

## **SCCMHA Provider Network Newsletter**

**AUGUST 2010 Volume 9, Number 4**

*SCCMHA vision statement -- "A belief in potential, a right to dream, an opportunity to achieve."*

### **FY 2010 & 2011 Budget & Funding Update**

Thank you to all of the Saginaw citizens who communicated their budget and funding concerns to members of the legislature in recent months.

Numerous activities continue at SCCMHA to ensure a balanced budget for the year ending September 30<sup>th</sup>, 2010. During the summer months, regrettably, approximately 175 persons ended service with SCCMHA due to their non-Medicaid status. Key community partners were notified of this action, and SCCMHA case management and supports coordination staff worked with impacted individuals and families to help ensure ongoing services through other local primary health care providers or treatment sites. Drastic measures were necessary given the funding cuts, limited resources of SCCMHA and lack of reserves. In addition to the general fund cut, SCCMHA also received a late in the year Medicaid cut along with other PIHPs. In spite of these challenges, through a series of these new and ongoing cost containment efforts, SCCMHA was able to achieve a balanced budget for FY 2010 late this summer. Services to indigent persons who are not eligible for Medicaid will continue to be severely limited however to those with the most urgent or serious needs.

Uncertainty is the best word to use to describe the current outlook for FY 2011. Advocacy for support of mental health services is still helpful as the state seeks to balance the overall budget for FY 2011. Given the financial forecast and current economic environment, mental health, all public human services, and the vulnerable persons whom these programs serve, do remain at risk. SCCMHA will continue to focus on funding advocacy, close monitoring of budget performance, and a variety of ongoing short-term and long-term strategies throughout the organization to remain viable and ensure delivery services to priority persons as identified in state requirements.

### **Annual Public Budget Hearing**

All individuals are welcome to attend the annual, joint SCCMHA and Saginaw County Substance Abuse Coordinating Agency budget presentation on Thursday, September 23<sup>rd</sup>, at 5:30 pm, at SCCMHA, 500 Hancock Street, Saginaw. Accomplishments of FY 2010 and projections for FY 2011, beginning October 1, 2010, will be addressed. All stakeholders and the public are invited to attend.

### **Preliminary MDCH Medicaid Audit Outcomes**

The MDCH Audit Team from the Quality Assurance Section concluded their two week audit at SCCMHA on August 20<sup>th</sup>. Preliminary results, pending the receipt of the final written report, were positive. MDCH reviews programs and records based on the current Medicaid Protocols published by the state; in addition, they visit key program sites including crisis residential and clubhouse programs. This year they expanded their visits of specialized residential homes from one to four sites. Overall, the audit went well, with a higher score than the previous full audit conducted in 2008, including some revised and new standards this cycle. The SCCMHA PIHP record review score was 92%, based on a review of 154 records on over 30 dimensions of measurement. Programs reviewed included: home-based, case management, assertive community treatment, habilitation waiver, outpatient, psychosocial rehabilitation, supports coordination and self-determination. Individual primary team scores ranged from 84% to 98%. The overall performance of the SCCMHA PIHP against all standards was 91.1% (441 out of 484 points) up from the previous overall audit score of 87.3%. Perfect scores were received in the areas of consumer involvement, peer delivered services, clubhouse program, personal care in licensed residential settings, additional mental health services, co-occurring treatment, substance abuse access and treatment and self-determination. The auditors also conducted interviews with 81 recipients of services as part of their review. During the same weeks, the state also conducted an audit of the SCCMHA children's waiver program. MDCH expects to issue both of these reports to SCCMHA within the next month, and any needed corrective actions will be described in a written response, which is the typical procedure.

### **UPCOMING LEARNING LINKS SESSIONS**

September 14<sup>th</sup> @ 10 am – DVD presentation, **Open Spaces**, a recovery and hope production of network 180 PIHP (Kent County)

September 28<sup>th</sup> @ 4 pm – **Saginaw Spirit Hockey**

October 12<sup>th</sup> @ 10 am – **Emergency Preparedness, Cheryl Carlevato**

October 26<sup>th</sup> @ 4 pm - **Meaningful Life Workbook, Ginny Reed & Dawn Estrada**

These regular consumer education sessions are sponsored by the Customer Services Department at SCCMHA. Please note that times may vary and the schedule is subject to change so please check before the scheduled event to confirm. Both consumers and staff are welcome to attend.

Whenever flyers are available for the coming sessions' specific topics, they are included with this newsletter for posting. SCCMHA asks that residential providers assist interested consumers to attend these informative and enjoyable sessions.

Contact Customer Services at 797-3452 or Mark Leffler at 797-3436 (or [mleffler@sccmha.org](mailto:mleffler@sccmha.org)) directly for details, or to suggest topics or speakers. All suggestions are welcomed!



### **First Choice of Saginaw Update**

The sixth year fund raising campaign continues until early December 2010. Several events are planning yet this year: The **Second Annual Chili Cook-off October 8<sup>th</sup>** (contact Pam Hales or Jennifer Tomaszewski to enter); a **Craft & Bake Sale scheduled for November 19<sup>th</sup>** (donated craft items needed by November 18<sup>th</sup>, to Dawn Estrada or Maria Kulick; and another **Jewelry Sale on December 3<sup>rd</sup>** (used or unused costume jewelry in good condition may be donated at any time to Jennifer Tomaszewski or Ginny Reed). All in-kind donations for these events or financial donations at any time to First Choice of Saginaw are tax deductible. All funds are raised by volunteers and donors. Gift cards are issued to selected adult residential recipients in December each year. Last year 318 persons received gift cards at SCCMHA from First Choice of Saginaw. Watch for the 5 year report to be issued soon.

### **Directions at SCCMHA**

*A brief summary of new projects, events or key notices of potential interest to provider network members:*

- Contractors are reminded that the end of FY 2010 will soon be upon us, September 30, 2010. Now, even more than in the past years, **all service data and claims for FY 2010 need to be submitted to SCCMHA in a timely manner**. Some providers have been financially impacted in the recent past by submitting delinquent claims, where SCCMHA was forced to deny appeals for payment. SCCMHA does not wish to financially harm contractors, but has tight state timelines for both fiscal and service data inclusion after the end of the fiscal year. SCCMHA asks that all contractors take some time to review their completed FY 2010 service data and claims as soon as possible, and routinely do so in 2011 periodically, to ensure that all have been submitted for the fiscal year. SCCMHA, in this critical funding challenged environment, cannot be in a position of attempting to accommodate late claims payments or missing provider service data. Provider attention to this important matter is greatly appreciated at this time of fiscal year end activities, and will ensure good data for SCCMHA and full payments for contractors for authorized services.
- SCCMHA was again issued approval of its ACE status to issue Social Work continuing education credits through the National Association of Social Work Boards. SCCMHA will continue to offer **CEUs for social workers** and others when possible as resources allow for certain

continuing education programs. This second renewal effective to June 2013, continues to require adherence to certain standards, including participant sign in and out, as well as full attendance at the complete session, for individual certificates of credit to be issued. SCCMHA's Continuing Education Unit is charged with ensuring the integrity of SCCMHA compliance with all CEU issuance standards to maintain this important organizational status. All providers are reminded of these standards, as well as the ability to suggest topics or speakers to Dawn Estrada, Continuing Education Supervisor at any time.

- Renee' Thomas Clark, D.O., SCCMHA **Medical Director**, has announced her resignation. Dr. Clark has been the Medical Director, and has also provided significant staff psychiatry services, during her tenure over the past 11 years. SCCMHA will be announcing the new Medical Director appointment soon.
- In June, SCCMHA issued the publication, "**A World of Choices**", a guide to exploring meaningful activities. This guide and workbook is intended to be made available to all consumers of SCCMHA over the coming months. If you would like a copy, you may request hard copies through Dawn Estrada or print a copy from the SCCMHA website under the community resources tab. Also located on the website under the community resources tab is the revised and updated July 2010 **Saginaw County Licensed Residential Provider Directory**. This is an updated version from the first publication in 2005, and contains not only AFC licensed homes detail for Saginaw County, but also other relevant residential information. Hard copies of this publication are also available from Jennifer Tomaszewski at SCCMHA.
- SCCMHA will again be hosting annual **provider manual trainings**, on Tuesday October 5<sup>th</sup>, 9 am – 12 Noon, and Wednesday, October 27<sup>th</sup>, 1 – 4 pm. Supervisors or other representatives of provider programs and sites are invited and encouraged to attend either session. The 2011 Network Provider Manual will be issued effective November 2010. These sessions will focus on changes and highlight key performance and policy areas, with time for questions and discussion.
- Home Managers are invited to attend the next **lunchtime in-service** at The Panda House restaurant, 1010 North Niagara, Saginaw, at 12 Noon on Friday, September 10<sup>th</sup>. Rich Garpiel, SCCMHA Compliance Administrator will be presenting a **compliance summary**. All home managers are invited to attend; lunch is on your own off the menu.
- All provider programs and staff members are reminded about the requirement of **protecting PHI including over the internet**. External emails from and to SCCMHA that contain any consumer identifiable information, including name, initials, or other service content are prohibited by HIPAA, and the more recent legislation and statues assign significant

penalties for violations of these requirements. The only acceptable options for conveying such information is to use consumer case numbers only, encrypt the information before sending, or to fax or voice mail information. SCCMHA is seeking methods and remedies inside the *sentri* electronic medical record system for this type of needed dialogue. On a related note, SCCMHA should be notified whenever a staff member's employment and/or need for *sentri* access ends, so that their access may be termed.

- SCCMHA received word that funding will be made available to support several **adult block grants in FY 2011**, including a co-location services project with Health Delivery, Inc., a train-the-trainer trauma grant and funds to support a consumer conference on recovery. Watch for more details in future newsletters.

**Reminders from prior newsletters:**

- SCCMHA will publish consumer microenterprise or business advertisements on a regular basis in this newsletter, as well as the SCCMHA Residential News.
- SCCMHA continues to redesign and update the organizational website at [www.sccmha.org](http://www.sccmha.org). While it will continue to be improved upon in the coming months, providers are encouraged to check the website for posted information and news. SCCMHA also welcomes any feedback on any provider document needs that could be accommodated on this website.
- If you have questions or concerns or suspect unethical or illegal behavior in the SCCMHA system, you have an obligation to report such to the SCCMHA Regulatory Compliance HOT-LINE, at 797-3574 or 1-866-223-2435. All providers should have the SCCMHA provided Hot Line notice posted in a visible location for staff information.
- If you have quality concerns or commendations about any service provision area in the network, you should submit a Quality Alert form; you may email [jmcculloch@sccmha.org](mailto:jmcculloch@sccmha.org) to submit or request the form.
- All faxed documents for SCCMHA Customer Services or the Office of Recipient Rights (including incident reports) should be sent to 989-797-3595.
- Please direct all inquiries about consumer leadership opportunities at SCCMHA to the Customer Service office.
- All interpretive services needs in the system are to be arranged by SCCMHA Customer Service; while typical SCCMHA prior authorization is not required, Customer Service must verify consumer eligibility for the interpretive services to be paid by SCCMHA.
- Please let SCCMHA know if your contractor contact email address(es) change so that you do not miss any critical SCCMHA notices.
- After business hours, document delivery to SCCMHA is accommodated through the "Drop Box" located directly in front of the 500 Hancock Building. Providers may drop off any sealed and addressed mail at this box which is checked daily by SCCMHA for distribution.
- RSVPs for SCCMHA training may be made to Dawn Estrada; email is preferred at [destrada@sccmha.org](mailto:destrada@sccmha.org) or you may leave voice mail at 989-797-3451. Be sure to indicate attendee name, and date and name of training session.
- Please inform SCCMHA when you have changes in key contact person(s), phone numbers, mailing or email addresses, as well as changes in accreditation, licensure or corporate status.
- Check the SCCMHA website, 'www.sccmha.org' for varied information, including past newsletters, forms, etc.
- SCCMHA hosts "Learning Links" generally twice each month. These informational consumer programs are open to SCCMHA providers. Contact the Customer Service office for more information and watch for scheduled topics on a regular basis; times may vary.

**SCCMHA supports First Choice of Saginaw - [www.saginawfc.org](http://www.saginawfc.org) or 989-799-6451**

*Saginaw County Community Mental Health Authority issues this regular provider newsletter, highlighting areas of importance and interest for all SCCMHA provider network members, including staff and contractors. This bi-monthly newsletter - published in February, April, June, August, October and December - includes important reminders, notices and updates regarding SCCMHA business relevant to all SCCMHA providers of consumer services and supports. Content suggestion or feedback is welcomed from any provider member at any time. Newsletters are also available on the SCCMHA website.*

*SCCMHA also publishes a bi-monthly newsletter – “SCCMHA Residential NEWS” - in January, March, May, July, September and November for residential contracted providers.*

*Published by Saginaw County Community Mental Health Authority, 500 Hancock Street, Saginaw, Michigan 48602 ('[www.sccmha.org](http://www.sccmha.org)')*

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Saginaw County Community Mental Health Authority

## Home Manager Lunch and Presentation:

# "Compliance 2010 – A Comprehensive Summary"

Presented by Rich Garpiel  
Regulatory Compliance Administrator, Saginaw County  
Community Mental Health Authority

**Friday, September 10, 2010**  
**12:00 p.m. – 1:00 p.m.**  
**Panda House**  
**1010 N. Niagara, Saginaw 48602**

This session will provide an overview of the "must-haves" for a beginning Compliance Program. In addition, the Compliance Program at SCCMHA keeps a finger on the pulse of a wide variety of Compliance-related topics. A brief review of those topics will be provided.

**\*\*Attendees pay for his or her own lunch\*\***



To register, please contact Linda Williams:

Email: [lwilliams@sccmha.org](mailto:lwilliams@sccmha.org)

Phone: 989-797-3451

Don't miss this great opportunity to network with other Home Managers over lunch and learn more about Regulatory Compliance 2010.



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
		1 Orientation required for new students & training packets distributed 9am-10:00am  Culture Diversity 10:00-11:00am  Blood Borne 11:15am- 12:15pm	2	3 
6 Labor Day SCCMHA Closed 	7 Recipient Rights 9:00am- 12:00pm	8 Introduction to Residential Services & Person Centered planning Co-Occurring Disorders Day 1 of 3 9am-4pm	9 Introduction to Residential Services & Person Centered planning Co-Occurring Disorders Day 2 of 3 9am-3pm	10 Appeals & Grievance initial training 9:30am-11:30am Room 142  Introduction to Residential Services & Person Centered planning Co-Occurring Disorders Day 3 of 3 9am-1pm Appeals & Grievance Initial training 1:30pm - 3:30pm Room 142
13 Basic Health Day 1 of 2 9am-4pm	14 Basic Health Day 2 of 2 9am-3pm	15 Basic Meds Day 1 of 2 9am-4pm	16 Basic Meds Day 2 of 2 9am-4pm	17 Person Centered Planning 9am-10am Recipient Rights Renewal 10:00am-11:30am  Blood Borne Pathogens 1pm-2pm
20 Crisis Response Working w/People I, II, Gentle Teaching Trauma Based Services Day 1 of 2 9am-4pm	21 Crisis Response Working w/People I, II, Gentle Teaching Trauma Based Services Day 2 of 2 9am-3pm	22 Physical Intervention 9am-12pm  Advanced Physical Intervention 1-4pm	23 CPR* 9am-12:30pm  First Aid* 1:30-4:30pm *classes only available to GHC students	24 DC Refresher Pack (PCP, BBP & Rights) Renewals only 9am- 12:15pm
27 CPR 9:00am-12:00pm  First Aid 1:30pm-4:30pm	28 CPR 9:00am-12:00pm  First Aid 1:30pm-4:30pm	29 Testing and Test Retake Day Includes Environmental Emergencies Ethics of Touch Hipaa Privacy/Security Limited English Pro. (LEP) Nutrition & Food Safety 1pm-4pm	30	