



# FISCAL INTERMEDIARY REGIONAL MONITORING SUMMARY

FY2020

**Mid-State Health Network**

**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:

<b>Bay Arenac Behavioral Health</b>	<b>Sarah Holsinger</b>
<b>Bay Arenac Behavioral Health</b>	Chris Tomczak
<b>Community Mental Health Authority of Clinton, Eaton, and Ingham</b>	Stacia Chick
	Brianne Haner
<b>Community Mental Health Central Michigan</b>	Tonya Lawrence
	Jennifer Dunlop
	Arlene Faeth
<b>Gratiot Integrated Healthcare Network</b>	Pam Faching
<b>Huron Behavioral Health</b>	Anthony Ferzo
<b>LifeWays</b>	LaShanda Walker
	Conner Gibbons
<b>Mid-State Health Network</b>	Amy Dillon
<b>Montcalm Care Network</b>	Tammy Curtis
<b>Newaygo County Mental Health</b>	Christi Tank
<b>Saginaw County Community Mental Health Authority</b>	Monique Taylor-Whitson
<b>Shiawassee Health and Wellness</b>	Laura Vyvyan
	Dirk Love
<b>The Right Door for Hope, Recovery, and Wellness</b>	Linda McNett
<b>Tuscola Behavioral Health Systems</b>	Syndi Neeb

**Fiscal Intermediary Providers**

CMHSPs within the MSHN region contracted with five (5) FI's in FY20.

<b>Fiscal Intermediary Provider</b>	<b>CMHSP Contract</b>
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

**Mid-State Health Network**

### Fiscal Intermediary Regional Monitoring Process

The full FI review team, prior to the review year, establishes FI specific review teams assigned to each FI. Prior to the review, team members are assigned sections of the review tool they are responsible for completing. MSHN QAPI staff organizes the review schedule, coordinates communication between the FI and the review team, and is responsible for sending final reports to the FI.

### Fiscal Intermediary Regional Monitoring Results

MSHN conducted full reviews for three (3) of the five (5) FIs. All reviews were conducted via desk audit. 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.

Consumer Direct did not receive a review in FY20 as they scored 100% on the full review conducted in FY19. No interim review was necessary.

BHT&D Gusco informed MCN that they do not intend on continuing their contract. MCN and the review team determined a review was not necessary for FY20.

Sections	Stuart Wilson CPA, PC	GT Independence	Community Living Network
Policies and Procedures	100%	100%	100%
Staff Training	79%	97%	69%
Staff Personnel Files	94%	98%	98%
Participant File Review	100%	100%	75%
QI and Performance Improvement	75%	75%	75%

#### Notable Strengths

- Policies and procedures reviewed for all FI’s were thorough and met all requirements.
- FI’s utilize electronic document storage systems which allows for easy access.

#### Opportunities for Improvement

- Staff training timeframe requirements and frequency continue to be a challenge.

### Fiscal Intermediary Satisfaction Survey Feedback

To ensure continuous quality improvement in the regional monitoring process, a customer service/satisfaction survey was sent to all fiscal intermediaries.

At the time of the report, Fiscal Intermediaries had not provided any feedback using the survey format.

**Mid-State Health Network**

### Fiscal Intermediary Reviewer Feedback

Reviewers were asked to provide feedback on their experiences with the review process for 2020. The opportunity was given to provide areas for improvement, suggestions, and strengths.

- “The process was well organized and went smoothly. Two thumbs up”
- The process was good. Assignment list was helpful. The review was easy to navigate.”

### FY21 Regional FI Monitoring

#### Planning

The FI review team held a meeting on August 4, 2020 to discuss the FY20 reviews including review the FY21 contract changes, review tool changes, FY21 schedule and review teams.

The full FI Review team will meet February 2, 2021 for a refresher and overview of the regional review process including confirmation of review dates, roles/responsibilities, and process planning.

#### FY21 Tool Changes

The FI Tool changes for 2021 at time of this report include:

- Add reviewer guidance based on past review feedback- ongoing process.
- Remove Standard 3.1 (Staff File Review): FI has a method for ensuring all staff have had primary source verification of certifications and licensures. If applicable. As not applicable for consumer staff providing services in the community.

### FY21 Tentative Review Schedule

The FI Review team will conduct three (3) full reviews and one (1) full review.

<b>Fiscal Intermediary</b>	<b>Type of Review</b>	<b>Tentative Monitoring Date(s)</b>
<b>Stuart T. Wilson CPA PC</b>	Interim	Friday, May 14, 2021
<b>Guardian Trac/GT Independence</b>	Interim	Thursday, June 3, 2021
<b>Community Living Network/Community Alliance</b>	Interim	Thursday, June 10, 2021
<b>Consumer Direct Michigan</b>	Full	Wednesday, May 26, 2021