



PINES BEHAVIORAL HEALTH

"Life should be enjoyed...not endured"

PROVIDER NEWSLETTER
June 2019

Incident Reporting Guidance

An Incident Report has to be completed when any unusual incident occurs.

The definition of an unusual incident is “any occurrence that disrupts or adversely affects the course of treatment or care of an individual, or the agency/program management or administration.” External providers who witness, discover or are notified of an unusual incident as defined above shall complete an incident report.

The incident report shall be completed during the shift in which the incident occurred and submitted to Pines Behavioral Health within 24-hours, or the next business day. Reports may be faxed to 517-279-8172 or dropped off at Pines Behavioral Health (200 Vista Drive, Coldwater MI 49036).

We have an electronic version of the form on our website at: <https://www.pinesbhs.org/index.php/incident-accident-report/>

Please submit incident reports for any customer that you serve under the Pines Behavioral Health contract. Incident reporting is crucial, and can impact a provider’s care home licensure and external provider contract if not completed as required. **Continued on next page**

**INCIDENT
REPORT**

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Incident Reporting Guidance Continued

Unusual incident requiring an IR include, but are not limited to the following:

- ◆ Any significant physical altercation involving any customer (customer to customer; customer to non-customer; customer to staff).
- ◆ Any explained or unexplained injury of a customer and accidents which could have caused the injury.
- ◆ An unusual or first-time medically related occurrence, such as seizures.
- ◆ Environmental emergencies or incidents that could have caused injury such as breaking things, attacking people, or setting fires.
- ◆ Suicide Attempt
- ◆ Problem behaviors not addressed in the treatment or behavior plan such as breaking things or minor self-injurious behaviors.
- ◆ Suspected abuse or neglect of an individual. When a report is made to APS or CPS, the content of the IR form can refer to the DHS 3200 document (and then attach the DHS 3200 Reporting form to the Incident Report).
- ◆ Inappropriate sexual acts not covered in a behavior plan.
- ◆ Medication errors or refusals; any medication variances.
- ◆ Suspected criminal offenses involving customers.
- ◆ Use of physical intervention.
- ◆ Interventions that are restrictive/intrusive and not covered in a behavior plan.
- ◆ Involvement of other agencies (i.e. police, hospital, Licensing, Protective Services, etc.)
- ◆ Any unauthorized leave of absence of a customer.
- ◆ The death of a customer.
- ◆ Any disclosure of protected health information without written customer authorization (i.e. Duty to Warn).

Clinical documentation requirements

Our goal for contracted providers is to ensure that claims submitted have appropriate documentation to support that the service was medically necessary and that the service actually happened. We must make sure every progress note contains all the key elements that an auditor will be reviewing.

What are those elements? **Here are the big ones:**

1. The note should be individualized to the customer and should indicate their level of participation in the activity.
2. The activity should correspond to a specific goal or objective in the customer's treatment plan.
3. The note should discuss the outcome of the service, did the customer make progress towards a goal?
4. Is it clear what the service was?
5. Is everyone that participated in the service included? (Other customers should be de-identified)
6. Is the location of the service listed?
7. Is the date of the service listed?
8. Is the start and stop time of the service listed? This must be accurate
9. Are all the professionals providing the services listed?
10. Did the professionals sign the service?



If all of these elements of a note are captured, then the note not only gives proof that the service occurred and that it was medically necessary, but it also builds a strong case for the effectiveness of the customer's treatment plan and can help them when it comes time to develop, change or review their goals.

Monitoring the service notes is one of the major focuses of Southwest Michigan Behavioral Health's Compliance Plan. The elements listed above are the elements that will be reviewed. Check your documentation form and ensure that it captures the necessary information. Train your staff to document clearly and ensures all elements are present.

Holidays observed

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

Independence Day: July 4, 2019



Labor Day: September 2, 2019

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

Loss of Medicaid coverage

We continue to ensure that the provider is made aware when reimbursement for services will be ending when a mutual customer loses their Medicaid coverage.

When these individuals lose their Medicaid coverage – we are required to provide notice to the consumer and provider that services are going to end. Their clinician/ case manager is also notified and begins the process to get their Medicaid coverage reinstated. Sometimes there is an issue with MDHHS paperwork holding up the Medicaid coverage. Other times, something has changed for the individual and they are no longer eligible for Medicaid.

Pines does have a benefit package that we are able to provide to Branch County residents that are uninsured. This comes out of our General Fund contract with the State of Michigan. These funds assist us in providing services to uninsured and act as a safety net for those uninsured individuals requiring hospitalization. However, these funds have been greatly limited by the Michigan Department of Health and Human Services over the past few years and we are working hard to ensure that we can provide a limited benefit package for as many of our uninsured county residents as needed.

If you receive notice that Medicaid coverage is ending for one of your customers, please note that we will be working to get the coverage reinstated whenever possible.

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:

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:

July 10th, 2019

October 09th, 2019

If you are unable to attend 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.



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.