

Provider Network Meeting

3/22/23

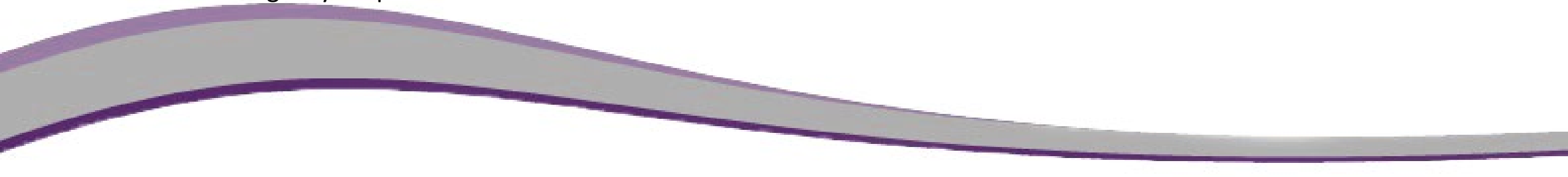


Housekeeping

- Recording in progress
- Webinar Style Meeting
 - We cannot see/hear you
- Use the chat function if you have a question
 - You can message the host/panelist or the whole group
- PowerPoint Presentation will be sent out along with a link to the recording and any reference materials



Agenda

- Grace Health Partnership Presentation
 - Recipient Rights Updates
 - Behavior Services Expectations
 - Site Reviews
 - Compliance Updates
 - Incident Reporting
 - Medicaid Verification Supports Audit – Year in Review
 - Coming soon....
 - Public Health Emergency (PHE) Ending
 - SPOT Enhancement Available – Authorization Notifications
 - Reminders
 - Licenses and Proof of Insurance
 - Home and Community Based Training
 - Emergency Preparedness
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New Pharmacy Partnership: Grace Health

- Elizabeth Philpott – Director of Integrated Care
- Carrie Nelson – Grace Health

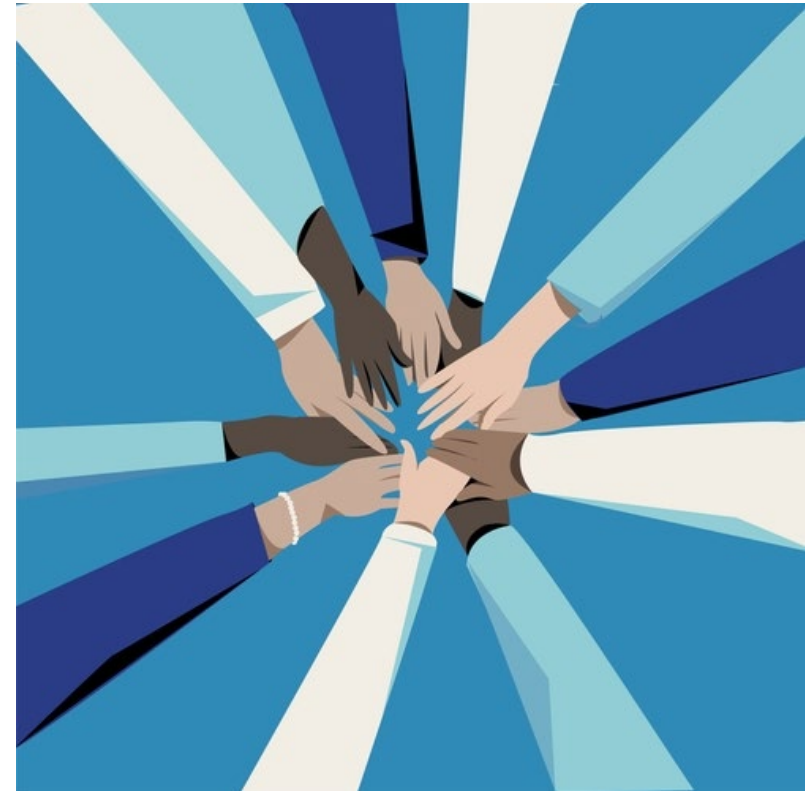


Recipient Rights - Updates

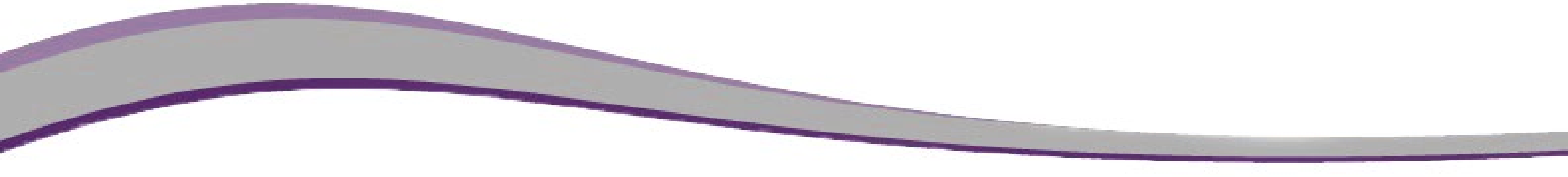
- Reporting requirements
 - Site visits are in full swing
 - Training must be done within first 30 days of hire
 - Training Logs for 2022 (last year) are due now.
 - Updated Contact information:
 - Phone: 269-441-5999
 - #recipientrights@summitpointe.org
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Behavioral Service Monitoring

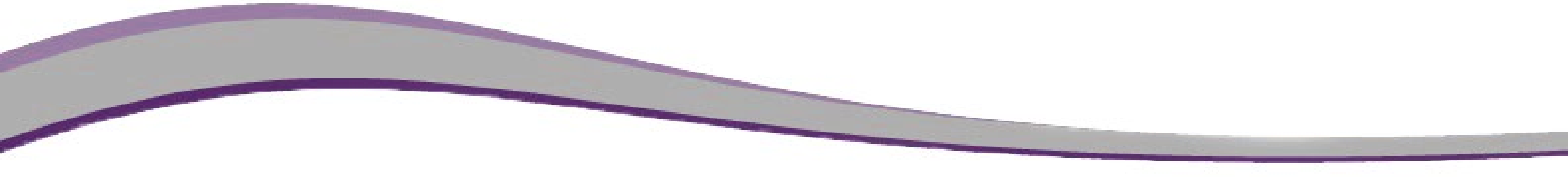
- What to expect in a typical BTC visit:
 - In-person check-ins at least monthly
 - Data review
 - Problem solving and providing support
 - Coaching and practice
 - Collaborative treatment integrity checks
- As needed:
 - Behavior plan trainings
 - Adjustments to plan
- [Behavioral Services Training](#)



FY2023 Site Reviews

- Provider Network Coordinating reviews this year
 - Training/credentialing done via desk audit – materials due one week before visit
 - Accommodations can be requested to review training materials/HR files on site
 - We need to know upfront if that request is being made to plan for lots of additional time in the home, request should be made upon confirmation of visit
 - Benefits of desk audit
 - Less time in the home/program – less impact to residents
 - Ability to respond to things missing
 - Customer files will not be reviewed
 - Legibility – we must be able to read the materials. Staff training logs often have “sign ins” with no printed name and it can be difficult to read
 - Reminder and resource sent out to network on 3/17/2023 about required Trauma Informed training. New this year, so corrective action will not be requested.
 - Another new consultative item on tool: numbers posted also need to include CMHSP crisis lines, company administrators, suicide hotline
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Compliance Updates – Incident Reporting

- Trends
 - Duplicate Incident Reports
 - #performanceimprovement@summitpointe.org
 - We will share with Recipient Rights and vice versa
 - Preventative Measure/Corrective Action Section
 - Do NOT share IR report (the actual form) with ANYONE (guardians, parents, etc)
 - Date AND Time : No other customer names :
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Medicaid Verification Supports Audit Year in Review

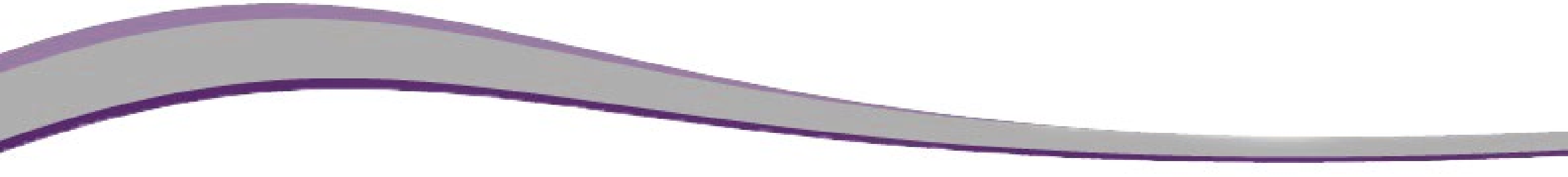
Is there documentation on file to support that the service was provided to the consumer?	95.00%	96.67%	98.33%	96.67%	96.67%
Does the service documentation include the following:					
Customer Name	96.67%	96.67%	100.00%	96.67%	97.50%
Date of Service	96.67%	96.67%	100.00%	96.67%	97.50%
Start and Stop Times (duration)	92.59%	96.15%	100.00%	96.55%	96.32%
IPOS goals, objectives and interventions addressed	96.67%	96.55%	100.00%	96.55%	97.44%
Signed and dated by rendering staff/clinician	85.00%	96.67%	93.33%	95.00%	92.50%
The Clinician who signed the service documentation has the appropriate credentials to support the modifier used.	75.00%	73.68%	100.00%	100.00%	87.17%
Was the service provided by a qualified practitioner and falls within the scope of the code billed/paid?	90.00%	93.33%	100.00%	96.67%	95.00%
The appropriate amount is paid (contracted rate or less) for Medicaid only claims? (do not answer this question if question G was answered above)	100.00%	100.00%	100.00%	100.00%	100.00%
The claim/encounter includes the correct place of service	96.67%	96.67%	96.67%	96.67%	96.67%

Coming up in Compliance.....

- Uploading Documentation with claims: slowly onboarding providers
 - Will be audited regularly
- Using SPOT for auditing
 - Will start issuing Recommendations and Corrective Action Plan via SPOT for Medicaid Verification Audits



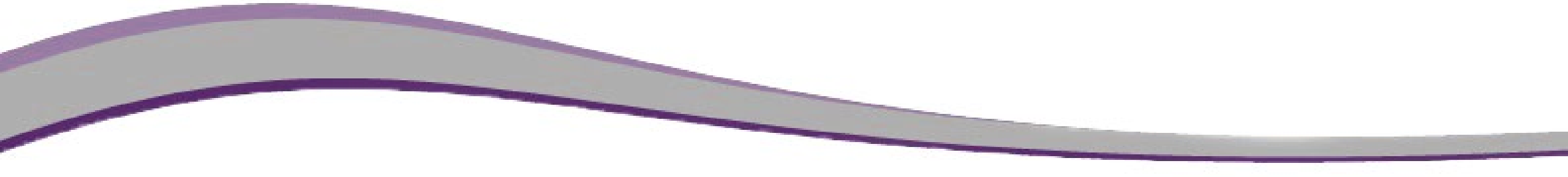
Ending of Public Health Emergency

- While we have done our best to include regionally applicable information, it is the **responsibility of each provider** to ensure appropriate provision of services post-PHE
 - Please refer to the [MDHHS Bureau of Specialty Behavioral Services Telemedicine Database](#).
 - If a code is not listed on this database, it is no longer available for delivery via telehealth beginning May 12, 2023.
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Ending of Public Health Emergency

- Telemedicine Policy has been revised
 - SWMBH memo – March 10, 2023
 - Customer choice
 - Clinically appropriate
 - Not for provider ease
 - Place of Service Codes (10 and 2)
 - GT modifier retires
 - Rounding Rules – must be present for the full 15 minutes to claim the first unit again. Effective May 12, 2023.

Ending of Public Health Emergency

- Michigan will start Medicaid eligibility renewals effective April 1, 2023
 - Frequently Asked Questions are located [here](#).
 - Community Partner Questions are [here](#).
 - Timelines can be found [here](#).
 - Stakeholder Toolkit is located [here](#).
 - Brittany Payne is a resource as our Customer Benefits Coordinator
 - bsp@summitpointe.org
 - Desk Phone: 269-441-5942
 - Cell Phone: 269-275-9461
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SPOT Enhancements

- Automated emails now available from SPOT for Authorizations
- Email Mandi Quigley at mquigley@summitpointe.org if you would like to add this feature to your SPOT account!

Authorization Approved: [REDACTED]

CRCT <system.CSM.donotreply@pcsystems.com>

Fri 2/24/2023 11:48 AM

To: [REDACTED]

A service authorization was processed and approved.

Consumer Case # [REDACTED]

Provider: [REDACTED]

Authorization Number [REDACTED]

Effective Date: 2023-02-20

*** THIS IS AN AUTOMATED MESSAGE SENT BY THE CRCT SYSTEM ***
*** PLEASE DO NOT REPLY TO THIS EMAIL ***
*** ANY QUESTIONS SHOULD BE DIRECTED TO YOUR CONTACT ***

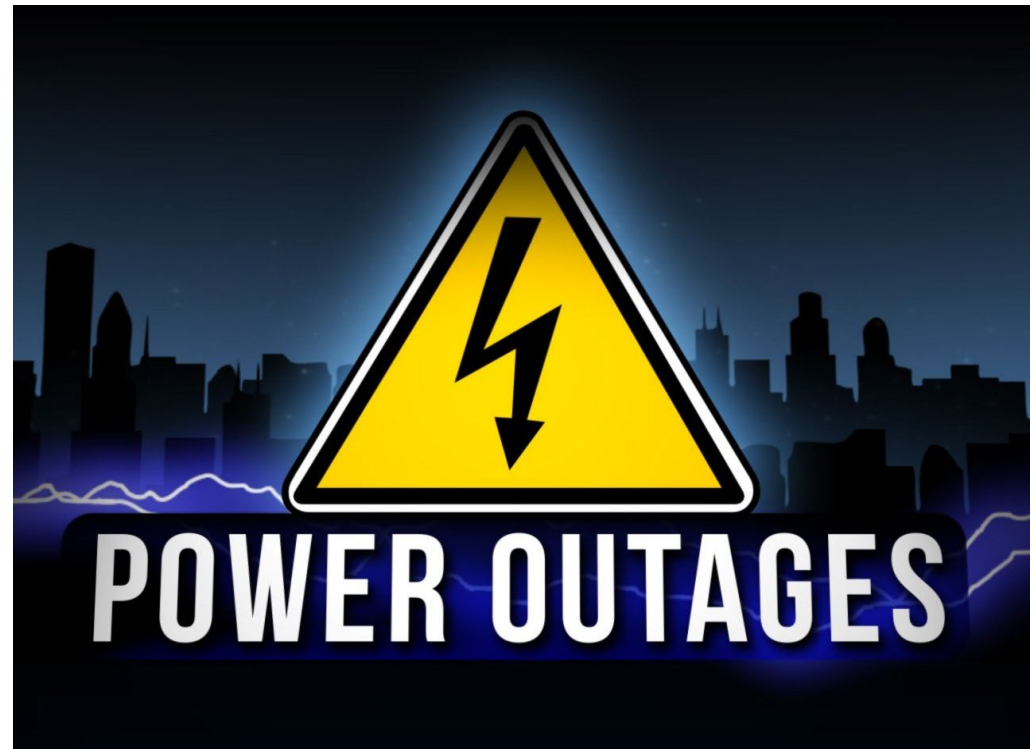
Important Reminders

- LARA Licensure, Accreditation and Insurance Proofs
 - Please send these along upon any renewal
- Home and Community Based Training – Provider Update Sessions
 - April 12, 2023 - 10:00 – 11:30
 - April 18, 2023 - 1:30 – 3:00
 - April 26, 2023 - 1:00 – 2:30



Emergency Preparedness

- Recent Ice Storm
 - Review your policies and plans!
 - Did they work?
 - Do they need revisions?



Additional Questions

