



PNC Purpose Statement

This Council's purpose is to discuss and prioritize issues related to the CMHOC Provider Network. This type of forum will assure that there is a common and consistent message going out from CMHOC to the provider network.

1. Welcome, Introductions and Overview

Bill Phelps, Program Coordinator, Contracts and Training

- a. Results of Pre-Meeting Survey**
- b. Improving Communication Focus Group**

2. Genoa Pharmacy

Jacob Golin, PharmD, Pharmacy Site Manager

3. Training Requirements

Bill Phelps, Program Coordinator, Contracts and Training

- a. Attachment I/Training Updates**
- b. CPR online training prior to in-person**

4. Recipient Rights Updates

Bill Phelps covering for Briana Fowler, Director of Recipient Rights

- a. Timely Rights Training Completion for New Hires
(latest data from MDHHS-ORR shows we were at 85% compliance and benchmark is 95%)**

5. Fiscal Updates/Financial Considerations

Amy Bodbyl-Mast, Finance Manager

Nicholas Sall, Assistant Finance Manager

Lauren Peterson, Provider Compliance and Billing Supervisor

Krystal Spaans, Provider Compliance and Claims Supervisor

- a. Introductions**
- b. End of Year Submission Deadlines**
- c. Timeliness Reminder/Clean Claims**
- d. GIVA**
- e. EOBs**
- f. Time Based Codes**

6. Credentialing and OIG Updates

Kristen Henniges, Compliance Program Coordinator

Amy Avery, Program Evaluator

- a. Clinical Application**
- b. Criminal Background Checks**
- c. OIG Checks**
- d. MDHHS Provider Credentialing Process**



Provider Network Council (PNC) Agenda
Community Mental Health of Ottawa County
Microsoft Teams
Thursday, September 21, 2023, 1:30pm-3:00pm

7. Contract Updates

Gina Kim, Contract Manager

- a. **Fiscal Year 2024 Boilerplate**
- b. **Reminders**

8. CMH/LRE Updates

Lynne Doyle, CMH CEO

9. Questions/Feedback

Bill Phelps, Program Coordinator, Contracts and Training

10. Planning for Next Meeting

Bill Phelps, Program Coordinator, Contracts and Training

- a. **Process for Obtaining Topics for next meeting**