

Summit Pointe Provider Network News

# PROVIDER POINTES



December 2021 Volume 8



## Continued Focus on Health

-Rhea Freitag, Director of Provider Network-

Over the past few weeks, we have heard that there has been a significant rise in positive COVID-19 cases with customers as well as staff at your respective organizations. We strongly recommend that you consider vaccinations and boosters in this ongoing battle with the novel virus. We appreciate all that you do to mitigate the virus and protect yourself and the people we support. As a reminder, we do still have face masks available here at Summit Pointe for your use. Feel free to reach out to me directly if your organization is in need.

For additional information on vaccines, you can check out this [here](#).

For local information on COVID-19 for Calhoun County, you can check out this link [here](#).

## Free Self-Care Resources for Staff

We continue to run our FREE Keeping Healthcare Professionals Healthy groups. These groups are ongoing and you and your staff can join into the group at any time. Please share this resource widely and check it out if you are called. This is a grant funded initiative and it will be ongoing through this next fiscal year, so please utilize this valued resource. Self-care is so important, especially in the season when our days are short on sunlight hours!

## Keeping Healthcare Professionals Healthy



**FREE**

Groups Will Start **8/30/21**

**MONDAYS**  
12:00-1:00 pm

**WEDNESDAYS**  
6:00-7:00 pm

Join Any Week

**TOPICS COVERED**

-  **WEEK 1**  
Compassion Fatigue
-  **WEEK 2**  
Grief and Loss
-  **WEEK 3**  
Self-Care
-  **WEEK 4**  
Secondary Trauma
-  **WEEK 5**  
Feeling Helpless and Hopeless
-  **WEEK 6**  
Boundaries  
Balancing Work / Home Life

ZOOM LINK  
available at  
[www.summitpointe.org](http://www.summitpointe.org)

These opportunities  
made possible by



## Direct Care Wage Update and Modifier Challenges

-Rhea Freitag, Director of Provider Network-

In my short time here at Summit Pointe the main focus has been improving upon our business processes and establishing relationships with our network. As many of you know, we have not been as timely as we could be in terms of processing the Direct Care Wage pass through, which is a key element in our provider's ability to attract and retain high quality staff to serve your respective organizations. As outlined in my communication to our Network on 12/8/2021, we are working on implementing process improvements and resources to change our strategy on this topic for the next fiscal year.

Additionally we are working through significant changes in modifiers that are now required by the Michigan Department of Health and Human Services as of 10/1/2021. These changes are vast and complicated and they have had impacts on our normal business process. We are focusing all of our energy and efforts to these two issues within the newly established Provider Network team here at Summit Pointe.

**On that note, the Provider Network team now consists**



**Brad Sysol**  
General Counsel

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**Rhea Freitag**  
Director of Provider Network

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**Kelsey Schantz**  
Provider Network Specialist

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## Training Resources

Did you know that you can get FREE and completely vetted training for your staff on Improving MI Practices? This is a fantastic resource to use for your required trainings.

In the event that you want to use your own training, it now needs to be vetted through a process that has been outlined by the Statewide Training Guidelines Workgroup.

The guidelines, tools and instructions for this process can be found here. We were very happy to hear that LADD was able to successfully get their Trauma Informed Services training approved through that process this quarter! Way to go LADD!



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## Compliance Update

- Highlights from our Medicaid Verification Audit, FY21 Third Quarter -

- 3 'recommendations' provided. This occurs when the provider scores over 95%, however there are still actions/improvements that can be made to improved compliance and quality
- Number of providers audited: 22
- 16 providers with 100% scores
- 1 Corrective Action Plan Request
- Additional Actions: 1 recoupment, and 1 pre-pay review initiated as a result of this audit



**Our next Provider Network Meeting will be January 25, 2021 from 2:00 to 3:30 via Zoom! I look forward to connecting with all of you.**