

Provider Network Management Committee Minutes

Date: 1/24/2018

Location: ☒ Gratiot CMH 608 Wright Ave, Alma, MI – Eagle Room (Back Building) ☐ Conference Call

Time: 10:00 AM until 12:00 PM

Call-In: 888-585-9008/320.707.733

Attendance (phone*):

- | | |
|---|---|
| <input checked="" type="checkbox"/> T. Lawrence (CMHCM) | <input checked="" type="checkbox"/> A. Ferzo (Huron)* |
| <input checked="" type="checkbox"/> T. McMurdy (Lifeways)* | <input checked="" type="checkbox"/> J. Dicks; J. Hagedon (Tuscola)* |
| <input checked="" type="checkbox"/> D. Jenkins (Shiawassee) | <input type="checkbox"/> J. Pinter (NAA Contractor) |
| <input type="checkbox"/> K. Posen (The Right Door) | <input checked="" type="checkbox"/> M. Rozek (BABH)* |
| <input checked="" type="checkbox"/> S. Richards (The Right Door)* | <input type="checkbox"/> T. Curtis (Montcalm) |
| <input checked="" type="checkbox"/> S. Stroh (Gratiot) | <input checked="" type="checkbox"/> T. Humphreys (Huron)* |
| <input checked="" type="checkbox"/> J. Keilitz (Saginaw)* | |
| <input checked="" type="checkbox"/> K. Jaskulka (MSHN) | |
| <input checked="" type="checkbox"/> C. Watters (MSHN) | |
| <input checked="" type="checkbox"/> C. Mills (Newaygo)* | |
| <input checked="" type="checkbox"/> B. Pazdan (CEI) | |

Purpose and Powers

Purpose: *provide counsel and input to with respect to regional policy development and strategic direction.*

- **Develop** policies and standards related to provider network management
- **Identify** barrier and gaps related to network adequacy
- **Recommend** improvement strategies
- **Monitor** follow-through
- **Coordinate** with other committees

Information

All available information should have been shared and reviewed prior to the meeting. Prior to the meeting, attendees review materials and prepare questions/feedback. Information includes previous minutes, data reports/dashboards, announcements, etc.

1. Welcome and Roll Call
2. Review and Approve 1/24/2018 Agenda
3. Review PNMC Minutes 12/27/2017
4. PNMC Action Plan Review Progress to Plan

a. HCBS Update (T. Lewicki)

Background: b3 surveys in process of data cleanup. Expect to have a regional completion rate in a week or two along with a list of providers who need to complete surveys. PIHPs remain engaged with the State on heightened scrutiny providers. Surveys have been sent to providers to determine if they intend to if they intend to come into compliance. Addressing a fair number of those with incorrect contact information. Once provider is no longer under heightened scrutiny, PIHP is alerted and receives out of compliance details.

Question:

Discussion:

Decision:

Outcome:

b. Reciprocity – Intra-Regional Systems Update (M. Davis; A. Dillon)

Background: *FI*: See snapshot attached for FI workgroup for meeting on 1.10.18. Reviewed tools, sources, etc. Developed monitoring teams for each FI provider. Teams will meet to determine schedule for FY18. Next meeting 2.12.18 to finalize schedule, tools, process, satisfaction survey, etc. *Inpatient*: Doodle poll will be sent to CMHSPs to schedule meeting to coordinate regional monitoring for inpatient psychiatric providers. Agenda to include review of tools, develop audit teams, develop schedule, etc.

Question:

Discussion:

Decision:

Outcome:

c. Network Adequacy Assessment Action Plan (C. Watters)

Background: Presented to MSHN Board of Directors in January. Final version on [MSHN website](#). Action plan established with referrals to appropriate councils/committees. MSHN leads will present to council/committee in February/March. Monthly updates will be provided by MSHN leads. Monthly progress report will be submitted to PNMC.

Question:

Discussion:

Decision: Review Action Plan in March and outline regional action for those under PNMC responsibility.

Outcome:

5. Other Discussion & Planning

a. [Provider Directory](#) (C. Watters)

Background: Provider directory template established to support new web-based provider directory to meet managed care rules.

Question: How to classify providers of ancillary services? They are not organizations or LIPs. Ex. Translator or independent facilitator.

Discussion:

Decision: Leave column A blank for providers of ancillary services who do not classify as org or LIP. If template changes are necessary, a new template will be provided.

Question: Do you list each group home individually?

Discussion:

Decision: Yes, list each group home individually.

Outcome: C. Watters to follow up on directory template changes. Next meeting to review sample web-based directories.

b. NCAQ Action Plan (C. Watters)

Background: Started reviewing action plan in December. Reviewed action plan, specific to PNMC role in implementation standards. No feedback during review of action plan.

Question:

Discussion:

Decision: Feedback due to C. Watters by Wednesday, January 31st relative to PNMC role in implementation, specifically around delegation agreements and credentialing. Action plan will be reviewed by Operations Council.

Outcome:

c. Provider Training Resources (S. Richards)

Background: Training resources identified by committee member for consideration

- Southwest Michigan Behavioral Health: <http://www.swmbh.org/providers/provider-documents-from-swmbh/>
- Detroit Wayne Mental Health Authority: <https://www.dwctraining.com/Trainings/Lists>
- Lakeshore Regional Entity: <https://lakeshoretraining.org/Default.aspx>
- Community Mental Health Partnership of Southeast Michigan: <http://www.cmhpsm.org/training>

Question:

Discussion: Many CMHSPs indicated they would like to see a regional training website with the regional required training(s) or resources available. Lifeways, Montcalm, Bay, Huron, Shiawassee, and The Right Door expressed interest in developing standardized trainings for the region. No objections from other CMHSPs.

Decision: Upon support from Operations Council, refer this matter to the training sub-workgroup to develop an implementation plan to standardize regional required trainings, make trainings available on the MSHN website, develop an annual review/revision plan, etc.

Outcome:

6. Informational

a. MCIS – Go-Live (C. Watters)

Background: MSHN will go-live with new MCIS on February 1st. SUD clinical process and claims process training starts on January 18th. CMHSP Access training begins on January 25th. Training held in Lansing and Saginaw.

Question:

Discussion:

Decision:

Outcome:

Next Meeting: 2/28/2018

☐ F2F

☒ Conference Call