

Community Mental Health for Central Michigan Provider Network Meeting Minutes

Date: January 18, 2011
Time: 10:00 a.m.
Place: Lake Michigan conference room – Isabella office
Meeting called by: Tonya Bondale
Type of meeting: Regular, semi annual
Note taker: Kim Harner
Attendees: Provider Network, Tonya Bondale, Linda Kaufman, John Obermesik, Bryan Krogman, Debby Andrews, Barb Mund, Karen Bressette, Sherry Hockstra, Rosemary Sandborn, Kris Stableford, Kathy Dollard, Frank Keesecker, Bob Radaz
Attendees (via conference phone): Kathie Swan, Provider Network
Excused:
Absent:
cc:

Review Minutes: N/A

Review Agenda: N/A

Agenda Topic: Announcements

Presenter: All
Discussion & none
Conclusions:

Agenda Topic: State and Agency Update

Presenter: Linda Kaufmann
Discussion & CMHCM is continuing to monitor the state budget situation. We will not know the exact impact on the CMH budget until the State budget is out and MDCH is able to compute needed cuts.
Conclusions:

The Needs Assessment information has been reviewed along with the state and national healthcare trends. CMHCM's Management Team has begun the process of selecting target areas and plan to communicate the completed strategic plan within the next month or so.

CMHCM is in the process of arranging for an Isabella County Department of Human Services Eligibility worker to work out of our administrative office to help individuals receiving mental health services maintain their Medicaid.

Crisis Management Intervention Team has recently changed to an on-call system for the midnight shift.

Agenda Topic: MDCH Revisit

Presenter: Sherry Hockstra, Quality Improvement Manager
Discussion & MDCH has cited CMHCM on the following issues. Contingency Plans for automobile accidents and for home evacuations need to be in place upon reviews. There are examples of these on our website. Emergency Kit Bags (need to be up-to-date and monitored for expiration dates on a monthly basis).
Conclusions:

Agenda Topic: CIGMMO Update

Presenter: Katy Wagner, PCE

Discussion & Conclusions: Update given on implementation of new CMHCM software, CIGMMO. The software will ensure a smoother process for service authorization requests and speed the process from requested service to authorization up. It will require some training to providers as the billing process will be slightly different. There will be more information in the next few months in regards to the software and how it will effect providers as well as training options. Implementation is set for 10/3/2011.

Agenda Topic: Contingency Plans

Presenter: Debby Andrews, Provider Network manager
Discussion & Conclusions: In response to a MDCH citation on our review we will begin a new procedure with Site Reviews. Site reviews that result in partial or non-compliant ratings will be expected to submit a plan of correction within 30 days. A follow up unannounced review will be conducted in 60 days following the plan of correction. If upon the revisit non-compliance is still found there will be contract implications.

**Agenda Topic: Recipient Rights Response to Violations
Rights Schedule 2011
House Rules**

Presenter: Kris Stableford, Recipient Rights Officer
Discussion & Conclusions: Substantiated rights violations need a written response/corrective action from the provider. This can be done in form of an email or fax. Please review the attached Recipient Rights Policy for further information.
Please send in your House Rules to Jane Gilmore. Jane will be forming a work group regarding House Rules for licensed residential settings. If Providers are interested in this group, please contact Jane Gilmore.
Recipient Rights Schedule for 2011 attached.

Agenda Topic: Email Encryption

Presenter: Tonya Bondale, Provider Network Manager
Action Items, Person Responsible & Deadline: Email encryption software has been implemented at CMHCM. Protected health information being sent in and out of agency vial email will be encoded to protect that information. These emails will require the receiver to create an account with Cisco to allow them to receive the de-coded email. Replying to the email will automatically encrypt it if PHI is in the email. However this does not mean that any email that originates from a provider will be encrypted unless they have the software on their computer. **Please see attachment on Email Encryption for further instructions.**

Agenda Topic: Provider Meeting Schedule

Presenter: Tonya Bondale, Provider Network Manager
Action Items, Person Responsible & Deadline: A schedule of 2011 provider meetings as well as forum and CenTrain meetings was given at the meeting. **Please also find a schedule attached.**

Meeting adjourned at: 11:45 a.m.

Next meeting date: July 12, 2011

Observers:
Resource Persons:
Special Notes:

