

PROVIDER POINTES



Pandemic Response

Jamie Schook, Operations Director

Like many of you, we continue to monitor executive orders, CDC guidelines, and ongoing safety measures for our customers and staff. We continue to temp test and complete health screening questionnaires for all visitors and staff in the building. Staff who are working out in the community are also required to complete an online health screening and temperature check.

The Leadership Team has been working with teams to create schedules for on-site and remote working. We have been adding a few more team members back to the building every few weeks, all while assuring we are addressing customer needs and offering support during this time of uncertainty. We have let staff know that we will continue to return to the office as allowed, however we know it will be after a period of time.

All staff remain available for customer and provider access. If a customer needs to be seen, it is a requirement of our staff to fulfill that contact. If a customer requests face-to-face services, we will assure they receive the services needed. Please feel free to reach out to the identified staff member who works with a customer to schedule accordingly. We value our partnerships with each of you as providers, and remain available to each of you. If you have questions or concerns, please reach out to us!

I have had the opportunity to talk with many of you recently, and I have been impressed with all the work your teams continue to do for those we serve. You have developed many strategies and processes to address the safety of our customers. I appreciate all the work you do each and every day, and even more so over the last six months.

Thank you for all you and your teams do!



WHAT YOU'LL FIND INSIDE:

- **SUMMIT POINTE UPDATES**
- **FY21 CONTRACTS**
- **FY20 CLAIM SUBMISSION**
- **AUDIT SUBMISSION TIPS**
- **TRAINING RESOURCES**
- **CLINICAL MONITORING PROCEDURES**



Contract Reminders

FY20 contracts

- FY20 ended on 9/30/20 and all billing needs to be completed as quickly as possible for FY20 claims.
- Claims for services provided from 10/1/19 through 9/30/20 will need to be submitted by 11/15/20 for final payment.

FY21 Contracts

- Will be sent out soon via SignNow. Be on the lookout for the email with your new contract.
- Please review contract language.
- After you sign the contract through SignNow, we will be notified for completion.



Recipient Rights Training

Kent Rehmann, Recipient Rights Officer

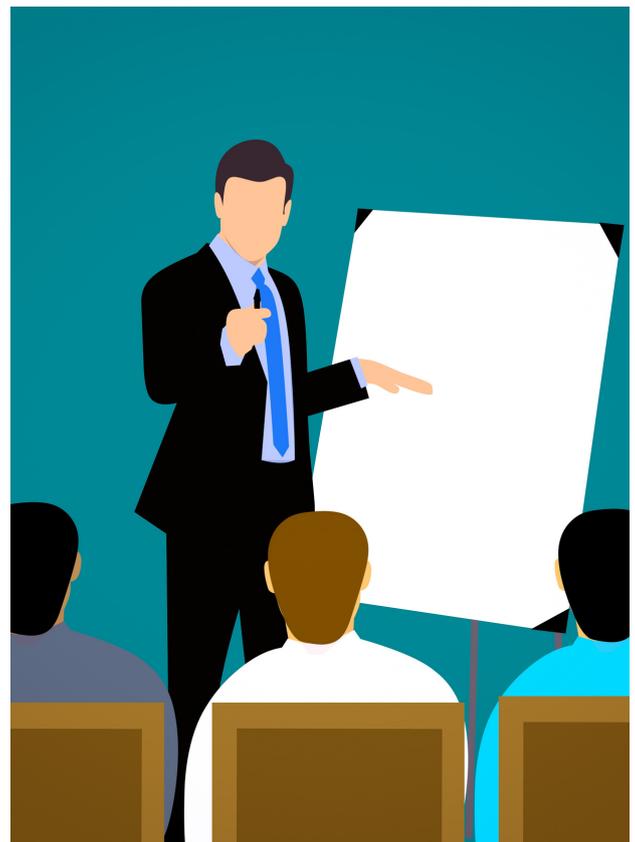
As most of you are aware, we continue to offer Recipient Rights training every other Tuesday via Zoom. The expectation for Zoom trainings is that staff are prepared to join on time and to stay for the duration of the class. **Video should be turned on** and microphones should be muted.

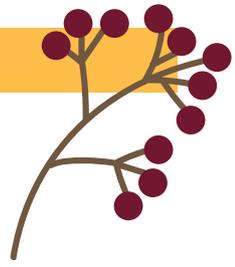
At the end of the class, an exit code is provided. Participants should be sending an email with their name, agency, and that code to Kent Rehmann immediately after the training. If we don't receive that email with the correct exit code, we'll assume they didn't participate. Certificates will be sent out directly to staff via email and it is the participant's responsibility to get a copy to their employer. **We do not reissue certificates.** Please allow us until the end of the week of training to send out all the certificates!

In order to remain compliant with the MDHHS-ORR training standard, the Summit Pointe Office of Recipient Rights will be requesting **training data annually**. At the end of FY21, you will be asked for submit the names, hire dates, and dates of initial RR training for any staff hired between now and then. The spreadsheet you will use to organize that information is linked below. We recommend that you **start keeping the log now** and keep it updated throughout the year.

[Recipient Rights Staff Training Log](#)

We appreciate your
quick responses to our
requests!





Training Resources

Cherlynn King, Compliance and Quality Assurance Specialist

There have been some changes on our website regarding our training resources. With clarification from MDHHS, we are no longer offering attestations for any trainings. Staff must be able to show comprehension of the material. Below is a more detailed description of each platform approved by MDHHS.

Improving MI Practices is a web-based platform that is vetted and endorsed by the CMHSPs. The point of this platform is to create reciprocity with direct care worker trainings. Regardless where a provider lives, trainings could be able to be pulled from this site. This saves time and training dollars and the provider would be able to start work sooner. This platform includes PowerPoints, videos, and quizzes to show competence.

Providing Residential Services in Community Settings is a resource from MDHHS. It provides training content requirements. However, it does not provide the training materials or quizzes. This method of training may get phased out with the increased use of Improving MI Practices.

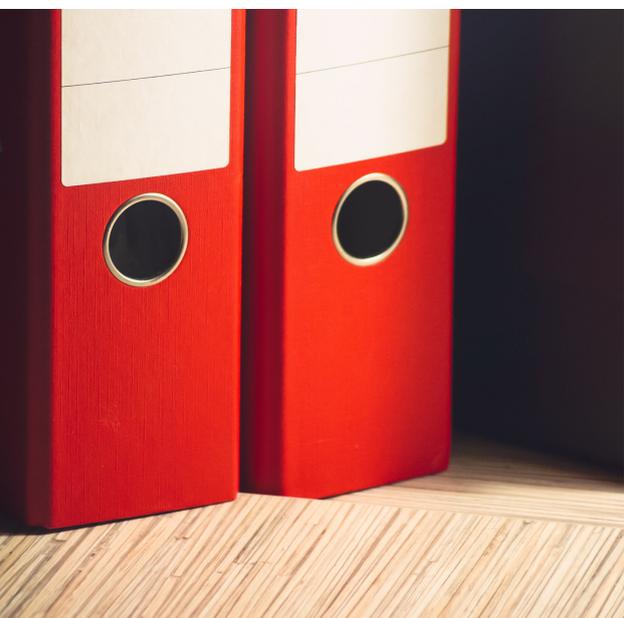
Detroit Wayne Training Resources is a platform by the local CMHSP (or affiliate). It is a platform that can be used by anyone in the state of Michigan as training for their providers or staff. PowerPoint training material and quizzes are available.

Toolbox is a hard copy manual that includes most (if not all) of the required trainings, including the training content and quizzes. It is available for purchase (one time and it can be copied or shared). The contact information to purchase the Toolbox or to request more information, is listed on summitpointe.org. This method of training may also get phased out with the increased use of Improving MI Practices.

Other CMH platform: Summit Pointe will accept any trainings provided by a Michigan CMHSP.

TIPS & TRICKS FOR AN ORGANIZED AUDIT SUBMISSION:

- Read Letter multiple times: highlight specific instructions
- Familiarize yourself with the audit tool (Excel workbook), recognizing the tabs/sheets at the bottom.
- 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
- Call with any questions, or to review what is being requested. A phone consult will be given as an option, prior to submission, in all letters initiating audits/site reviews.
- Organize documents according to the order on the audit tool. Keeping documents organized by the tab at the bottom of the spreadsheet.
- Only electronic Protected Health Information (ePHI) needs to be encrypted. Staff documentation and the tool itself can be sent unencrypted.



Clinical Monitoring and Chart Audits

Elizabeth Wygant, Director of Community Based Services



Who doesn't love a good Corrective Action Plan? At Summit Pointe, we are working closely on several different Corrective Action Plans. One major shift this past year is that we put into place our peer reviewed Chart Audits. During a SWMBH audit, it was found that we continued to struggle with clinical quality in several areas. Leadership discussed this trend, and decided that one way to help everyone understand what is required in a clean chart, and why, was to engage all clinicians in the chart auditing process. Each quarter, clinicians complete 3 chart audits on one of their peers. All clinician's went through comprehensive trainings on how to complete a chart audit. This entailed not only scoring but constructive feedback for the holder of the chart to ensure that they understood the requirements of the section being scored low and how to fix it.

Another area where we've increased oversight is in our review of treatment plan due dates. Each community-based team has this as a standing agenda item at their meetings. Each team member goes through their list of treatment plans that are coming due. This process has helped with accountability, and we are on our way to zero gaps in treatment plan authorizations.

Directors are also running reports to help with oversight and accountability.

The Clinical Leadership team reviews trends based on these data and decides on next steps for any area that not meeting expectations.



Summit Pointe Updates



CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC (CCBHC)

Sean Field, Clinical Director

As some of you may be aware, we are excited to announce to you all that Summit Pointe has taken on the endeavor of becoming a Certified Community Behavioral Health Clinic (CCBHC). We were blessed enough to be supported by a two year, \$4,000,000, grant from SAMHSA that allows us to hire additional staffing to support the operations of Summit Pointe as a CCBHC.

CCBHC is a status given to an organization that meets operational guidelines focused on delivery of quality, community-based behavioral health supports, as well as strong integration of physical health and social wellness programs within the community. Through this grant, we hope to strengthen our connection with medical providers throughout the community so we can best support individuals, ensuring customers at levels of need are addressed quickly and effectively. We strive to achieve this goal with the support of countless community partners, as well as through the efforts of our collaborating agencies including: Bronson Battle Creek, Calhoun County Health Department, Grace Health, Oaklawn Hospital, and Share Center.

Through this project, we hope to improve communication, coordination, and outcomes for all members of Calhoun County. The federal government recently declared Michigan a demonstration state as this type of program is projected to be the future of healthcare. This places Summit Pointe on the cutting edge of behavioral health care! We officially kicked off operations for our CCBHC on August 31st, 2020.

For more information regarding the CCBHC project, please [click THIS LINK](#) to see our [board presentation on the CCBHC!](#)

SPOT ACCOUNTS

Mandi Quigley, Corporate Compliance Director



Please remember to update Summit Pointe when you have new employees who need access to SPOT and when employees who have accounts leave your agency. For the security of our customers' protected health information it is important we have this updated information. Using and/or sharing login information is a violation of the HIPAA Security Rule and your signed contract to comply with such rules.

If you need to add or change staff who have access to SPOT, please fill out the [SPOT User Request form](#) and send to Mandi Quigley at meq@summitpointe.org. All external provider accounts will also be required to have a signed [User Access Agreement](#) form on file. These documents can be found at summitpointe.org/forms.

Please contact our Compliance Department for questions or more information.