



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

2. Genoa Pharmacy

Jacob Golin, Pharmacy Site Manager

a. Update on Services

3. LRE Facilities Review Process Questionnaire and Follow-Up

Bill Phelps, Program Coordinator, Contracts and Training

Wendi Price, Lorna Dawson, LRE

a. Results of December Survey

b. Overview of LRE Facilities Review Workflow

c. Next Steps

4. Training Requirements

Bill Phelps, Program Coordinator, Contracts and Training

a. Attachment I/Training Updates

b. CPR online training prior to in-person

5. Recipient Rights Updates

Briana Fowler, Director of Recipient Rights

a. Timely Recipient Rights Training Completion for New Hires

(latest data from MDHHS-ORR shows we were at 85% compliance and benchmark is 95%)

b. 2024 Recipient Rights Training and Annual Update

c. Medication Error/Significant Medication Error & Proper Follow-Up (PCP/Poison Control)

d. Confidentiality/HIPAA

i. Refresher due to breaches

e. 2024 Recipient Rights Site Visits

f. Pre-Hire Recipient Rights Checks

g. CMHOC Requirements for Incident Report Writing vs. LARA



6. Fiscal Updates/Financial Considerations

Nicholas Sall, Assistant Finance Manager

Laura Peterson, Provider Compliance and Billing Supervisor

Krystal Spaans, Provider Compliance and Claims Supervisor

- a. Timeliness Reminders**
- b. Primary Insurance**
- c. GIVA**
- d. EOBs**
- e. PCNX Forms**

7. Credentialing and OIG Updates

Kristen Henninges, Compliance Program Coordinator

Amy Avery, Program Evaluator

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

8. Contract Updates

Bill Phelps, Program Coordinator, Contracts and Training

- a. Reminders: Notice of Adverse Benefit Determination Form**
- b. Business Association Agreement (BAA)**

9. CMH/LRE Updates

10. Questions/Feedback

Bill Phelps, Program Coordinator, Contracts and Training

11. Planning for Next Meeting

Bill Phelps, Program Coordinator, Contracts and Training

- a. Next meeting: September 26, 2024**