

Provider Pointes

SUMMITPOINTE.ORG/PROVIDER-NETWORK



***COVID-19
Resources***

CDC

.....

WORLD HEALTH
ORGANIZATION

.....

CALHOUN COUNTY
HEALTH DEPT.

.....

We're thinking of you

and we appreciate you!

Mental health workers are essential front line staff. They have remained available to some of our most vulnerable community members in the midst of a worldwide pandemic, and we believe they are the true unsung heroes.

These are unprecedented times for everyone. We recognize the incredible effort that our providers have put into ensuring that our customer's needs continue to be met, and we are so grateful.

To our committed providers, thank you. We could not get through this without you.

Compliance Corner

by Mandi Quigley

Effective May 2020 Summit Pointe has combined the Compliance and Quality Assurance departments. Due to this merge, you will notice correspondence from not only Cherlynn King, but from Bridget Avery, and Dawn Nichols as well. Please reach out should you have any questions about this change.

The Summit Pointe Compliance/Quality Assurance department will be starting quarterly Medicaid verification audits. We are committed to protecting the integrity of our Provider Network's billing practices, as well as our own, as it impacts the care provided to our customers. Should your agency be pulled in the first sample, you will be receiving requests for supporting documentation for services billed in Q2, FY20. The first requests will be sent out June 1st. This process will continue going forward.

Please note that documentation requests for other audits (SWMBH, site reviews, etc.) will continue as normal.

Site Reviews

by Cherlynn King

Hello Everyone, a quick update on provider site reviews: I have started quarter 3 reviews, which are being conducted as desk audits since I am unable to visit sites at this time. I will continue with desk audits through the end of the fiscal year (September 30, 2020). If health and safety conditions change, then I will make every attempt to get to your site.

I want to give a quick shout out to Cornerstone, GLRC and Flatrock Manor who not only submitted all the extra documentation, but they submitted it in a very organized fashion, which is very helpful on my end. Great Job, Amber, Sheri and Morgan!!!!



Between the state's new review tool and moving to desk audits, there are lot more documents that will need to be submitted. In an attempt to offset this, I will be reducing the amount of documentation requested. At this time, I am only able to receive documentation via email and encrypted email, due to working from home. If this is a challenge, please contact me and we will work it out.

I will be working in the next week to update the Provider Site Review page on our website, including frequently asked questions and audit tools. Please contact me with any questions. I understand the need to be flexible and I am more than willing to work with you, given our new work conditions.

Some helpful resources from the state

MDHHS LICENSING FAQ

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CPR TRAINING
EXTENSIONS

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MAKE SURE TO ALSO
CHECK OUT YOUR LOCAL
HEALTH DEPT'S TRANSITION
RECOMMENDATIONS

A Message from our Leadership Team

by Jamie Schook



We have had a couple questions regarding a plan to return to providing services.

We know everyone wants to do so safely, and we greatly appreciate that!

It is Summit Pointe's recommendation that all providers look at guidelines applicable for your setting and use those guidelines to help guide your re-opening plan. We have heard that BHDDA would be sending some guidelines closer to the date the shelter in place plan is lifted, however, we anticipate this plan will likely revolve around following the CDC and/or state guidelines regarding social distancing, facial masks, temps, etc. If you would like to draft up a plan, we would be more than happy to review the plan.

Again, we want to give each of you a *SHOUT OUT* for continuing to provide quality services to customers! Your ongoing support during this challenging time is much appreciated.