Respite Camps.

Review and Finalize Private Residential Agreement/SIP

The question was raised regarding why this Boilerplate would be used versus CLS. Chris drew attention to the February meeting minutes. The PRA/SIP contract came about because of H0043 and the interplay with In-Home Help. In the future when H0043 is eliminated and we go back to H2015 for CLS the CLS/Respite contract may be used (likely October 1, 2020). Eric suggested doing a crosswalk of all services tied to each contract. Chip voiced agreement. Lani remarked that in the basic section of each contract, the language is similar but not the same. She asked whether there is a way to make it read the same with customization addressed in the Exhibits. Chip responded that sections differ based on provider type. He advised that consideration must be made to what the Agreements are attempting to accomplish.

The discussion circled back to the need to Amend the Agreement for every additional beneficiary that began in February. The Committee concluded that the Agreement must meet the IPOS requirements of all involved beneficiaries.

Eric explained that the NMRE is currently in very significant budget situation based on FY19 spending which will require some standardization for rates for specific services. Consistency in boilerplates and potentially in the Exhibits may be explored. Providers must bill at a "fair market rate." Mark explained the process used to set rates at Northern Lakes. An Assessment form based on medical necessity is used for all beneficiaries for rate setting (amount per hour). Beacon's and Hope's rates are often much higher than medical necessity. One staff at Northern Lakes sets rates so it is done consistently. Eric stressed the need to make sure Utilization Management is occurring.

Begin Independent AFC Placement Type A

Chris announced that the Boilerplate is available in ShareFile. Type A Residential is used for an entity-owned Provider with a 1:6 staffing ratio. The contract addresses additional 1:1 staffing above what is required by licensing. Mark asked what Type B Residential is. Chip responded that Type B is used for CMHSP owned or leased Homes; the CMHSP controls the beds, typically for 6 high need individuals and contracts for the Home staffing. Specific scenarios were discussed. Lani asked to view what is used for Exhibit D by Centra Wellness for both Type A and Type B residential. Chip agreed to share the information.

Chip encouraged the Committee to keep sending questions through Microsoft Teams.

Provider Lists

Chris applauded the group for their efforts. All lists should be posted to CMHSP websites by the end of the month if they are not already.

SPECIALIZED RESIDENTIAL MONITORING

Chris requested a list from each CMHSP containing its specialized residential providers at this time. Lani noted they are included in the agency's Provider Directory. Chris confirmed that participation in the reciprocity initiative is not mandatory. Questions were raised about requirements in the tool that lack citations (grievance and appeal). Mary Dumas will raise the issue with the state workgroup. Chris advised holding off on using the tool until clarification is made. Chris confirmed that GroupSite folders are not set up currently.

OPEN DISCUSSION

- Chris reviewed his schedule for visiting the CMHSPs.
- NMRE/CMHSP contracts were sent to CEOs on February 26th.
- Lani asked whether Chris had heard back from Forest View. North Country sent an Addendum with revised rates but has not yet received a signed copy back. Kacey responded that she received message from Forest View that it is in process. During the Statewide Contractors meeting, it was noted that CMHSPs are having trouble getting contracts back from McLaren., Chris offered to reach out regarding Bay Regional.
- Mark spoke about the MDHHS Provider forum held on March 9th.

NEXT MEETING

The next meeting was scheduled for 10:00AM on April 14, 2020 via Microsoft Teams.