

**NORTHERN MICHIGAN REGIONAL ENTITY
PROVIDER NETWORK MANAGERS MEETING
10:00AM – APRIL 14, 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, Larry Patterson, Chris VanWagoner, Jen Whyte, Jessica Williams, Carol Balousek

ABSENT: Mary Dumas, Tracy Rosinski

INTRODUCTIONS AND ADDITIONS TO AGENDA

Attendance was taken and Chris shared that the meeting was being recorded. Larry Patterson, Northeast Michigan Accounting Officer was added to the committee as contract management was put under his supervision.

REVIEW PREVIOUS MINUTES

The March 10, 2020 minutes were included in the meeting materials and approved by consensus.

BOILERPLATE' SERVICE AGREEMENT(S)

Review Independent AFC Placement Type A

Chris referred to Mark's email dated April 13th and Chip's response on April 14th.

Chip expressed the drawbacks of doing multi-year contracts given the frequency of (Medicaid regulations, 42 CFR, MDHHS) changes and annual funding appropriations. Mark stated his observation with annual contracts is that Northern Lakes has over 200 contracts each with 13 attachments; annual renewal would be labor intensive and overwhelming. Chip advised looking at processes to determine whether all the information/attachments are required every year. Chris clarified that the NMRE does not require annual contracts though, given all that has been discussed, they are advisable. Eric agreed. Eric spoke about the credentialing piece and noted that there is a way to separate that from the Contract; he agreed that the credentialing piece is not needed annually. Mark acknowledged that he is open to reviewing the information. Northern Lakes relies on Amendments to incorporate system changes/requirements. Eric suggested putting the onus on Providers to upload required information into a centralized repository. Mark asked what would be required for an annual contract update. Chip agreed to discuss with Mark privately. Chris noted that Northern Lakes is moving to a Contract Management software which should ease the process. A kick-off of the Agiloft product is planned for later in April. Chris steered the conversation back to the boilerplate.

The committee discussed liability insurance coverage amounts. NMRE does not require standardized amounts. Northern Lakes requires \$1M per occurrence and \$3M aggregate. Chip responded that those amounts are typical but depend largely on the agency's risk tolerance. Marked noted that the Northern Lakes Board reviewed and settled on the coverage amounts. Chip added that a formulary from MMRMA is generally used. No new risk management guidance has been issued. Chip called the determination an "artform." Brian agreed that North Country's limits came from a Risk Transfer Manual from MMRMA but acknowledged that was some time ago. Eric recommended that the more coverage you can get, the better from a risk standpoint. Chip suggested shooting for \$2M/\$5M and negotiating with Providers from there. Clarification was made that \$2M/\$5M would not be required for "Mom and Pop" providers.

Review Independent AFC Placement Type B

Nothing was specific to the Type B Boilerplate was discussed during the meeting.

Contract crosswalk

Chris turned attention to the excel file created by Kacey that was sent to the committee prior to the meeting. The types of contracts, descriptions for what types of services they might be used, and associated codes were included in the spreadsheet. Chris thanked Kacey the time she devoted to it. Chris saved the document in the Teams files folder for future reference.

Hospital Rates

This Agenda topic picked up on an April 3rd conversation in Microsoft Teams regarding single case agreement rates for Harbor Oaks. Harbor Oaks has a lower case rate for Macomb County than for other CMHSPs. Chip reference a letter from former MSA Director Steve Fitton. Mr. Fitton concluded that as a Managed Care State, the lowest Medicaid rate stipulation does not apply; hospital rates are established based on a negotiations process. Mark added that Northern Lakes had had always used the rate negotiated by the local CMHSP. Harbor Oaks refused to issue a standard CMH rate. Chip added that asking for details about how a hospital arrived at its requested rate is always an option.

CLS/Personal Care Overlap

Mary Martin expressed that AuSable Valley has experienced situations where overlapping services are occurring with CLS/Personal Care workers and Professional Services, such as ABA workers. She asked whether any of the Boards have specific language in their contracts (besides straight Federal and Michigan False Claims Acts) that states overlapping services will not be approved or reimbursed, and whether Professional Services take precedence over CLS/Personal Care services. Pat responded that Centra Wellness' contracts don't specifically address overlapping services or which service would take precedence, just unallowable services or claims. He agreed that professional services would take precedence

2021 Contracts

Chip expressed that, having participated in the behavioral health fee screen group, numerous code changes will be coming for FY21. H0043 will be eliminated, thus removing the need for the PRA/SIP template. Chip reminded the Committee to be cognizant of the interplay with in-home help; needs to be backed out of the H2015 authorization. Discussions with MidMichigan hospital resulted in mass elimination of the Business Associates Agreement Attachment. It was widely accepted that the Contract supersedes the BAA. As a result, Chip beefed up the HIPAA/Confidentiality section of the Contract. Section 1557 of the Patient Protection and Affordable Care Act was also enhanced for individuals who cannot read. Exhibit J moved up to improve flow of the Contract. FY21 Boilerplates will be shared in Teams by the end of the month.

COVID19 RESPONSES

Chris asked what the Board are doing differently during in response to COVID-19 and the Stay Home Stay Safe Executive Order. He received an email from Kari regarding ACORN/ABA services. Kari reported that Northern Lakes received a request from ACORN to increase authorizations for ABA services immediately when the Governor announced that schools would remain closed for the remainder of the year. Northern Lakes opted to not increase amount/frequency/duration and discouraged center-based services during the pandemic (later disallowed by Executive Order). Northern Lakes received a "tremendous amount" of pushback. Kari asked what the other Boards are doing to address similar issues. Chip responded that the Provider must honor the family's wants.

Lynne reported that there has been little pushback at Northeast Michigan. Generally, Providers have been agreeable; some have had to lay-off staff as has Northeast Michigan. Lynne stated her bigger issue is the need to amend Contracts to add the new (telehealth) codes. Kari responded that guidance is coming straight from the Governor and CMS which should supplant the Contract.

Chris inquired about the Case Managers layoffs at Northeast Michigan. Jen confirmed that most but not all the Case Managers have been laid off. Kari asked why the Case Managers aren't considered essential workers. Jen clarified that the working staff is covering all the caseloads. Lynne added that 53 staff were laid off across all programs due to Members requesting a disruption in services during the pandemic.

Trish reported that AuSable has all staff working currently though some clerical staff will be laid off beginning April 20th. This only issue with the Provider Network has been from Do-All which requested a payment advance prior to services being rendered; AuSable Valley declined. Currently Supported Employment services with the provider are suspended. Psychiatric hospitals are limiting admissions.

Lani reported that North Country is hosting weekly Provider Q&A sessions with Providers and posting notifications to its website (changes in trainings). Notifications are also being sent by email. One Provider staff and one client have been lost to the coronavirus (downstate). Day programs are closed. Supports Coordinators are providing services via telehealth and in person as required. A small number of staff have been furloughed. The Petoskey Club (PSR) is providing meals. Resources where Providers can obtain PPE are being posted to the website. The Executive Team is discussing catastrophe plans and a return to work plan. Chris agreed that return to work strategies are needed.

PROVIDER LISTS

Chris expressed that all but one Board's lists are current within 30 days; he appreciated the quick turnaround in getting them posted. Chris acknowledged Northeast Michigan's new website. Lani asked whether the electronic directory needs to be updated if there have been no changes. Chris responded that he would like to see a 30 day or less old date reviewed if there are no changes; he noted that paper directories must be updated every 30 days regardless of changes.

CONTRACT SOFTWARE

The PCE meeting to look at the Contract Management module was postponed until April 22nd. Chris has reviewed the Agiloft demo. Mark indicated that Northern lakes is purchasing Agiloft. Some aspects of the software are being tweaked by the vendor. The cost is roughly \$24K which Northern Lakes feels is a worthwhile expense as a long-term infrastructure improvement. Chris acknowledged the potential of NMRE purchasing the product to be adopted regionally. Lani asked whether there is an annual fee. Mark responded there is an annual license fee \$5,700 for 5 "power licenses." Chris encouraged the Committee to review the demo. Kacey expressed a preference to wait to see what PCE has to offer before deciding on Agiloft.

REGIONAL/STATEWIDE EVENTS

Chris noted that he was only able to visit AuSable Valley prior to the Shelter in Place order. He will hit the others when able. Chris encouraged the Boards to share efficiencies (trainings) with one another. These will be reviewed during the May meeting.

NEXT MEETING

The next meeting was scheduled for 10:00AM on May 12, 2020 via Microsoft Teams.