



**PINES BEHAVIORAL HEALTH**

*"Life should be enjoyed...not endured"*

**PROVIDER NEWSLETTER  
SEPTEMBER 2019**

## **SWMBH Disclosure Forms**

Pines Behavioral Health requires a SWMBH Disclosure form each year with a new contract. Our providers have been very helpful with completion of this document that is required. But did you know that these forms must be updated within 30 days of any changes that may occur? For example, if a Board Member changes or other information changes. You would need to submit an updated Disclosure form to me. I will then ensure that SWMBH gets the updated document.

The reason we require this document is this:

Federal law prohibits PIHPs from knowingly having a relationship with an individual who is debarred, suspended or otherwise excluded from participation in any federal health care program or with anyone who is an affiliate of such individual. A PIHP may not have as a director, officer, partner, consultant or provider, who is debarred, suspended, or excluded from any health care program, including the Medicaid program. This reaches to our providers and their employees as well (which is why we require the OIG and SAM verifications). The Disclosure form you submit at least annually to me ensures that SWMBH can facilitate the process of checking the Exclusion Lists for all provider entity "Screened Persons".

SWMBH and Pines Behavioral Health rely on all of our providers to assist us in order to be compliant with the regulatory requirements around ensuring that we don't have a business relationship with any provider entity or individual that is debarred, suspended, or excluded. We welcome any questions or concerns you may have about this process. You can contact Shelley Cizio at 517-278-2129 extension 238.



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# FY 2020 Contracts

It is getting to be that time of year again and we have been working on our provider contracts for Fiscal Year 2020 which begins October 1, 2018.

South West Michigan Behavioral Health has developed the provider contract boilerplate language which Pines uses to prepare provider contracts.

Contracts have been sent utilizing the SIGN NOW program. Supporting documents have been sent to providers by email. It is important that the documents be returned to the attention of Shelley Cizio before October 1, 2019

Pines began use of “Sign Now” in March 2019 for contract documents. Contracts will be sent by the program email to the individual who is to sign them. The program will allow you to read the document (computer or smart phone) You will create a signature and apply it. The program then notifies Pines CEO so that she can apply her signature.

Once that is completed – a fully executed version will be sent back to you.

The supporting documents you will receive are:

- ◆ **W-9 form**
- ◆ **Contact information sheet**
- ◆ **SWMBH disclosure information form**

Please ensure you complete and return all required documents.

If you have questions about your contract or any of the requested information you can contact Shelley Cizio, Director of Procurement and Contract Management for assistance. You can call at 269-832-0437 or email at [scizio@pinesbhs.org](mailto:scizio@pinesbhs.org).



# INFORMATION UPDATES

To assure accurate and timely changes to our provider records, Pines is requesting prompt notification of any changes of the below provider information:

- ◆ Tax identification numbers (W-9 form must be completed for Tax ID numbers)
- ◆ National Provider ID numbers
- ◆ Address and telephone numbers
- ◆ Name changes
- ◆ Changes, additions, or deletions of facility /programs
- ◆ Changes in facility ownership
- ◆ Addition of new clinical staff (including ABA clinicians)
- ◆ Any changes in licensure
- ◆ Professional Liability Insurance changes

All changes should be directed to:

Pines Behavioral Health

Shelley Cizio, Director of Procurement and Contract Management

200 Vista Drive

Coldwater, MI 49036

Fax: 517-279-8172

Email: [scizio@pinesbhs.org](mailto:scizio@pinesbhs.org)

# Holidays observed

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

Thanksgiving Day	Thursday, November 28, 2019	All Day
Day after Thanksgiving	Friday, November 29, 2019	All Day
Christmas Eve Day	Tuesday, December 24, 2019	All Day
Christmas Day	Wednesday, December 25, 2019	All Day
New Year's Eve Day	Tuesday, December 31, 2019	All Day
New Year's Day	Wednesday, January 01, 2020	All Day

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

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## 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](mailto: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:**

September 25<sup>th</sup>, 2019

October 23<sup>th</sup>, 2019

November 27<sup>th</sup>, 2019

December 18<sup>th</sup> 2019

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

**October 09<sup>th</sup>, 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](mailto: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.