



PINES BEHAVIORAL HEALTH

"Life should be enjoyed...not endured"

PROVIDER NEWSLETTER
February 2019

Provider Trainings

Pines Behavioral Health is pleased to announce that we have added some provider trainings to the Pines Behavioral Health Website. The following trainings can be found and downloaded for use.

- Customer Services
- Person Centered Planning
- Limited English Proficiency
- Infection Control
- Grievance and Appeals
- Corporate Compliance
- Advance Directives



Each training has either a posttest or an attestation for signature, This is for providers to keep on file as evidence of completion.

Below is a link to the provider trainings that Pines has made available on our Website.

<https://www.pinesbhs.org/index.php/provider-information/provider-training/>

If you have any recommendations for other trainings you would find useful, please send an email to scizio@pinesbhs.org. We will be happy to add trainings to our library on the website.

In this issue

Provider Training	Page 1
HCBS	Page 2
Holidays Observed	Page 3
HCBS continued	Page 3
2019 Provider Monitoring	Page 4
Recipient Rights Training	Page 5
Corporate Compliance audits	Page 6
Provider Feedback	Page 7

Home and Community Based Services

MDHHS is moving forward to ensure the Home and Community Based Final Rule is implemented with the population called the B –3's. This includes customers that are not on the Habilitation Waiver. The surveys were sent out to providers, case managers and customers about these individuals across the SWMBH region. They have tabulated the results and sent out letters indicating compliance, non compliance and heightened scrutiny. A provider can have all 3 status's in one setting as the results are based on each individual customer being served.

Below is a list of the questions that were identified as the “top issues” in the HCBS B3 survey.

- Does the individual receive all or most of the services and supports outside the home?
- Did the individual pick the direct support workers who provide them with skill building services?
- Is the individual's home the only home within their neighborhood that offers services to people with disabilities?
- Did the individual pick the direct support workers who provide them with the community living supports and services?
- Did the individual pick the direct support workers who provide them with employment services and support?
- Can the individual close and lock the bedroom door?
- Is the home free of gates, locked doors, or other ways to block you from entering or exiting certain areas of your home?
- Does the individual have full access to all public areas of the home at any time? (Kitchen, dining room, bathroom, laundry area.)
- Can the individual come and go as they please? (with or without support)
- Can individuals choose what to eat?
- Did the individual receive skill building services and support where there is regular (more than once a week) opportunity for contact with people not receiving services?
- Did the individual pick the agency that provides them with Community Living Supports and services?
- Does the individual have a choice of roommates?



Continued on bottom of page 3

Holidays observed

Pines Behavioral Health will be observing the upcoming holidays and will be closed on the following date:



Good Friday, April 19, 2019
starting at noon

Memorial Day, May 27, 2019



*As always Pines will have our on call team available 24 hours per day for any crisis that arise during these holidays.

Home and Community Based Services Continued:

MDHHS will be sending or has already sent providers emails on each customer outlining the status of the surveys and if any remediation is needed. If you have customers that were identified as being on heightened scrutiny you will be informed of that and if you wish to continue as a provider for that customer we will work together with SWMBH to resolve the HS issues.

Kim Molnar is the Pines Behavioral Health “lead” on this project. If you have questions or concerns she can be reached at kmolnar@pinesbhs.org, or you may contact Shelley Cizio at scizio@pinesbhs.org.



2019 Provider Monitoring

Each year Pines Behavioral Health conducts site reviews of the contracted providers. The site review process is getting underway and will be completed by September 2019. Some of the on-site visits have already been scheduled. If you are a provider that contracts with more than one SWMBH affiliated CMHSP, you may receive a site review from another CMH that will be shared with Pines Behavioral Health.

It is my goal to provide a copy of the site review tool approximately 4 weeks in advance of the scheduled on site review, so that you can prepare. Site reviews go much smoother and take less time if you have reviewed the tool and have materials prepared for audit.

There are different tools used for the various service types being delivered by our providers. There is a residential tool for our Specialized Residential providers. There is an ancillary tool for many other services being provided.

Providers that do not have sites like occupational therapists and physical therapist – who go to the customer homes to provide the service will receive a desk audit request tool and a request for documentation of services delivered as there is not an actual “site” to visit.

The site review tools which are developed at the regional level, remain a work in progress. When regulations and requirements change, the tool is reviewed by the Southwest Michigan Behavioral Health Provider Network committee and updated to include any needed changes.

Once the on-site review is completed a report will be drafted. If there are items that require your attention, you will be given time to submit a plan of correction with a realistic date for achievement. The provider will need to either submit evidence that the correction has been done. If evidence is not received, I can schedule a second on-site to go over the Corrective action.



Recipient Rights Training Schedule

Recipient Rights New Hire Orientation: This is required by the State of Michigan within the first **30** days of hire, and is to include all Pines Employees/Contractors, External-Providers, and Respite Providers/Guardians. These are held every fourth Wednesday and are limited to 24 spots. You will need to contact Breanne Speer at rro@pinesbhs.org or call (517) 278-2129 ext. 251. Please leave your name, the training date you need and who you work for.

The New Hire training times are from 10am-1pm, at Pines Behavioral Health (200 Vista Drive. Coldwater MI, 49036) on the following dates:

January 23th, 2019 (past date)

February 27th, 2019

March 27th 2019

April 24th, 2019

May 22rd, 2019

June 26th, 2019

July 24th 2019

August 28nd, 2019

September 25th, 2019

October 23th, 2019

November 27th, 2019

December 18th 2019

If you need special accommodations, have questions or need clarifications, please contact The Rights Office by email at rro@pinesbhs.org

Annual Rights Trainings: You are required by the State of Michigan to take an annual Rights Training course. We have established walk-in training fairs, where you can obtain your training in about an hour. You do not need to reserve a spot for this training. The Recipient Rights training goes on from 9am to 4pm at Pines Behavioral Health.

The tentative dates for Recipient Rights Walk-In Trainings are listed below:

January 9th, 2019	April 10th, 2019
July 10th, 2019	October 09th, 2019

If you are unable to annual rights training dates, you will need to schedule to attend one of the New Hire Orientation Trainings as a make-up for the missed annual training.

Corporate Compliance Audits

Pines Behavioral Health's Corporate Compliance Program includes monitoring and auditing of services provided to Medicaid recipients. We audit internal services and services provided by the Pines External Provider Network. The monitoring tool is designed to detect documentation issues, billing issues and practices that are not consistent with ethical behavior.

Audit samples are selected using a random (RATSTATS) selection of dates of services from claims paid within the Care management system. A probe sample is chosen which ensures that all providers are audited during the fiscal year.

There will be two times during the fiscal year that external provider audits will be conducted:

- ◇ April 2019 - review of service claims from the 1st and 2nd Quarter of Fiscal year 2019
- ◇ October 2019 -review service claims from the 3rd and 4th Quarter of Fiscal year 2019

Providers will receive requests to submit documentation of the service dates chosen in the sample (if not already submitted). Pines will ensure that audit results are provided back so that any necessary corrective actions can be implemented.

The results of the routine, ongoing reviews (audits and monitoring) will be reviewed by the compliance committee and summarized for the Board. The audits will aid Pines in identification of risk areas and develop a plan to remediate issues that are discovered.

If at any time during the auditing process a provider has a question or concern you may reach Shelley Cizio at 517-278-2129 extension 238 or by email at scizio@pinesbhs.org.



Provider Feedback Request

Pines Behavioral Health welcome your ideas and input. If you, as a provider have any suggestions on how we can better serve our consumers please let us know. Below you will find contact information to voice your suggestions.

Pines Behavioral Health
Branch County Community Mental Health Authority
200 Vista Drive
Coldwater, MI 49036
Battle Creek, Michigan 49017
Phone: (517) 278-2129 ext. 238
Email: scizio@pinesbhs.org



Did you know

Provider Grievance and Appeals

Pines Behavioral Health wants to ensure that our network providers are aware that we have a written mechanisms to address provider grievances and complaints, and an appeal system to resolve disputes. The Pines Policy can be found on the Pines Behavioral Health Website at <https://www.pinesbhs.org/wp-content/uploads/2016/07/3-031-008-Provider-Appeals-and-Grievances-1.pdf>

The policy describes the resolution process and what you can expect when you file an appeal.