

Provider Network Meeting

12/21/22



Housekeeping

- Recording in progress
- Webinar Style Meeting
 - We cannot see/hear you
- Use the chat function if you have a question
 - You can message the host/panelist or the whole group
- PowerPoint Presentation will be sent out along with a link to the recording and any reference materials



Agenda

- Welcome to New Summit Pointe Staff
- New Location - Moves
- Direct Care Wage Updates
- Annual Paperwork Reminder
- Recipient Rights Updates
- Compliance Updates
- Claims and Appeals Review and information
- Provider Expense Template – Deadline and Resources



Welcome: Samantha Dunham
sdunham@summitpointe.org

- Provider Network Specialist
 - Credentialing
 - Provider Directory
 - Direct Care Wage
 - Fee Schedule/SPOT set up
 - New Providers



Welcome: Melissa Yoder
myoder@summitpointe.org

- Provider Network Specialist
Projects
Contract facilitator
COFR Contact
Works part-time



Welcome: Andi Gummer
agummer@summitpointe.org

- Recipient Rights Support
Training
 - Questions
 - Training Assistance
 - Certificates
- Investigation Support



Welcome: Haley Hughes
hhughes@summitpointe.org

- Behavioral Services Specialist
 - Desk Phone: 269-441-2702
 - Cell Phone: 269-832-9350
- Behavior Treatment Plans
- Transitions to less restrictive settings
- Increase communication
- Improve coordination of care



Location Changes and Moves



All Battle Creek medical appointments will now be held at our new Summit Pointe College Street location. If you have any questions about your upcoming appointment, call 269-966-1460



Summit Pointe College Street

**Opening on
December 21, 2022**

175 College St. Battle Creek, MI 49037

Maximize Your Potential

Summit Pointe – Holiday Schedule

Closed:

December 23rd and 26th

December 30th and January 2nd

January 16th

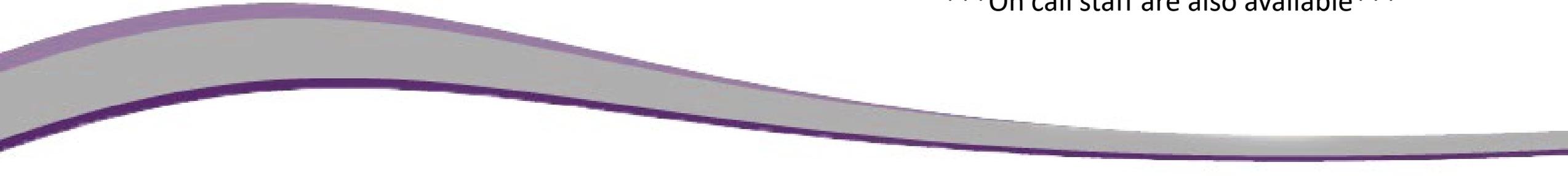
April 7th

May 29th

June 19th

First Step is open 24/7

On call staff are also available



DCW Updates - Specialized Residential

- Where we are vs. where we were at this time last year
 - Fiscal Year 2022 Close out
 - Provider Network is working hard to complete FY 2022
 - Regional and individual communications have occurred on outstanding payments and invoices
 - Process improvements for FY 2023
 - Goal to close out each quarter
 - Provider Network – we will be sending you the paid files to assist with reconciliation
 - Due dates – Contract states due on the 14th after the month closes
- 

Recipient Rights - Updates

- Location Change for Recipient Rights team
175 College St. , Battle Creek MI, 49037

New Signage for all locations – coming soon

- New and Improved Training Registration – self serve
- Training Logs – 2022 due!



Reminder – Annual Contracting Paperwork

- Each year you are contractually obligated to
 - Review Deficit Reduction Power Point
 - Submit Acknowledgement of review
 - Ensure current W-9 is on file
 - Complete and Submit Conflict of Interest Form
 - Only reviewed by compliance if a conflict exists
 - Submit – Ownership and Disclosure forms
 - These are sent on to SWMBH – important!
- Currently there are a handful providers who still have documents outstanding
 - Formal letter of non-compliance of contractual obligations is coming



Reminder about Customer Care:

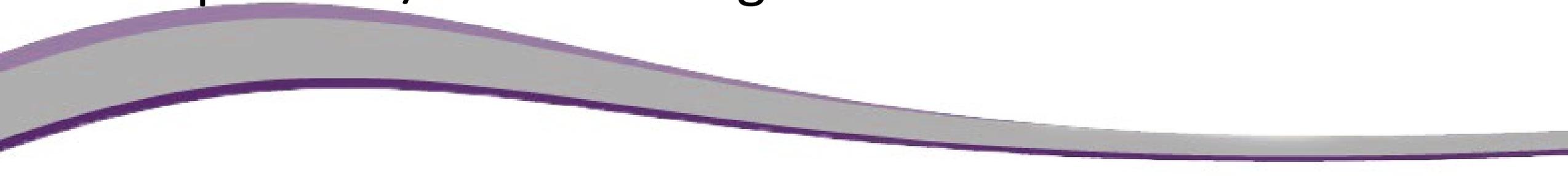
Transport to Medical appointments

- Attending medical appointments is paramount to our mutual customer's mental health recovery
- This is typically addressed in the treatment plan
- If a provider is supporting the individual in a Specialized Residential Setting or in a Supported Independent living setting, we expect that the provider will be providing that transportation



Compliance Updates

Incident Report Reminders

- Only one customer name in the Incident Report
 - Make sure that the date/time of incident is completed
 - Corrective Action/Preventative Measures
 - Send Securely
 - Write and sign legibly
 - Supervisor/Home Manager Review
- 

Claims Information Review

- Submission
- Summit Pointe Review
 - Adjudication Notifications
 - Authorization/Units Exhausted
 - Duplicate/Conflicting Service
 - Timely Error (greater than 120 days from Date of Service)
- Batch Returns
 - Provider Requested
 - Summit Pointe driven
- Payments



Appeals Information and Reminders

- Submission
 - Separate Appeals
 - Each Duplicate/Conflicting Date of Service
 - Each Gap in Authorization
 - Be detailed
 - Service code
 - Include any/all modifiers Which would be included at the time of claim re-entry
 - Units requested
 - Supporting Documentation
 - Service Logs
 - Transportation sheets
 - Emails/Correspondence



Appeals Information and Review (continued)

- Summit Pointe Review
- Appeal Determination Letter
- Link to policy and forms [here](#).

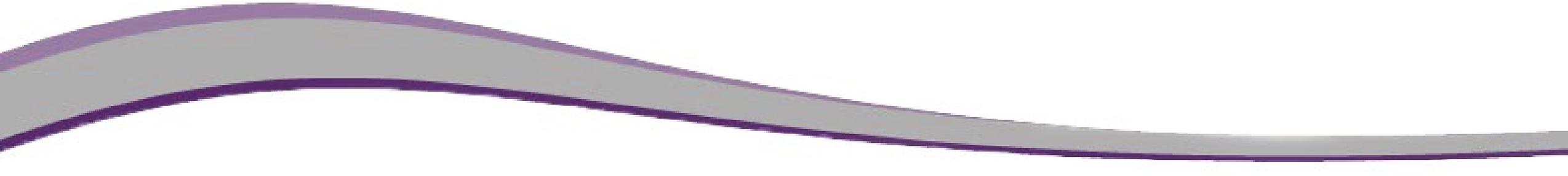


Claims communication

For any question on claims status, data entry/adjudication issue or payment please contact:

Providerclaims@summitpointe.org

Reminder: When you have issues please include a FULL screenshot. This greatly assists provider network and/or claims in problem solving issues!



Provider Expense Template – Reminders and Resources

- **Only** applies to organizations with more than one million dollars in Medicaid expenditures
 - Expenditures do not need to be only in Calhoun County to be eligible
- Summit Pointe Staff cannot assist – this is a State/Milliman project
- Website for support to include training, and frequently asked questions is [here](#). (Policy 21-39 Reporting Requirements.)
- Due date is **February 28, 2023**
- Contractual Obligation to submit



Additional information – Provide Expense Template



- Information and resources to seek out on the webpage

(The image to the right is a snip, it is not clickable)

✕ Policy 21-39 Reporting Requirements

[Overview of BH Fee Schedule Reporting Requirements](#) (updated 03/03/22)

Annual Behavioral Health Comparison Rate Reports

- [SFY 2022 Michigan Behavioral Health Comparison Rate Development Report](#)
- [SFY 2023 Michigan Behavioral Health Comparison Rate Development Report](#)
- [SFY2022 Michigan Behavioral Health Comparison Rate Development 8/12/2022 Meeting Presentation](#)
- [BH Comparison Rates Stakeholder 8/12/2022 Meeting Recording](#) (password is I+c?F*x4)

Standard Cost Allocation Model SFY2023

- [Standard Cost Allocation Tool - SFY 2023](#) Version 1.3 (updated 12/07/22)
- [Standard Cost Allocation Methodology - SFY 2023](#) Version 1.3 (updated 12/07/22)
- [CMHSP Standard Cost Allocation Tool Instructions](#) SFY2023 Version 1.3 (updated 12/07/22)

Standard Cost Allocation Model SFY2022

- [Standard Cost Allocation Tool - SFY 2022](#) Version 1.3 (updated 12/07/22)
- [CMHSP Standard Cost Allocation Tool Instructions](#) SFY2022 Version 1.1 (updated 07/27/22)
- [PIHP-CMHSP Standard Cost Allocation Methodology](#) SFY2022 Version 1.1 (updated 07/27/22)
- [Questions and Answers](#) (updated 03/11/22)

Contracted Behavioral Health Provider Service Expense Template

- [Instructions for Provider Service Expense Survey](#) – (Updated November 18, 2022)
- [BH Provider Service Expense Template - Code Listing](#) (Updated December 12, 2022)
- [BH Provider Expense Training FAQ](#) (Updated December 12, 2022)
- [BH Provider Service Expense Survey](#) – (Updated November 18, 2022)
- [BH Provider Expense Template 7/28/2022 Training Recording](#) (password: 8#EP5cws) – (Updated August 4, 2022)
- [BH Provider Expense Template 7/28/2022 Presentation](#) – (Updated August 4, 2022)

Providers Subject to SFY 2022 Provider Expense Template Reporting Requirement

[Expenditures by Provider](#)

[Organizational Crosswalk](#)

FY2023 Salary and Wage Survey

FY2023 Salary and Wage Survey will be available in early calendar 2023.

Additional Questions

