



FISCAL INTERMEDIARY REGIONAL MONITORING SUMMARY

FY2019

Overview

In 2017, the Mid-State Health Network (MSHN) Community Mental Health Service Providers (CMHSPs) agreed to the use of a regionally standardized contract and provider performance monitoring tools for fiscal intermediary (FI) services.

Annually, the FI Review team provides a summary of the reviews conducted for the fiscal year.

Fiscal Intermediary Regional Monitoring Review Team

The monitoring team includes at least one representative from each CMHSP in the MSHN service area. The current review team includes:

| | |
|--|------------------------|
| Bay Arenac Behavioral Health | Sarah Holsinger |
| Bay Arenac Behavioral Health | Chris Tomczak |
| Community Mental Health Authority of Clinton, Eaton, and Ingham | Brittany Pazdan |
| | Brianne Haner |
| | Mussa Maingu |
| Community Mental Health Central Michigan | Tonya Lawrence |
| | Jennifer Dunlop |
| | Arlene Faeth |
| Gratiot Integrated Healthcare Network | Pam Faching |
| Huron Behavioral Health | Anthony Ferzo |
| LifeWays | LaShanda Walker |
| | Michael Cupp |
| Mid-State Health Network | Amy Dillon |
| Montcalm Care Network | Tammy Curtis |
| Newaygo County Mental Health | Christi Tank |
| Saginaw County Community Mental Health Authority | Monique Taylor-Whitson |
| | Jennifer Keilitz |
| Shiawassee Health and Wellness | David Jenks |
| | Dirk Love |
| The Right Door for Hope, Recovery, and Wellness | Linda McNett |
| | Susan Richards |
| Tuscola Behavioral Health Systems | Syndi Neeb |
| | Kevin Luptowski |

Fiscal Intermediary Providers

CMHSPs within the MSHN region contracted with five (5) FI's in FY19. Monitoring was conducted for each FI contracted in the MSHN region.

Mid-State Health Network

| Fiscal Intermediary Provider | CMHSP Contract |
|--|--------------------------------------|
| BHT&D Gusco (Saranac, MI) | MCN |
| Consumer Direct | BABH, CMHCM |
| Community Living Network (Ypsilanti, MI) | CEI, LifeWays |
| Guardian Trac (Sturgis, MI) | CMHCM, HBH, TRD-HRW, TBHS |
| Stuart Wilson CPA PC (Midland, MI) | BABH, GIHN, CMHCM, NCMH, SCCMHA, SHW |

Fiscal Intermediary Regional Monitoring Process

The FI Regional Monitoring team established FI specific review teams to plan, implement, and conduct monitoring for each FI. Per policy, MSHN QAPI staff schedules the reviews, site visits, coordinates all correspondence related to reviews to providers, along with sending final reports and ensuring all corrective action is reviewed and approved in a timely manner.

Each review team member reviewed assigned sections of the review. QAPI combined the review documents and sent the final report draft for team approval. Once approved, the final report was sent to the FI with requests for Corrective Action Plans, as applicable.

Fiscal Intermediary Regional Monitoring Results

MSHN conducted interim reviews for four (4) of the five (5) FIs. The review focused on ensuring that corrective action plans approved in FY18 were implemented. Interim reviews are not scored; however, a final report summary is sent to each FI.

MSHN conducted a full review for Consumer Direct as they are a new provider for FY19. Below is the outcome of the full review.

| Sections | Consumer Direct |
|---------------------------------|------------------------|
| Policies and Procedures | 100% |
| Staff Training | 100% |
| Staff Personnel Files | 100% |
| Participant Files | 100% |
| QI and Performance Improvement | 100% |
| Financial | 80% |
| Overall Compliance Score | 100% |

Notable Strengths

- All FIs that had an interim review provided evidence of implementation and compliance related to Corrective Action from FY18.
- Consumer Direct has an excellent provider handbook to guide participants through the hiring process.

Opportunities for Improvement

- Consumer Direct has a process for ensuring that driver’s licenses are on file for staff, hired in 2019, that provide transportation. However, they did not have identification for those hired in 2018. They are currently in the process of collecting the license from the staff to ensure those hired before calendar year 2019 have complete files. This is a new requirement for FY19 and therefore was not a finding.
- Consumer Direct is working with BABHA to identify and implement Non-physical intervention training for staff. As this is a new standard for FY19 and both parties are working toward meeting the requirement, this was not a finding.

Fiscal Intermediary Satisfaction Survey Feedback

To ensure continuous quality improvement in the regional monitoring process, a customer service/satisfaction survey was created for FI providers to complete. A survey link was included in the final report email to the FI. Additionally, a reminder email was sent to FI providers requesting that they complete the survey link.

FI Survey Results FY19

One (1) out of Four (4) FI’s completed the survey.

| MSHN Regional Monitoring Review-Provider Feedback | | | | | | | | | | | | | Total | Weighted Average |
|---|----------------|---|-------|---|----------------------------|---|----------|---|-------------------|---|-------|-----------------|----------|------------------|
| | Strongly agree | | Agree | | Neither agree nor disagree | | Disagree | | Strongly disagree | | N/A | | | |
| The review team provided sufficient information to properly prepare for the site review. | 100.00% | 1 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 1 | 1 |
| The Site/Desk Review was well organized | 100.00% | 1 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 1 | 1 |
| The Entrance Conference was valuable and informative of the process (if applicable) | 100.00% | 1 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 1 | 1 |
| The Site/Desk Review Team was courteous and professional | 100.00% | 1 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 1 | 1 |
| The Site Review Team conducted the site review in accordance with the agenda (Site only) | 100.00% | 1 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 1 | 1 |
| The Site/Desk Review Team utilized the appropriate review tools to conduct the review | 100.00% | 1 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 1 | 1 |
| The Site/Desk Review Team were knowledgeable regarding their respective areas | 100.00% | 1 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 1 | 1 |
| The findings and recommendations were appropriate and related to an identified standard | 100.00% | 1 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 1 | 1 |
| Provider staff were given the opportunity to discuss the review prior to report finalization. | 100.00% | 1 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 1 | 1 |
| The Exit Conference provided a strong summary of expectations of the final report | 100.00% | 1 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 1 | 1 |
| Overall the Site/Desk Review process was valuable | 100.00% | 1 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 1 | 1 |
| The final report included documentation and supporting evidence of findings and recommendations | 100.00% | 1 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 1 | 1 |
| | | | | | | | | | | | | Answered | 1 | |
| | | | | | | | | | | | | Skipped | 0 | |

Open Ended Responses:

The review team could make the following changes to improve the review process:

- No response provided.

A strength of the process includes:

- Great Communication.

As a provider, I could have improved the review process by:

- No response provided.

Fiscal Intermediary Review Team Feedback

QAPI asked for feedback from the review team regarding strengths of the process and areas for improvement.

Strengths of Regional Monitoring Process

- Interim reviews went smoothly and were well organized
- I liked how there was an opportunity to follow up on the corrective action from FY18
- The reviews flow well.

Opportunities for Improvement within Regional Monitoring Process

- None identified.

FY20 Regional FI Monitoring

Planning

The FI review team held a meeting on July 16, 2019 to discuss pros and cons of the regional monitoring as it relates to a CMHSP/reviewer perspective. Additionally, discussion included a review of FY20 contract changes and review tool changes/updates, along with review of the FY20 schedule for reviews.

The full FI Review team will meet February 19, 2020 to go over the specifics of the review process and roles/responsibilities as it relates to the interim desk reviews and full review of the new provider.

FY20 Tool Changes

Tool changes were made based on Changes to the contract language. The change included updates to training requirements for Aide Level staff in unlicensed settings and combining like standards. The tool and change log were sent to Provider Network Management Committee with the final summary.

Mid-State Health Network

FY20 Review Schedule

The FI Review team will conduct four (4) full reviews and one (1) interim review.

| Fiscal Intermediary | Type of Review | Monitoring Date(s) |
|--|-----------------------|---------------------------|
| Stuart T. Wilson CPA PC | Full | Wednesday, May 13, 2020 |
| Guardian Trac | Full | Tuesday, June 9, 2020 |
| Community Living Network/Community Alliance | Full | Thursday, June 18, 2020 |
| BHT&D Gusco | Full | Friday, May 22, 2020 |
| Consumer Direct Michigan | Interim | Monday, June 22, 2020 |