

SCCMHA

2010

Network Services Provider Manual



SAGINAW COUNTY
COMMUNITY MENTAL
HEALTH AUTHORITY

Presenters

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MANUAL PURPOSE

- Manual is Contract Attachment - Compliance
- Knowledge of SCCMHA Policy & Procedures
- Clarify Application to Specific Service(s)
- SCCMHA and MDCH Requirements included
- Issued Annually with Contracts/All Programs
- Consistent & Clear Direction to SCCMHA Service Providers
- *Note: No 2009 Manual*

TRAINING OBJECTIVES

- Familiarity with Applicable Contents
- Overview of Policies
- Develop Navigation Skills of Electronic Version
- Note Changes/New Requirements
- Summarize/ Reinforce Key Concepts/Expectations
- Highlight Themes of Compliance/Challenges
- Respond to Questions & Receive Feedback
- Determine any Follow-Up Needed

Since You Are Here...

- Handouts
- Overall SCCMHA Updates

Today's Handouts

- Today's Powerpoint
- Provider Directory – September 2009
- 2010 Budget Public Hearing Powerpoint
- SCCMHA Fact Sheet
- First Choice of Saginaw Information
- Manual Introduction & Table of Contents
- Various Upcoming Trainings
- Participant Training & Training Attendance & Verification Form

SCCMHA

- Saginaw County PHIP – Specialty Services & Supports
- Local, separate governmental authority
- 5,000 served persons annually
- \$54 million annual budget – various fund types
- Services – $\frac{3}{4}$ contractual, $\frac{1}{4}$ direct operated
- Most funding capitated/federally leveraged
- Serve persons with most serious disabilities/indigent

2010 System THEMES

- Culture of Gentleness
- Meaningful Community Life
- Electronic Medical Record (*sentri*) & Communications
- Efficiencies & Effectiveness
- Physical Health & Wellness
- Staff Caretaking
- Data Driven Decisions

More 2010 Themes

- New Behavior Management Expectations
- Enhanced Consumer Leadership/Tracking
- EBP Expansion/Fidelity Measurement
- Trauma Informed Practice – Promoting Resilience
- Case Management Manual

Continued Themes

- SOC – System of Care
- Recovery
- Anti-Stigma/Person-First Language
- Self-Determination
- Person-Centered Process Quality Improvements
- Regulatory Compliance
- Credentialing/Competencies

ARR

- Application for Renewal & Recommitment
- June 2009
- Public system response to meet State/Federal Medicaid Waiver plan
- (AFP 2002) Application for Participation
- 11 Sections
- Quality Improvement Focus
- Related to SCCMHA Strategic Plan areas

ARR

- 1. Partnering with Stakeholders-Design, Delivery & Evaluation of Public Mental Health System
- 2. Improving the Culture of Systems of Care
- 3. Assuring Active Engagement
- 4. Supporting Maximum Consumer Choice & Control
- 5. Expanding Opportunity for Integrated Employment
- 6. Assuring Opportunity for Needed Treatment for People in the Criminal Justice System
- 7. Assessing Needs & Managing Demand
- 8. Coordinating & Managing Care
- 9. Improving the Quality of Supports & Services
- 10. Developing & Maintaining Competent Workforce
- 11. Achieving Administrative Efficiencies

MDCH

- Michigan Mental Health Code
- Michigan Medicaid Manual – MH & SA Chapter (federal waivers for some services)
- State Contracts (PIHP & CMHSP)
- Various State Laws
- Federal Requirements/Mandates/Statutes

2009 SCCMHA Accomplishments

- Skill Build Redesign & Relocation
- Substance Abuse Licensure – Adult Services
- DBT Certification
- MiFAST Fidelity Reviews – SPSI, CSS, TTI/ACT
- Multi-Stage Integrated Dual Disorder Groups
- Peer Supports in Special Settings – Crisis Residential, Housing Resource Center
- Continuation of Trainings/CEUs

SCCMHA Accomplishments Continued

- EBP Guide for Persons with DD Published
- Implementation of New Crisis/Access Guidelines
- Pandemic Response Plan
- Child Foster Care Mental Health Needs Study
- Successful MDCH/HSAG Audits
- **Significant Reduction in Rights Complaints & Substantiations**

SCCMHA Accomplishments

Continued

- Technology Upgrades
- Facility Improvements
- PAP Expansion & Medicaid Spend Down (Deductible) Management
- MDCH Block Grants
- Salter Place Housing Resource Center Open
- Varied Local Housing Projects
- System of Care – Key DHS, Court & Law Enforcement Partners

Provider Successes

- Commendations
- Audit Scores & Performance Improvements
- Everyday Heroes & System Recognitions
- Recipient Rights Improvements
- Evidence-Based Practice Competencies
- **Positive Consumer Outcomes**

A Word Of Appreciation

- SCCMHA Consumer Service Commitment
- Adaptability to System Changes
- Responsiveness to SCCMHA Needs
- Willingness to Give Feedback
- Problem Solving Skills & Creativity
- Persistent Dedication
- Attention to Quality, Detail, Excellence
- Community Messages RE: Persons with Disabilities
- Cost Containment & Efficiencies

Stay Informed & Updated

- SCCMHA Newsletters
- SCCMHA Website
- SCCMHA Strategic Plan
- SCCMHA Lobbies/Brochures
- Meetings/Trainings
- SCCMHA Contacts – Inform, Seek, Follow-Up
- Bulletin Boards
- **E Mail**, Voice Mail, Letters

Use of E Mail

- **Expected** by SCCMHA
- Priorities
- Time Sensitive
- Increase Your Information
- Document Your SCCMHA Communications
- Caution – Protection of Consumer PHI

SCCMHA Strategic Plan

- **A Life Like Everyone Else**
- Work Force Enrichment
- Community Synergy
- The Tools To Do The Job Right & Measure Success

Table of Contents

- MASTER Manual
- Tabs 1 through 8
- Booklets & Brochures
- Reference Key – Applicable by Service/Program Type
- New/Revised/Unchanged Key (Notes)
- Pagination 1 - 1528
- Lettered documents by each Tab section

Tabs 1 - 8

- 1 – Introduction to SCCMHA
- 2 – Eligibility & Care Management
- 3 – Services & Protocols
- 4 – Service Delivery
- 5 – Regulatory Management/HIPAA Compliance
- 6 – Recipient Rights/Customer Service/Appeals & Grievance
- 7 – Claims Processing
- 8 – Network Services

Electronic Manual

Navigation Tips

A Word About Policies

- Why the Policy Exists
- Application
- Standards
- Definitions & References
- Procedure
- Forms
- Exhibits
- Effective Dates/Changes
- **Primary & Secondary Providers**
- Contractors Adoption of SCCMHA Policies

New Policies 2010

- History of CMH & Genesis of SCCMHA
- Therapeutic Environment
- PMTO, Parenting Wisely, Wrap Around, SOC, Adult Crisis Residential
- Peer Support Services & Clubhouse
- Alternatives to Guardianship
- Substance Use Disorders Services & Management Plan
- Injectable Medications

New 2010 Policies continued

- Discharges for Assaultive or Aggressive Behavior
- Patient Assistance Program (PAP) Enrollment
- Indigent Consumers Living in Licensed AFC
- Continuing Stay Review
- Micro-Enterprise Loan Fund
- Deficit Reduction Act (DRA)
- Limited English Proficiency (LEP)
- Dignity & Respect, Least Restrictive Setting
- Recipient Rights for Substance Abuse Services

More New 2010 New Policies

- Management of Consumer Funds
- Event Verification Procedure
- Consumer Access to Network Service Provider Information
- Residential Watch Program
- Credentialing of SCCMHA Providers & Staff

Tab 1

Introduction to SCCMHA

- CEO Welcome/FY 2010 Update
- SCCMHA Mission/Vision
- Board/CAC Members
- Contact Lists – Who/What/Where
- Organizational Charts
- History Policy (New)

Tab 2

Eligibility & Care Management

- Who Can Receive SCCMHA Services
- Authorizations - Care Management
- Coordination Of Benefits (COB) Procedures
- Consumer Entitlement – Obtaining & Maintaining
- Ability to Pay (ATP)
- Medicaid Spend Down (Deductible)

Crisis Intervention Services (CIS)

- 24/7 Availability - 989- 792-9732
- System Access Screening
- Telephonic & Face To Face Crisis Response
- Located at Hancock During Business Hours/Covenant ER After Hours (Call First)
- Probate Petitioning – Alternative Treatment Orders (ATOs) & Court Orders
- Hospital Admissions & Denial Second Opinions
- Community Partners – Police/Courts/Hospitals
- Saginaw County Jail Diversion & Inmate Services

Care Management Unit

- Responds to Primary Intakes for New Consumers
- Issues New and Ongoing Authorizations
- Reviews Initial Medical Necessity and Service Scope/Duration
- Conduct Ongoing Reviews For Continued Services
- Care Managers Work With Assigned Primary Teams
- Issue Elastic Authorizations – Service Changes
- Orient Teams to Processes
- Model Payments Processing
- Voice Mail Help Line 989 -797 - 3500 x 63101

Tab 3

Services & Protocols

- Medicaid Manual – MH & SA Chapter (updated quarterly)
- MDCH Medicaid Site Review Protocols
- Children's Diagnostic & Treatment Services Certification
- Primary Team Reporting Summary Chart

Tab 4 - Service Delivery

- Consumer Deaths & Sentinel Event Reviews
- Inclusion/Consumerism/Consumer Choice & Service Management
- PCP & Family Centered Practice/Plans of Services & Supports
- Self-Determination & Recovery/Peer Delivered & Operated
- Best Practice & EBP – Include PS
- Guardianship
- Health Care Integration/Academic & Vocational Continuity

Service Delivery continued

- Medication Services/Medication Management in Licensed Settings/Injectable Medications
- Consumer Health & Safety
- Behavioral Interventions/Behavioral Risk Committee/Clinical Risk Committee
- Transition/Discharge Services
- Advance Directives
- Discharges for Assault/Aggression
- Respite

Service Delivery continued

- Quality Assurance Performance Improvement (QAPI)
- Patient Assistance Program (PAP)
- Psychiatric Supervision
- Competency Requirements for Network
- Infection Control
- Indigent Consumers in AFCs
- Continuing Stay Review
- Distribution of Network Services Communications
- Personal Care (PC) & Community Living Support (CLS)
Log Documentation
- Micro Enterprise Loan Fund

Person-Centered Planning

- Should include the outcomes the consumer indicated s/he wants to improve their life
- Person-Centered Plans need to include the scope of services.
- Plans need to include what each member of the team should be doing to assist the consumer to reach his/her goals. (AFC, Clubhouse, Skill building, etc.)

A Word About Service Documentation

- Be clear, concise and specific refraining from personal opinions or speculation (just the facts as you know them)
- Use objective observations and goal setting (i.e. Consumer+target+criterion = who will do what to whom with what % accuracy – “Tom will close syllables on spontaneously produced monosyllabic target words on 90% of his attempts”); for each goal/objective, report the results

A Word About Service Documentation Cont.

- Focus on the consumer, using the consumers name; avoid using first person, instead referring to your self in third person
- It is important not to name other consumers in a record
- Objectively note something that indicates consumer was present (i.e. how the consumer was dressed, what they were doing at the time of the visit, what the consumer talked about, etc.)

A Word About Service Documentation cont.

- Only need to record once for visit; Shadowing – just one person to document
- Can not document two services for the same time
- Must reflect back to the PCP; you should be able to read a progress note and know the progress on goals for that consumer; evaluate the consumer's progress toward goals and what are the next steps toward achievement

A Word About Service Documentation cont.

- For a therapist, the note should be reflective of therapy; for a case manager, the note should be reflective of linking and coordinating services; For an Peer Support Specialist, the note should still relate back to the PCP showing the PSSs and residential staff knowledge of the PCP and the goals (i.e. Took consumer to lunch instructing on proper socialization skills in restaurant setting)
- Describe plans for the next contact, including strategies, suggestions and new goals
- Record notes within 5 business days of event (a SCCMHA agency standard)

Tab 5

Regulatory Management & HIPAA Compliance

- Compliance Program
- Ethics
- Compliance Reporting – Hot Line
- HIPAA Compliance
 - Privacy, Security, Protected Health Information (PHI)
- Deficit Reduction Act

Tab 6

Recipient Rights

Customer Service

Appeals & Grievance

- Abuse & Neglect Reporting
- ORR Site Visits
- Cultural Competency
- Customer Services
- Consumer Involvement & Leadership
- Input From Persons Served

Tab 6 (continued)

- Consumer Orientation
- Service Accessibility for Consumers/Telephone Access
- Consumer/Family Education Materials/Activities
- Local Appeal, Complaint & Appeal Processes
- LEP
- Parking
- Qualification/Training – Rights Staff
- Confidentiality

Tab 6 continued

- Services Suited to Condition
- Consent for Treatment/Change in Treatment
- Reporting Unusual/Unexpected Events
- Recipient Abuse & Neglect
- Restraint & Seclusion
- Medication & Use of Psychotropic Drugs
- Sterilization, Abortion & Contraception
- Voice Recording, Photography, Fingerprinting, and Use of One Way Glass

Tab 6 continued

- Treatment by Spiritual Means
- Comprehensive Examinations
- Entertainment Material, Information & News
- Communication, Mail, Telephone & Visiting Rights
- Freedom of Movement
- Personal Property & Funds
- Recipient Labor
- Dignity & Respect
- Least Restrictive Setting
- Recipient Rights – Substance Abuse

SCCMHA Office of Recipient Rights

- Cooperative & Honest Communications
- Investigations Confidential
- *Preponderance of Evidence*
- Employment Checks & Consents
- Interventions vs. Investigations
- Reporting Unusual or Unexpected Incidents
- When In Doubt...All Responsible To Report – RR & Abuse & Neglect
- Prevention /Training
- House Rules Approvals for Homes (AFC, SIP, etc.)

Tab 7

Claims Processing

- Codes & Format
- Timeliness
- Accuracy
- Coordination of Benefits (COB)
- Ability to Pay (ATP)
- Medicaid Applications
- Remittance Codes & Follow Up

Tab 8

Network Services

- Provider Network Audits - General (All) & Specific Checklists
- Media Communications/Request for Info
- Network Management & Development
- Event Verification Audits & Detail
- Continuing Education Program
- Management of Consumer Funds
- Network Provider Appeals & Disputes

Tab 8 (continued)

- Auditing Procedures
- Event Verification (EV) Procedure
- Consumer Access to Network Provider Info
- Residential Watch Program
- Provider Orientation
- Credentialing of Providers & Staff

Continuing Education Unit

- Minimum Training Requirements
- Competency Based Approach
- Program Supervisor Ensures Compliance
- Issue Certificates/Reports
- Training Registration
- Special Trainings/CEUs
- Using SCCMHA Tools/Supports
- Professional Conduct
- Parking/Space

Provider Network Auditing

- State/Federal Requirements
- Programmatic Audits – Annual/On Site
- Event Verification Audits
- Compliance Role
- Educational Approach
- Reference Based
- Consistent Interpretations
- Scores Published
- Site visit Questionnaire (call Audit Supervisor if any questions or concerns 797-3486)

Contracts/Property Management

- Service Procurement
- Agreements & Leases
- Property Inspections
- Contractual Terms & Requirements
- Contract Negotiations/Notices
- Provider Application Process

Watch For These Updates

- *sentri* Claims Module Update/Changes
- Provider *sentri* Audit Module Implementation
- Children's Mobile Crisis Service
- Michigan Prisoner Re-entry Initiative (MPRI)
- Children's System of Care
- FY 2010 – 2011 Budget Forecast
- Evidence-Based Practices
- Case Management Manual

Challenges

- State Economy/MDCH Funding
- Regulatory Scrutiny & Risk
- Serving Most Seriously Impaired Individuals
- Maintaining Competent Workforce
- Keeping Abreast of Policy & Practice Changes
- Sustaining Excellence & Compliance
- Supporting Community Integration

SCCMHA Suggestions/Tips

- Assign a Lead Person to be a Student of SCCMHA Requirements – Supervisor/Others
- Rotate Review/Refresh of Policies/Procedures
- Emphasize Themes of Performance Issues in Meetings/Written Reminders (Audit results, SCCMHA Notices, Staff Performance Issues, etc.)
- When in doubt contact SCCMHA

Methods to Collect All of Your Contracted Fees & Avoid Related SCCMHA Sanctions

- **Ensure Timely, Accurate, Complete Claims Submissions & Follow Up as needed**
- **Document All Services Thoroughly**

In Closing ...

- QUESTIONS
- FEEDBACK
- PUBLISH Q & A

Thanks for Your Participation !!

WATCH FOR
FOLLOW-UP ITEMS/NEWS
IN
SCCMHA NEWSLETTERS
IN 2010