




<b>Present:</b>				 <b>Centra Wellness</b> <small>NETWORK</small> <b>Provider Forum</b>  DATE: Monday, February 11th, 2019  LOCATION: CWN Administration Building Large Conference Room (310 N. Glocheski Drive, Manistee MI 49660) and Benzie Community Resource Center Johannson Room (6051 Frankfort Hwy, Benzonia MI 49616)  TIME: 1:00 p.m.	Page # <u>  1  </u> of <u>  1  </u>	
x	Erin, CWN	x	Kathy, Moore			
x	Kacey, CWN	x	Monica, Spectrum			
x	Mellisona					
<b>Guests:</b>						
<b>Kate Johnson, CWN ORR</b> <b>Tiffany Gillispie, CWN Finance</b> <b>Stewart Mills, NMRE</b> <b>Mary Dumas, NMRE</b> <b>Chris VanWagoner, NMRE</b>						
<b>Topics Discussed</b>		<b>Discussion/Decisions</b>		<b>Action/Responsible Party</b>		


<b>Introductions</b>	Introductions were made.	
<b>Approval of Agenda</b>	Any additions?	No changes; Agenda Approved.
<b>CWN Provider Satisfaction Survey Update</b>	<p>Kacey presented &amp; gave an overview of the 2018 Contract Provider Satisfaction Survey Report. Overall results were positive. Results will be reviewed/addressed by CWN's Quality Program. Mary suggested eliminating the "neither satisfied nor dissatisfied" response choice. Kacey noted the entire Provider Network was included, so much of that may refer to questions being "not applicable" to the Provider. Erin suggested potentially adding the "not applicable" choice.</p> <p>Erin noted she is adding a Provider Satisfaction element to her Provider Orientations.</p>	<b>Kacey</b> will present Contract Provider Satisfaction Survey Report to CWN Quality Programs.
<b>Annual ORR Report/Discussion</b>	<p>Kate gave a summary of the Annual ORR Report. Kate explained the current Staffing and duties of the Rights Office. Kate noted core Recipients Rights training is provided once a month to allow Providers opportunity to get their training completed timely. She noted the State is allowing for reciprocity, so we maintain a record of the individual's training. Erin noted The Rights office reviews every Incident Report. This is where Provider's can impact quality and safety by getting to know Kate and the office, and getting good at reporting incidents.</p>	
<b>PIHP/Regional Updates (NMRE)</b>	<p>Training Reciprocity- Mary noted for community living support workers that should be implemented soon. Those free trainings can be found at:  <a href="https://www.improvingmipractices.org">https://www.improvingmipractices.org</a></p>	

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	<p>Surveys- Mary noted the PIHP is currently using SurveyMonkey for their SUD survey. They will also be switching over to SurveyMonkey for their other Population surveys. Logistics are still in discussion. They are looking at implementation beginning in April.</p> <p>Mary gave kudos to CWN for completion and accuracy of Critical Incident reporting.</p> <p>State/Local Fair Hearings- Mary noted field training has started across the region, starting with Substance Abuse. The rules have changed a bit. Clients must appeal to the CMH or the PIHP first, and then may move on to the State level from there.</p>	
<b>Home and Community Based Services (HCBS) Transition Rule Updates (NMRE)</b>	<p>Stewart gave an update on the HCBS Transition Rule. MDHHS is starting to move into the B waiver services (CLS, Skill Building, Supported Employment) compliance portion and have started the heightened scrutiny process. Each CMH has a lead coordinating with Michigan State and MDHHS. For CWN, that is Erin. For the C waivers (Habilitation Support Waiver, MI Child, SED, &amp; MI Choice) Most have had compliance letters that have been returned and the next step will be Stewart and possibly Mary conducting site visits this Spring.</p> <p>Erin noted we had an out of county placement where the Provider wasn't aware of their heightened scrutiny, until Erin told them they were on our list. Mary asked Erin to send that information to Stewart to resolve.</p>	<p><b>Erin</b> will send Stewart the heightened scrutiny Provider information, to resolve.</p>

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	<p>Kathy noted the difficulty of survey questions only having a yes or no response to select, leaving them open to interpretation. Stewart noted there were a lot of issues due to that.</p> <p>Erin noted on WSA that CWN does not have access to the B Waiver area. Stewart noted she needs to send that to NMRE.</p> <p>Kate inquired if the letters and site visits are public information, and if not, when would they be. Stewart noted there's going to be a public comment on the heightened scrutiny portion. If a Provider is found out of compliance on that portion, that will go to public comment. If out of compliance, the guardians can choose to leave clients there, but will not be able to use Medicaid funding. For the C Waiver, they are looking at March 19, 2019 to be compliant or show good faith for coming into compliance for the 2022 deadline. In that instance, client placements will be accepted. For new Programs, demonstration of such can be done through the provisional survey. Stewart noted he is always available for questions/concerns. He can be reached by email at <a href="mailto:smills@nmre.org">smills@nmre.org</a> or by phone at 231-439-1293.</p>	<p><b>Erin</b> will follow up with the NMRE on gaining access to the B Waiver area on WSA.</p>
<b>Ideas for Future Forum Meetings</b>	<p>Erin asked for suggestions. She noted Providing Trainings was an idea that came up at a previous meeting.</p> <p>Stewart suggested a meeting for applied behavioral analysis (ABA) providers. Mary noted they are</p>	

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	doing that to make some connections, as they are seeing discrepancies in services and quality provided between other CMH's. Erin suggested a regional meeting due to ABA Provider location. Stewart will coordinate.  Mary noted she is reaching out to MDHHS regarding site reviews. No indication of a timeline has been given.	<b>Stewart</b> will coordinate a regional ABA Provider/CMH meeting
Next Meeting	Monday, May 13 <sup>th</sup> @ 1:00 p.m.	CWN Admin Building Large Conference Room/ Benzie Community Resource Center Johannson Room (lower level)

Minutes by: Kacey Kidder-Snyder