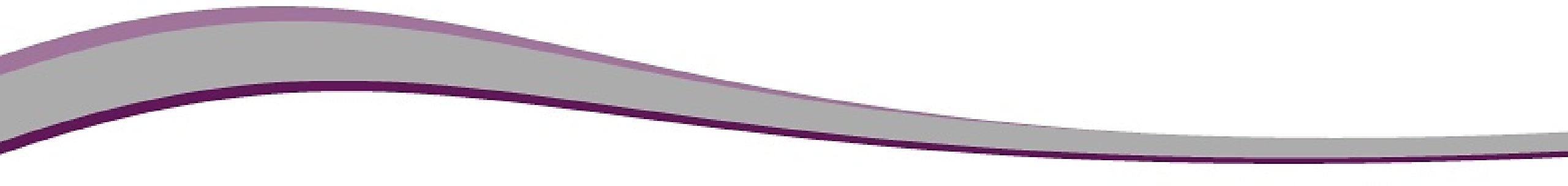


Provider Network Meeting

March 22, 2021



3 Audits

- **SWMBH** Quarterly Medicaid Verification Audit (SWMBH MVA)
 - **Summit Pointe** Quarterly Medicaid Verification audit (SP MVA)
 - Annual Compliance and Quality Monitoring of Services (Annual review)
 - Independent Audit
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Medicaid Verification Audit



- Quarterly (based on previous quarter billing)
- SWMBH and Summit Pointe conduct these
- Audit includes
 - Documentation
 - Goals/Objectives
 - Start and stop times
 - Signed and dated (including YEAR)
 - Claims billing
 - Authorized service in treatment plan
 - Correct code billed
 - Correct place of service billed

Annual Compliance and Quality Monitoring of Services (Annual Review)

- All providers who contract with Summit Pointe
 - SWMBH Shared Providers
- Will be given 30 days notice
 - Letter to initiate review
 - Site review date set
 - Due date for documents
 - Offer a phone call to go over request and process

Annual Compliance and Quality Monitoring of Services (Annual Review) con't

- Results

- Corrective Action Plan

- 30 days

- Details on CAP/template of CAP document on website

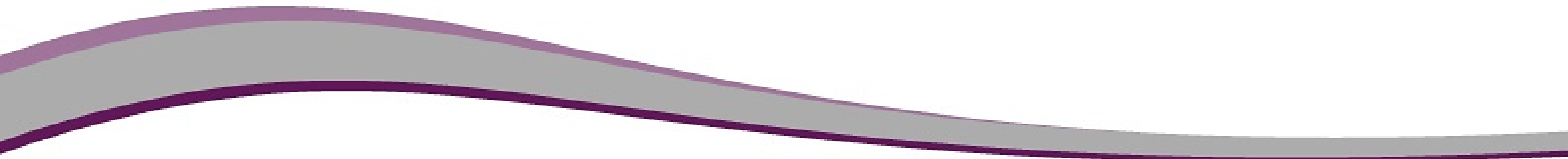
- Develop CAP and demonstrate implementation

- Improved documentation

- Training staff on new process

- Recommendations

- Phone call offered



3rd Quarter Site Reviews

- All documentation/documents will continue to be reviewed remotely.
- On site visits will begin again:
 - Visit will be shorter
 - Tour of the home
 - Answer any questions
 - Discuss results of documentation/documents review (fingers crossed)

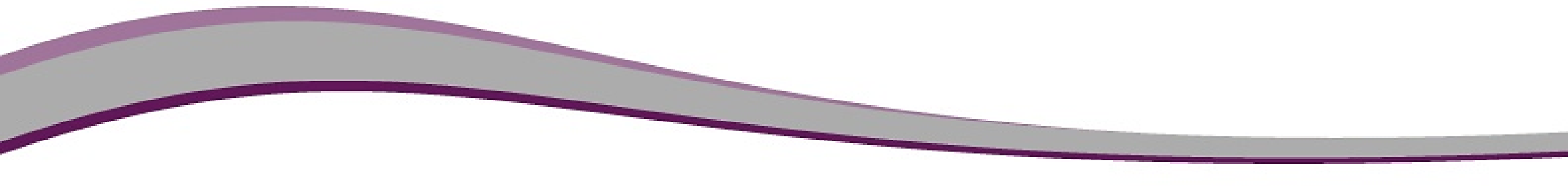


Independent Audits

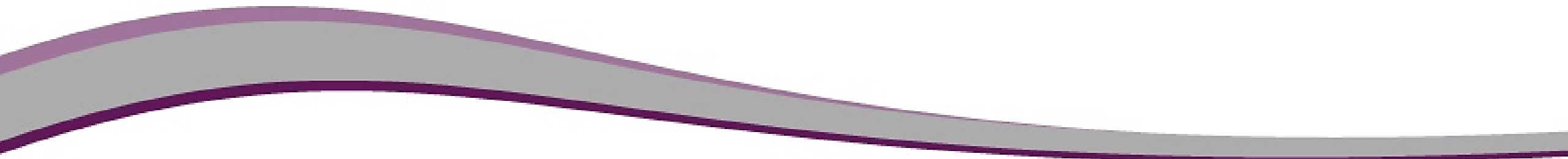
- Independent of regular audits
 - Internal Concerns
 - Outside reports (just like a compliance complaint)
 - SWMBH request



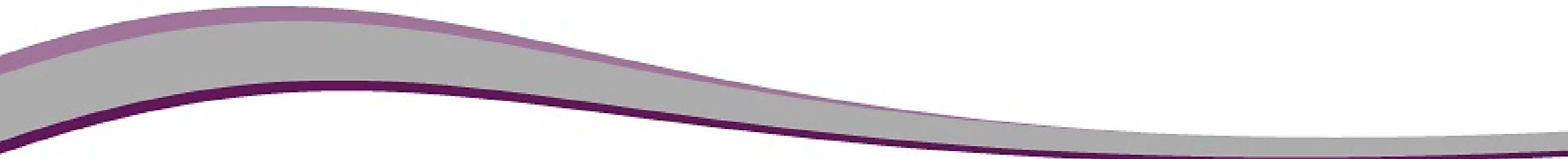
Tips for Audit Submission

- Start early, if you need more time let me know (annual reviews vs quarterly audits)
 - Pay attention to the subject line of emails and reference line (RE:) in letters, in order to ensure you are responding to the correct audit
 - Send only what is asked---- actively trying to find a balance
 - Encrypt only what needs to be encrypted.
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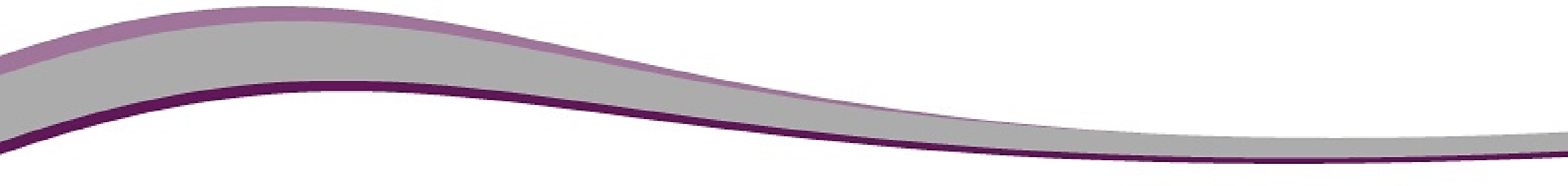
Recipient Rights Contact Information

- We will be moving to Summit Pointe South! Located at:
3630 Capital Ave SW #1
Battle Creek, MI 49015
 - Once we have moved, we will supply new stickers, posters and complaint forms with the new address
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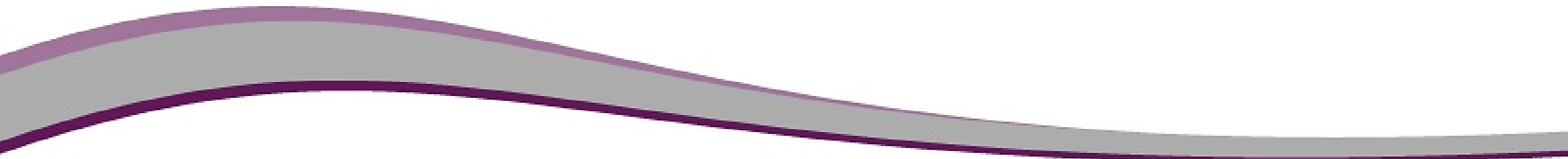
Recipient Rights Contact Information

- Our new email addresses:
 - Kent Rehmann, Rights Officer for technical advice, site visits, training, and complaints - KRehmann@summitpointe.org
 - Barongiere Lovelace, Pimary Investigator, site visits and complaints - BLovelace2@summitpointe.org
 - Tara McKernan, Support staff responsible for training registration/certificates, site visit follow-up, complaints - TMckernan@summitpointe.org
- 

Recipient Rights Updates

- **Mandatory Notification:** We are required to get the last known phone number and address of employees under investigation. If a staff quits while under investigation, we must get this information. Failure to comply with a request for this information results in an interfering with a Rights Investigation Citation.
 - Zoom training will continue for the next 6 months at the very least.
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Recipient Rights Updates (cont.)

- Site visits have commenced, and we will be reaching out to administration for updated contact information before those visits occur.
 - Reminder to send IRs to Bridget in Corporate Compliance and send Rights Complaints to the ORR via fax/phone/email.
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Provider Network Contact Information

Name	Can Help With:	Phone Number	Email Address
Elizabeth Wygant	Case Management, customer concerns	(269) 441-6045	Ewygant@summitpointe.org
Kelsey Schantz	Credentialing, contracts, administrative support	(269) 441-6506	KJohnson@summitpointe.org
Amy Anderson & Susan Kirtley	Claims, appeals		providerclaims@summitpointe.org
Sean Field	Autism services, BTC, behavior plan support	(269) 986-7000	SField@summitpointe.org
Cherlynn King	Site reviews/audits, quality monitoring	(269) 441-6071	Cking@summitpointe.org
Bridget Avery	Incident reports	(269) 441-6056	#performanceimprovement@summitpointe.org
Mandi Quigley	New SPOT accounts, compliance	(269) 441-6112	MQuigley@summitpointe.org
Jaimie Fedor	General provider questions	(269) 275-2648	JFedor@summitpointe.org

We want your feedback!

Summit Pointe is seeking feedback from our stakeholders in an effort to identify areas in which we can further our mission and values. Please help us by taking the time to complete this short online survey. All responses will be anonymous and we appreciate any constructive feedback you are able to provide.

<https://www.surveymonkey.com/r/TWW7Z5Z>

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Questions

