



SCCMHA Provider Network Newsletter

AUGUST 2009

Volume 8, Number 4

The SCCMHA Vision -- "A belief in potential, a right to dream, an opportunity to achieve"

SCCMHA SPECIAL PUBLICATION (attached)

Providers are asked to please attend to the special publication attached to this newsletter regarding pending state General Fund cuts that will detrimentally impact the Michigan community mental health programs in the coming fiscal year starting October 1st, including the SCCMHA system and the entire Saginaw community. Included in this detail is the seriousness of what is currently at stake for the Saginaw community and instructions on how to advocate now during the state budget process. Your immediate action is critical! Please share this information with others as much as possible to help promote funding advocacy for the SCCMHA system of services and the community of Saginaw County.

SCCMHA Closure Dates

SCCMHA business offices and operated service programs will be officially closed on the following dates in the coming four months: Friday, September 4th; Friday, October 16th; Monday, November 16th; and Wednesday, December 30th.*

SCCMHA staff will not be working these days, and the four SCCMHA operated locations on Hancock Street, Towerline Road, Lamson Street (Community Ties North) and Lincoln Road in New Lothrop (Community Ties South) will all be **closed** these four days. These closure dates were recently announced to staff as part of a budget reduction plan to address current and anticipated general funding shortfalls and budget deficits in the current and coming fiscal year by reducing current expenses as much as possible.

*Note: A recent notice to residential providers incorrectly stated that the fourth closure date was January 30th; the correct fourth closure date for SCCMHA is Wednesday, December 30th as noted above.

Directions At SCCMHA

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

- SCCMHA will be issuing a **2010 Network Services Provider Manual**,

and will be hosting related training sessions for providers. The training dates are: Tuesday, September 29th, 1:30 – 4:30; Wednesday, September 30th, 9 am – 12 Noon, and Thursday, October 22nd, 9 am – 12 Noon. All provider supervisors are welcome to attend, watch for location and RSVP details soon. SCCMHA did not issue a new manual in 2009, so the current manual in effect is the 2008 version, as issued in CD format and available on the SCCMHA website as well. New CD formats of the FY 2010 manual will be issued to providers with contract renewals being issued the first of September. If you wish to attend and have not yet done so, please RSVP to Linda Williams at 989-797-3445, as space for these sessions is limited. Also new for FY 2010 is a revised provider application and some modifications to provider training requirements.

- Mark your calendars: **The 2009 Walk to Prevent Suicide** will be held at Northwood University on Sunday, August 30th at 1 pm. You may contact the SCCMHA Customer Service office at 979-3410 for more participation information. A SCCMHA contingent plans to participate in this event.
- Copies of the *SCCMHA 2008-2009 Annual Progress Report* were mailed out to providers and other community partners in July. If you did not receive this report or would like additional copies, please contact Ryan Mulder at the SCCMHA CEO office, 989-797-3501.
- SCCMHA recently issued a *Guide to Evidence-Based Practices for Individuals with Developmental Disabilities*. Copies are available at the SCCMHA website at www.sccmha.org.
- Although the serious illness wave earlier this year appears to have now subsided, many authorities involved in public health management feel that a subsequent wave of the **swine flu illness** may erupt in coming weeks as students return to school. Providers are encouraged to continue to exercise infection control cautions at this time, as well as when going into the annual flu season this fall. Although the initial building crisis for pandemic influenza appears to have abated at this time, it continues to be a potential threat, especially for persons in care settings or those with other chronic health issues. Good infection control, including thorough hand washing awareness, is always advised
- SCCMHA Provider Network members are to be commended for their attention to **recipient rights** matters over the past year. A recent annual report reviewed by the SCCMHA Recipient Rights Advisory Committee and the SCCMHA Quality Team in July compared SCCMHA rights data for the three fiscal years ending 2006, 2007 and 2008. There was a noted, regular reduction of overall complaints, including reductions in total allegations as well as investigations. The number of substantiated complaints was also significantly reduced during the period of this

comparative report. The SCCMHA Office of Recipient Rights is confident that consumers served and others in the SCCMHA network are clearly aware of how to access and use rights reporting in the SCCMHA system when needed. Fewer rights are being violated, and SCCMHA credits the overall provider network for this improvement, likely related in large part to network providers' serious and prompt responses to rights issues, and efforts to prevent rights violations through staff pre-hire screening, and ongoing training and supervision. SCCMHA would like to express appreciation to all providers for their individual contributions to this outstanding outcome in protecting the rights of the citizens we serve. Copies of this report can be obtained from Tim Ninemire, SCCMHA ORR Director.

- SCCMHA is working to deploy inclusion of the **provider network auditing function within the *Sentri* information system, beginning October 1, 2009.** This means that providers will be expected to submit their corrective action plans for SCCMHA provider network audit reviews on-line, electronically. As with all *Sentri* and Electronic Medical Record (EMR) functionality, this will be in a web-based system. SCCMHA will provide training for providers relative to this change prior to October 1, and will keep providers informed about the implementation as it occurs. Now, more than ever, all SCCMHA providers must consider methods to become connected to SCCMHA via a computer, if not already doing so. All providers now have direct *Sentri* access to view specific consumer served information as SCCMHA continues to promote the paperless record system. Increasingly the full SCCMHA consumer record lives solely in the *Sentri* system. This auditing module implementation is the next step to automate PIHP oversight functions of SCCMHA electronically and connected to *Sentri*; provider contract management as part of a provider relations module was implemented last year.
- Contractors are reminded that the end of FY 2009 is fast approaching, on September 30th, 2009. Now, even more than in the past years, **all service data and claims for FY 2009 need to be submitted to SCCMHA in a timely manner.** Some providers have been financially impacted in the past year 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 2009 service data and claims now or in the immediate future, 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.

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. 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 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 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 on the 2nd and 4th Tuesday of each month, 4-5 pm. 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.

SCCMHA supports First Choice of Saginaw - www.saginawfc.org or 989-799-6451


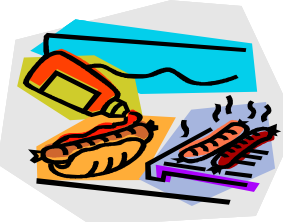

Saginaw County Community Mental Health Authority issues this regular provider newsletter, highlighting areas of importance and interest for all SCCMHA provider network members, including staff and contractors. This bi-monthly newsletter - published in February, April, June, August, October and December - 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')

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MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	1 CPR 9am-12:30pm First Aid 1:30pm-4:30pm	2	3 LEP 9am-10am Culture Diversity 10am-11am Recipient Rights for Residential staff 1-4pm	4 
7 Labor Day SCCMHA Closed 	8 DC Refresher Pack (PCP, BBP & Rights) Renewals only 9am-12:15pm	9 Introduction to Residential Services & Person Centered Planning Day 1 of 2 9am-4pm	10 Introduction to Residential Services & Person Centered Planning Day 2 of 2 9am-3pm	11 Environmental Emergencies/ Fire Safety 9-12pm Nutrition & Food Safety 1-4pm
14 Training Room reserved	15 Training Room reserved	16 Basic Health/ Blood-Borne Day 1 of 2 9am-4pm	17 Basic Health/ Blood-Borne Pathogens Day 2 of 2 9am-3pm	18 Person Centered Planning 9am-10am Recipient Rights Renewal 10:00am-11:30am Blood Borne Pathogens 1pm-2pm
21 Basic Meds Day 1 of 2 9am-4pm	22 Basic Meds Day 2 of 2 9am-3pm	23 Crisis Response Working w/People I, II, Ethics of Touch & Physical Intervention Day 1 of 2 9am-4pm	24 Crisis Response Working w/People I, II, Ethics of Touch & Physical Intervention Day 2 of 2 9am-3pm	25 CPR* 9am-12:30pm First Aid* 1:30-4:30pm *classes only available to GHC students
28 Advanced Physical Intervention 9am-12 noon Advanced Physical Intervention 1-4pm	29 2009 provider manual training 1:30-4:30pm 1 day only	30 2009 provider manual training 9:00am-12:00pm 1 day only		

NOTICE OF PUBLIC HEARING

Public Hearing Scheduled

Wednesday, September 2, 2009

The Saginaw County Community Mental Health Authority, in conjunction with the Saginaw County Department of Public Health Substance Abuse Treatment and Prevention Services has scheduled a **joint public hearing** to present and solicit comment on the FY 2010 Preliminary Budget and Service Plan. This joint public hearing will take place **Wednesday, September 2, 2009**. Interested citizens, community leaders, and stakeholders are encouraged to attend and provide comment.

The hearing will be held:

Wednesday, September 2, 2009 from 6:00 to 8:00 pm, or until all those present and wishing to comment are heard, in Room 1 – Training Classroom, in lower level of Saginaw County Community Mental Health Authority, 500 Hancock Street, Saginaw, Michigan.

For further information, or if you require special accommodations for accessibility or interpreter services, please call 989-797-3400 prior to the date of the hearing.