

SCCMHA

2011

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
- Effective November 1, 2010

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 Your Are Here...

- Handouts
- Overall SCCMHA Updates

Today's Handouts

- Today's Powerpoint
- Provider Directory – July 2010
- 2011 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
- ARR Update August 2010
- Grace Authorization Q & A

SCCMHA

- Saginaw County PHIP – Specialty Services & Supports
- Local, separate governmental authority
- Over 5,000 served persons annually
- \$57 million annual budget – various fund types
- Services – $\frac{3}{4}$ contractual, $\frac{1}{4}$ direct operated
- Manager & Provider of Services/Supports
- Most funding capitated/federally leveraged
- 87% of SCCMHA Budget - Medicaid related funding
- Various grants included in budget
- 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

More Themes

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

2011 Themes

- Continued Severe Funding Restrictions/State Budget Crisis/Serious Threat of Continued Erosion of Public Safety Net
- Active Engagement (Meaningful Life)
- Closer Monitoring of High Risk/Vulnerable Persons
- New Critical Incident/Sentinel Event Reporting Requirements
- Health Care Reform Impacts
- Motivational Interventions & Trauma Training/Focus
- Alternatives to Guardianship
- Healthcare Integration

More 2011 Themes

- Employment Improvements
- Consumer Recovery Conference
- Co-location Services with Health Delivery Inc.
- Revitalization of Recovery Focus
- Continued Movement of Persons to Least Restrictive Settings
- System of Care Advancements
- Maintaining Medicaid + Eligibility CRITICAL
- PHI Protection Compliance Monitoring
- Alternatives to Hospitalization
- Tracking of Consumer Leadership/Advisory Roles

Managing Change

- Regulatory & Public Funding Environment
- Assume Changes Will Occur
- Seek Clarification as Needed
- Take Care of Yourself
- Support Staff & Ensure Tools and Communication

ARR

- Application for Renewal & Recommitment
- June 2009 – Update August 2010
- Public system response to meet State/Federal Medicaid Waiver plan
- (AFP 2002) Application for Participation
- 11 Sections
- Quality Improvement Focus
- Incorporated in SCCMHA Strategic Plan

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/Audits/Compliance

Key Public Partners

- Saginaw County
- Saginaw County Health
Department/Substance Abuse Treatment &
Prevention Services
- Saginaw Department of Human Services
- Saginaw County based courts/schools/law
enforcement
- Health Delivery Inc.

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

2009 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**

2009 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

2010 Accomplishments

- Balanced Budget
- Residential Rate Methodology
- ARR Progress – ↑ 50% of 5 Year Goals
- SAMHSA System of Care (SOC) Multi-Year Community Children's Mental Health Grant
- "A World of Choices" – Meaningful Life Workbook
- Salter Housing Resource Center Opened

More 2010 Accomplishments

- SCCMHA Provider Audits Scores 92% average
- On-Line Provider Audit Corrective Action Plans
- SCCMHA (MDCH) – 91.5% overall
- Consumer Outcomes – Expanded self-determination, microenterprises, supported independence & peer services
- Satisfaction Survey Outcomes – Satisfied or Very Satisfied Overall

More 2010 Accomplishments

- Grace Authorization Process
- AFC Agreements
- Trauma Groups & other EBP progress/sustainment
- Mobile Urgent Treatment Team (MUTT) & various children/family service expansion

Provider Successes

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

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

SCCMHA Website

- www.sccmha.org
- Navigation – What is There Now?
- What Do You Need To Be Posted?

Use of E Mail

- **Expected** by SCCMHA
- Priorities
- Time Sensitive
- Ensure & Increase Your Information
- Document Your SCCMHA Communications
- Caution – Protection of Consumer PHI (fax, encrypt, voice mail or *sentri* EMR only)
- Anticipate expanded *sentri* functionality for communications

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 - 1591
- 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

New 2011 Policies/Manual Content

- Care Management Request Authorization Review & Grace Authorization Procedure
- Motivational Interviewing (MI)
- Management/Dispensing of Sample Meds
- Establishing General Fund Waiting Lists
- Provider Claim Submission of Start/Stop Times
- Training General AFC
- Provider Network Documentation
- Quality of Life Visits
- Credentialing of Providers/Staff

Tab 1

Introduction to SCCMHA

- CEO Welcome/FY 2011 Update
- SCCMHA Mission/Vision
- Board/CAC Members
- Contact Lists – Who/What/Where (Time Sensitive)
- Organizational Charts
- History Policy

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 & New Intakes
- 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 intakes for persons exiting inpatient/crisis residential settings
- Issues New, Ongoing & Grace Authorizations
- Reviews Initial Medical Necessity and Service Scope/Duration
- Conducts Ongoing Reviews For Continued Services
- Care Managers Assigned to Primary Teams
- Issue Elastic Authorizations – Service Changes
- Orient Teams to Processes
- ASAP-Model Payments Processing
- Voice Mail Help Line 989 -797 - 3500 x 63101

Grace Authorizations

- Goals – no service delivered without valid authorization and prevent claim denials due to no authorization
- Open to all providers regardless of service type
- Look for authorization on *sentri*, including if given verbal by CM/SC for new, or contact Care Management for new or continued

Consumer Entitlements

- Obtaining & Maintaining Medicaid
- Deductible Management
- Electronic Medical Record Accurate & Current
- SCCMHA Communications & Asset Management
- Anticipate critical procedure clarifications

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
- Motivational Interviewing policy (New)
- Sample Meds Management & Dispensing (New)

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

- Must be focused on the consumer's choices and desired outcomes & goals
- 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

- Progress Notes are a legal document
- 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
- The note should be written for the reader. There should be enough content that people reading it in the future can understand note purpose with all and only relevant facts.

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)

Advanced Care Pharmacy

- In-house pharmacy & pharmacy management (SCCMHA contractor)
- Medication cycle fills for residential settings
- Multiple packaging options
- Emergency On-Call – Business Hours 8:30-5:30
- Coordination of Benefits/Co-Pays
- Quality/Cost /Regulatory Management
- Medication issues consultation/training
- Home Visits & Delivery

Tab 5

Regulatory Management & HIPAA Compliance

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

Record Retention & Destruction

- Archived Records must be secure
- Subject to Audit (SCCMHA Audit/State /Federal)
- Records must be retained subject to statutory timeframes
- Records must be properly destroyed
- Educating all staff regarding access & PHI protections
- Watch for clarifying policy

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
- Establishing & Managing GF Wait List (New)
- Stop & Start Times on Claims (New)

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
- Training for General AFC (New)
- Provider Network Documentation (New)
- Quality of Life Visits (New)
- Credentialing of Providers & Staff (New)

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
- On-Line Corrective Action Plans
- 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
- Facility Safety & Security Issues
- Residential Staffing Ratio Compliance Visits

Watch For These Updates

- *sentri* Claims Module Update/Changes
- Children's System of Care News
- FY 2011 & FY 2012 Budget Updates
- Evidence-Based Practices Sustainability
- Case Management Manual Publication
- Co-Location with Health Delivery Inc.
- Consumer Conference in 2011
- New Medical Director
- "A Healthier You" Publication

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
- Request training or consultation

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 2011