

**Community Mental Health for Central Michigan**

**Provider Network Meeting Minutes**

**Date:** 11/13/2012  
**Time:** 10:00 – 11:00 am  
**Place:** Isabella Office – Lake Michigan Conference Room  
**Meeting called by:** Tonya Bondale, Provider Network Manager  
**Type of meeting:** Regular  
**Note taker:** Kim Harner  
**Attendees:** Provider Network, CMHCM Staff  
**Attendees (via conference phone):** N/A  
**Excused:**  
**Absent:**  
**cc:** Executive Leadership Team, Cindy Bay-Barron, Dawn Tanner

**Agenda Topic:** *Welcome/Sign In*

**Agenda Topic:** *Announcements*

Providers are encouraged to keep CMHCM's Contract Department updated with current email addresses. We are using a new program and want to ensure that providers are receiving the materials we are sending out.

Provider Network Meetings will now be scheduled for May and November.

**Agenda Topic:** *State and Agency Update*

- Presenter:** Linda Kaufmann – Executive Director  
**Discussion & Conclusions:** Upcoming changes to CMHCM management team:
- Paul Cronstrom, Program Director for Clare/Gladwin Counties will be retiring on December 14<sup>th</sup>. Craig Derror, Licensed Psychologist will assume this position starting on December 3<sup>rd</sup>.
  - Kim Boulier, Program Director for Mecosta/Osceola Counties will become the Program Director for Isabella County at the end of November when Marilyn Thornton retires.
  - Catherine Beagle, Supervisor in Mecosta County will assume the role of Program Director for Mecosta/Osceola Counties on December 3<sup>rd</sup>.

Michigan PIHP Restructure:

- Discussions continue around the State of Michigan Department of Community Health's (MDCH) intention to reduce the number of Pre-Paid Inpatient Health Plans (PIHP). Please refer to the attachment – Michigan PIHP restructure.

Providers are encouraged have their payments set up through Direct Deposit. The Direct Deposit form is on our agency website [www.cmhcm.org](http://www.cmhcm.org).

CMHCM did receive a Block Grant from MDCH that would allow CMHCM to hire case managers that would focus on the physical health care needs of our consumers.

Action Items,  
Person Responsible  
& Deadline:

**Agenda Topic: WISH – Walk-In Services for Health**

Presenter: Debra Miller – Supervisor Midland

Discussion & The WISH program’s goal is to promote mental and physical health of all individuals.

Conclusions: Individuals who are currently not receiving CMHCM services may participate as well. The WISH program is offered in each of our six counties and includes Peer Support Services, referral and linking for basic needs, coordinating with health care providers and many more. Please refer to the attachment that was given by Debra Miller.

Action Items, County Office Location & Times:

Person Responsible Clare County – Monday 1:00-3:00 pm and Tuesdays 10:00 am – Noon

& Deadline: Isabella County – Tuesdays 1:00-7:00 pm, Wednesdays 8:00-5:00 pm, Thursdays 8:00-12:00 pm and Fridays 8:00 am – Noon

Gladwin County – Wednesdays 1:00-4:00 pm and Thursdays 10:00 am – Noon

Mecosta County – Mondays 1:00-5:00 pm and Thursdays 8:00 am – Noon

Midland County – Mondays 2:00-5:00 pm and Thursdays 4:00-7:00 pm

Osceola County – Tuesdays 8:00 am – Noon and Thursdays 1:00-5:00 pm

**Agenda Topic: Provider Network Forms**

Presenter: Karen Bressette – Customer Service Coordinator, Isabella

Discussion & Karen presented the group with site reviews forms that are currently being utilized while

Conclusions: conducting the site review. Providers are asked to review these forms and provide any feedback at the next Provider Forum Meeting.

The Specialized Residential Care & Community Supports Log needs to be completed on every consumer in the home whether they have Medicaid or other insurance.

Action Items, The Provider Forum Meeting is scheduled for December 11th at 9:00 am. Providers were  
Person Responsible also asked if they would share any of their own forms, ex., preventative maintenance,  
& Deadline: house cleaning, etc.

If you have any questions please feel free to call Karen Bressette at (989) 772-5938.

**Agenda Topic: Critical Incident Reporting**

Presenter: Kris Stableford – Recipient Rights Officer – Isabella

Discussion & Please make sure that you have the most current posting of Recipient Rights contacts as

Conclusions: well as Abuse & Neglect Posting. Both of these forms can be found on our website [www.cmhcm.org](http://www.cmhcm.org). These forms will also be presented at the Provider Forum Meeting.

Although there is no definitive answer on the timeframe in which a Critical Incident Analysis or the Incident Report Form should be forwarded to CMHCM, we are asking that providers still report the incident within 24 hours.

Action Items, Please call the Recipient Rights Office if you have any questions regarding the Critical  
Person Responsible Incident Form. 1-800-317-0708 or (989) 772-5938  
& Deadline:

**Agenda Topic: CIGMMO Questions**

Presenter: Mark Buss – Service Specialist, Isabella

Discussion & Conclusions: New functionality was added to CIGMMO which displays rates for both fiscal years in instances where there was a rate change effective 10/1/12. When an authorization has an effective date prior to 10/1/12 and also expire after 10/1/12, a blue hyperlink will appear below the rate box within the authorization. Clicking on the hyperlink will activate a display which includes rates in effect during 10/1/11 – 9/30/12 in addition to rates in effect from 10/1/12 – 9/30/13. Providers were also encouraged to check the rates displayed in their contracts and to bill those rates in effect at the time services were delivered.

**Agenda Topic: Provider Topics**

Presenter: Provider Network

Discussion & Conclusions: Topic recognized, nothing noted at this time.

**Meeting adjourned at: 11:00 a.m.**

**Next meeting date: To be announced at a later time.**

Observers:

Resource Persons:

Special Notes:



# REQUIREMENTS FOR REPORTING ABUSE AND NEGLECT

	Section 722, Public Act 238 of 1975 (Child Protection Law) <b>ADULT OR CHILDRENS PROTECTIVE SERVICES REPORTING HOTLINE</b> 855-444-3911	Section 723, Public Act 258 of 1974 as amended (Mental Health Code-Criminal Abuse) <b>Police</b> MSP 517-332-2521
<b>WHERE is the report made?</b>	Section 722, Public Act 238 of 1975 (Child Protection Law) <b>ADULT OR CHILDRENS PROTECTIVE SERVICES REPORTING HOTLINE</b> 855-444-3911	Section 723, Public Act 258 of 1974 as amended (Mental Health Code-Criminal Abuse) <b>Police</b> MSP 517-332-2521
<b>WHAT must be reported?</b>	Michigan Department of Community Health Community Mental Health Service Programs Licensed Private Psychiatric Hospitals or Units  Sexual, Physical, Emotional or Verbal Abuse, Neglect, Serious Injury, Death, Retaliation or Harassment	State Police County Sheriff Local Police Department
<b>WHO is required to report?</b>	Physicians, nurses, coroners, medical examiners, dentists, licensed emergency care personnel, audiologists, psychologists, social workers, school administrators, teachers, counselors, law enforcement officers, and child care providers.	All employees, contract employees of: Michigan Department of Community Health, Community Mental Health Services Programs, Licensed Private Psychiatric Hospitals or Units, all mental health professionals.
<b>WHAT is the CRITERIA for reporting?</b>	<b>You must report if you:</b> Suspect a recipient has been abused, or neglected or any allegations of abuse or neglect made by a recipient.	<b>You must report if you:</b> Suspect a recipient or vulnerable adult has been abused or neglected, sexually assaulted, or if you suspect a homicide has occurred. You do not have to report if the incident occurred more than one year before your knowledge of it.
<b>WHEN must the report be made and in what format?</b>	A verbal report must be made immediately. A written report on an incident report form must be made before the end of your shift.	A verbal report must be made immediately. A written report must be made within 72 hours of oral report (330.1723)
<b>TO WHOM are reports made?</b>	To your immediate supervisor and to the recipient Rights Office at your agency or hospital	The law enforcement agency for the county or city in which the alleged violation occurred or the State Police. A copy of the written report goes to the chief administrator of the agency responsible for the recipient.
<b>If there is more than one person with knowledge must all of them make a report?</b>	Not necessarily. Reporting should comply with the policies and procedures set up by each agency.	Someone who has knowledge must report or cause a report to be made.
<b>Is there a penalty for failure to report?</b>	Disciplinary action may be taken and you may be held civilly liable.	The law states that failure to report or false reporting is a criminal misdemeanor.
<b>Is it necessary to report to more than one agency?</b>	YES Each of these laws requires that the designated agency be contacted, if an allegation suspected to have occurred, falls under its specific jurisdiction. There are several references in each law indicating that reporting to one agency does not absolve the reporting person from the responsibility to report to other agencies, as statutorily required.	YES You may be held civilly liable and have to pay a \$500 fine.
<b>Are there other agencies to which a report can be made?</b>	YES The Bureau of Health Systems (LARA) is responsible for investigating abuse and neglect in Nursing Homes. Call the <b>NURSING HOME ABUSE HOTLINE 1-800-882-6006</b> The Michigan Attorney General's Office has an Abuse Investigation Unit which may also investigate abuse in Nursing homes. <b>ATTORNEY GENERAL 24 hour Health Care Fraud Hotline 1-800-24-ABUSE/ 1-800-242-2873</b> The MDHS Bureau of Children and Adult Licensing is responsible for investigating abuse or neglect in a licensed foster care home. <b>MDHS-SCAL Complaint Intake Unit 1-866-856-0126</b>	<b>Michigan Department of Community Health</b> <b>MDCH</b>



# **COMMUNITY MENTAL HEALTH FOR CENTRAL MICHIGAN**

TO LEARN MORE ABOUT YOUR RIGHTS PLEASE ASK A RIGHTS ADVISOR

[www.cmhcm.org](http://www.cmhcm.org)

**1-800-317-0708**

## **RECIPIENT RIGHTS MAIN OFFICES**

301 South Crapo Street, Suite 100  
Mt. Pleasant, MI 48858  
(989) 772-5938

OR

218 Fast Ice Drive  
Midland, MI 48640  
(989) 631-2320

### **Recipient Rights Advisors**

Annette Israel (989) 772-5938 (Mt. Pleasant)  
Jane Gilmore (989) 772-5938 (Mt. Pleasant)  
Phyllis Kchodl (989) 631-2320 (Midland)

### **Recipient Rights Officer**

Kristine Stableford (989) 772-5938 (Mt. Pleasant)

### **If you are hearing impaired and use a TTY**

For: Clare, Isabella, Mecosta, and Osceola County: (989) 773-2890 – TTY  
For: Gladwin or Midland County: (989) 631-0870 – TTY

## **FOR CUSTOMER SERVICE ASSISTANCE**

Julie Rookard: (989) 772-5938 or (800) 317-0708

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**ACCESS AVAILABLE TO ALL SIX COUNTIES**  
**Clare, Gladwin, Isabella, Mecosta, Midland, and Osceola**

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# Michigan PIHP Restructure

Released by DCH – 10/26/12

