

**NORTHERN MICHIGAN REGIONAL ENTITY  
PROVIDER NETWORK MANAGERS MEETING  
11:00AM – APRIL 8, 2025  
VIA TEAMS**

<b>Centra Wellness:</b>	<input type="checkbox"/> Chip Johnston <input checked="" type="checkbox"/> Kacey Kidder-Snyder <input checked="" type="checkbox"/> Pat Kozlowski	Executive Director Provider Network Specialist Access and Emergency Services Director
<b>North Country:</b>	<input checked="" type="checkbox"/> Angie Balberde <input checked="" type="checkbox"/> Katie Lorence <input checked="" type="checkbox"/> Kim Rappleyea	Provider Network Manager Contract Manager Chief Operating Officer
<b>Northeast Michigan:</b>	<input type="checkbox"/> Connie Cadarette <input checked="" type="checkbox"/> Vicky DeRoven <input checked="" type="checkbox"/> Morgan Hale <input checked="" type="checkbox"/> Jen Walburn	Chief Financial Officer Quality Improvement Contract Manager Compliance Officer
<b>Northern Lakes:</b>	<input type="checkbox"/> Kari Barker <input checked="" type="checkbox"/> Mark Crane <input checked="" type="checkbox"/> Carrie Hubbell <input type="checkbox"/> Trapper Merz <input checked="" type="checkbox"/> Hilary Rappuhn <input checked="" type="checkbox"/> Jessica Williams	Director of Quality Improvement and Compliance Contract and Procurement Manager Administrative Assistant Business Intelligence Specialist Project Coordinator Performance Improvement Specialist
<b>Wellvance:</b>	<input checked="" type="checkbox"/> Mary Martin <input type="checkbox"/> Trish Otremba	Contract and Compliance Specialist Chief Quality Officer
<b>NMRE:</b>	<input checked="" type="checkbox"/> Carol Balousek <input type="checkbox"/> Eric Kurtz <input type="checkbox"/> Heidi McClenaghan <input type="checkbox"/> Brandon Rhue <input checked="" type="checkbox"/> Chris VanWagoner	Executive Administrator Chief Executive Officer Quality Manager Chief Information Officer/Operations Director Contract and Provider Network Manager

**INTRODUCTIONS**

Chris welcomed committee members to the meeting and attendance was taken.

**REVIEW AGENDA & ADDITIONS**

No additions to the meeting agenda were requested.

**APPROVAL OF PREVIOUS MEETING MINUTES**

The March 11<sup>th</sup> minutes were included in the meeting materials and approved by consensus.

**PRIOR ACTION ITEMS**

**CMHSPs to Complete Machine-Readable Directory and Post on Websites**

North Country and Northeast Michigan have not yet posted machine-readable directories to their websites. Centra Wellness, Northern Lakes, and Wellvance have all completed the assignment. Chris noted that an excel file may be uploaded in addition to the machine-readable (csv) file. Chris asked North Country and Northeast Michigan to have the machine-readable directories uploaded to their websites by the end of the month.

#### UNIVERSAL CREDENTIALING

An email from Lisa DeJongh was distributed to the committee on April 7<sup>th</sup> along with the Universal Credentialing Process Guide for the Behavioral Health (BH) CRM.

#### **Universal Credentialing process reminders & clarifications:**

1. **Universal Credentialing Provider Entity Templates** for new organizational or individual entity accounts should only be submitted by the PIHP/CMHSP to the [MDHHS-BH-CRM@michigan.gov](mailto:MDHHS-BH-CRM@michigan.gov) inbox. Before submitting any new entity account requests via the spreadsheet template(s), the PIHP/CMHSP needs to verify that they are not in the system and need to be added. Please follow the job aid for [How to Search for Providers](#) to utilize the universal search in the system to verify addresses or you can search as you create credentialing profiles using [Job Aid: Create New Credentialing Profile](#).
2. **Adding Contacts to Credentialing Profiles:** When adding contacts to credentialing profiles, please verify with the users that their names and emails are correct and match their MiLogin information. When new users request access to the BH CRM system via MiLogin, their **MiLogin email must match what is in the BH CRM**. If a user requests access using a different email than what was used during registration, their access request will be denied.
  - a. **Contact Changes in the BH CRM:** UC Administrators are not able to make changes to the contact once they are added. Users must not be duplicated. Change requests or any issues around contacts may be directed to [MDHHS-BH-CRM@michigan.gov](mailto:MDHHS-BH-CRM@michigan.gov).
  - b. **Contact changes for MiLogin:** MiLogin Help Desk: 517.241.9700.
  - c. [Job Aid: BH CRM Partner Access](#) should be referenced when staff or providers need access to the system.
3. **Previously Credentialed:** if a provider has been credentialed previously outside of the system, the "Previously Credentialed?" checkbox and "Prior Credentialing Date" field should be used when completing the Subscription. Once the Subscription is completed, these fields cannot be edited.
  - a. Once recredentialing comes around in the system, the "Recredentialing?" checkbox on the credentialing profile will be marked automatically, noting that it is a recredential in the system.
4. **Accidental Additions or Errors:** If a credentialing profile or a credentialing contact is created by mistake or includes errors in need of correction, [MDHHS-BH-CRM@michigan.gov](mailto:MDHHS-BH-CRM@michigan.gov) may be contacted to get those removed/corrected.

#### **UC updates that went live on April 2<sup>nd</sup>:**

These system updates either fixed system bugs or improve functionality to meet the process needs. For any issues around these items or other malfunctions, [MDHHS-BH-CRM@michigan.gov](mailto:MDHHS-BH-CRM@michigan.gov) may be contacted.

1. Update - The automated email that is sent to contacts once they are added to a new credentialing profile has been updated to include instructions for how to complete their profile.
2. Bug Fix - The issue of ASAM letters populating on staff credentialing records is fixed and those that were uploaded incorrectly on staff credentialing records are removed.
3. Update - Staff Credentialing decision letters that were generated prior to the update to include names have been updated to include names.
4. Bug Fix - Users with both Provider and Admin permission are now able to add contacts to credentialing profiles.
5. Update - The requirement to upload Malpractice Insurance on staff credentialing records is removed. Staff will not need to upload Malpractice or Liability Insurance to move forward in completing their credentialing profile.
6. Update - On the documents tab, a new column with the "Document Type" has been added to assist with identifying files.
7. Update - PIHP users with Credentialing Admin permissions are able access their CMHSP's staff credentialing records in a new list view called "My Staff Credentialing". This list will be available to CMHSP admin users as well, but they can only see their own staff.
8. Update - A new feature will allow CMHSP/PIHP staff contacts to be marked as "Inactive" by the PIHP/CMHSP IT System Administrators. Once inactive, their account will be deactivated, and they won't show up in the list of contacts when you are creating a new staff credentialing profile. This has addressed the issue of the contact list including staff that are no longer employed by the CMHSP.

**Other Updates that will be coming soon:**

1. The ability to manually enter or change the decision and approval dates on the subscriptions will be going away. The date will default to the day the subscription is being completed and that the letter is being sent out. In the meantime, real time dates in the subscription decision and approval date fields should be entered when approving subscriptions.
2. Providers will have the ability to remove files from their credentialing profile prior to submitting. The document will still be required, but the ability to remove it and replace it will be available.
3. Similarly to #2, CMHSP/PIHP Credentialing admins will be able to remove/edit files on the PSV records prior to completion. Again, required documents will remain required prior to completion but this allows for editing.
4. The ability to mark a credentialing profile as "inactive" for providers who no longer contract with any PIHP/CMHSP to avoid the system notifications.

A Universal Credentialing Leads meeting is scheduled for May 5<sup>th</sup> at 1:00PM to answer ongoing questions, identify improvements, implement new functions, create new job aids, and develop new procedures.

**FY25 Q1 & Q2 CREDENTIALING REPORT**

The Credentialing Report for Quarters 1 and 2 of FY25 are due from the NMRE to MDHHS on May 15<sup>th</sup>. Chris requested that reports be submitted to him by May 2<sup>nd</sup>. Chris will share this date with the CMHSPs' Quality Leads following the meeting. It was noted that the template contains

an updated field that requires credentialing within the last 36 months (vs. 24 months). The CRM will be replacing the Credentialing Report moving forward. In the CRM, the "Previously Credentialed?" box should be checked at the time a profile is created for a new provider.

#### PROVIDER DIRECTORIES/HSAG

##### **Machine Readability** (HSAG 2024 S1, E20)

This topic was addressed under "Prior Action Items."

##### **Organized by county** (HSAG 2024, S1, E18)

The NMRE's and the 5 CMHSPs' Provider Directories must be searchable by a county filter, or if not interactive, organized by county. Chris demonstrated the "Search by County" feature of the Provider Directory posted on the NMRE website at [Provider Directory | NMRE](#). The printable version of the directory is sorted first by service type and then by county. The CMSHPs were asked to complete this task by August 1<sup>st</sup>.

##### **FI's Independent Facilitation Listed** (HSAG 2024 S1, E18)

Independent facilitation must be listed on Provider Directories.

##### **List of services** (HSAG 2024, S1, E18)

The NMRE's and the CMHSPs' Provider Directories must specify cultural and linguistic capabilities, to include languages spoken at the clinic and translation services as well as if the service location has cultural competency trained staff. A list of the services included in regional directories must be developed to ensure continuity of terms and listings across the region. Kacey shared a list of services that was developed by the region several years ago. Chris agreed to formalize the list and distribute it to the CMHSPs for comment. Kacey noted that the list of provider types that was developed several years ago was used to create the provider types in Centra Wellness' PCE system.

#### NETWORK ADEQUACY

The NMRE's Network Adequacy report is due to MDHHS on April 30<sup>th</sup>.

#### **Machine Readable Directories**

Chris noted that MDHHS uses the Provider Directories to calculate mileage and drive times to assess Network Adequacy. Chris is prepared for MDHHS to have technical difficulties variance in machine-readable formats and is prepared for that discussion.

#### **FTEs/Beds File & Provider Lists**

Chris received the completed files from the CMHSPs. He has not yet compiled the files but should have everything he needs.

#### HOSPITALS

##### **Brightwell**

Brightwell is an acute inpatient psychiatric hospital in East Lansing, specializing in older adults but licensed with 23 beds for adults of all ages. Services also include short-term inpatient care for adults with anxiety, psychosis, schizophrenia, behavior disturbances, and depression delivered by a multidisciplinary treatment team.

Chris has uploaded the contract template to the Teams files. The approved per diem rate is \$750. Patricia Coleman is the contact person.

### **Henry Ford Acadia Kingswood Joint Venture**

CMS approval is pending for Henry Ford Acadia. CMS approval has been obtained for Henry Ford Kingswood.

### FY25 FISCAL INTERMEDIARY MONITORING

The FY25 Fiscal Intermediary/Financial Management monitoring schedule was decided as:

Provider	CMHSP
Amanda's Payroll Services	Northeast MI
GT Independence	North Country
HR Alliance	Centra Wellness
Karen's Accounting	Northeast MI
Stuart Wilson	Northern Lakes

Chris asked that the reviews be completed within 365 days of the previous review, or by September 30<sup>th</sup>, whichever is sooner. The review tool is housed in the Teams files.

### HCBS UPDATE

The MDHHS HCBS corrective action plan with CMS is substantial, several components of which fall to the PIHPs/CMHSPs. Much of the CAP centered on the need to develop policies and procedures (HCBS Final Rule, HCBS Monitoring, Conflict Free Access and Planning, Person-Centered Planning), which were submitted in draft form.

Training on Modules 2 and 3 of the HCBS Final Rule is required for case managers and all staff who are a part of HCBS services. The NMRE is currently in the process of scheduling quarterly trainings, the first of which will occur on April 14<sup>th</sup> via Teams. Training on Modules 2 and 3 will be required for staff upon hire and annually thereafter.

A Home and Community Based Services tab has been added to the NMRE website at: [Home and Community Services | NMRE](#).

### REGIONAL/STATEWIDE EVENTS, CONFERENCES, TRAININGS, NEWS

- **CMHAM Improving Outcomes Conference** – May 14<sup>th</sup> – 15<sup>th</sup> in Traverse City.
- **Statewide Contract Manager's Meeting** – May 21<sup>st</sup> at 10:00AM.
- **NMRE Day of Education** – May 22<sup>nd</sup> at Treetops Resort in Gaylord.
- **Regional PNM Training** – June 2<sup>nd</sup> at the NMRE.
- **CMHAM Summer Conference** – June 10<sup>th</sup> – 11<sup>th</sup> in Traverse City.

### NEXT MEETING

The next meeting was scheduled for May 13<sup>th</sup> at 10:00AM via Teams.