

Community Mental Health Affiliation of Mid-Michigan

Affiliation QI Minutes
February 5, 2004
10am – 1pm
CEI CMH

Present: Lynn Charping (Gratiot) Liz Holcomb (CEI), Paul Duff (CEI),
Tammy Quillan (Ionia), Chip Johnston (M-B), Susan Kilgore (Newaygo)

1. QHP Meeting

Finalized agenda for the Coordination of Care meeting with QHPs in the afternoon. Reviewed requirements from the Mental Health Code and DCH contracts for coordinating care and the need for an additional agreement or amendment. It was agreed that the current agreements with QHPs was sufficient.

2. Rights Handbook

Liz advised that she will be following up further on the notification from DCH that it will no longer be providing the Rights handbook. It is unclear as to whether CMHs are required to provide the same handbook or just a rights summary as per the Mental Health Code.

✓ Liz will follow up on this further.

3. Person Centered Planning

Tammy requested input on whether affiliates allowed addendums or reviews to extend the original person centered plan (PCP). It was determined that an annual PCP is not specifically required. Individuals must be offered the opportunity to have a person centered plan and the plan must be reviewed at least annually. Also it was agreed that PCPs sent out for signature can be entered into the medical record and considered completed even if the guardian never returns a signed copy. It was suggested that a disclaimer be included indicating that failure to return a signed copy would constitute agreement with the plan. There was discussion regarding documentation of consumer no-shows and cancellations which cause the PCP to become overdue. It was agreed that this documentation would best be maintained along with the PCP in the medical record.

4. Medicaid Claims Verification Methodology

There was discussion regarding the restitution section of the revised Medicaid Claims Verification Methodology. It was agreed that restitution would only be sought from fee-for-service contractors and in cases where fraud and abuse is determined to have occurred.

- ✓ If the methodology is approved by DCH, the restitution section will be included within the section on fraud and abuse reporting and will be reworded to state "...remediation up to restitution."

5. External Quality Review (EQR)

The recent email from Tom Renwick regarding External Quality Reviews was discussed.

- ✓ Need to make sure that the QISMC projects address the EQR requirements.

6. Utilization Management

Paul advised that the Affiliation Utilization Management Committee has been charged with implementing level of care reviews across the Affiliation. This will be the committee's top priority.

7. Mystery Shopper Program

The Customer Service Reps will be asked to revise the Level 1 scenarios (to limit phone calls to reception staff) for the Mystery Shopper program and present these at the next Affiliation QI meeting. The program will need Core Group approval and education of staff prior to implementation.

- ✓ Lynn will provide direction to Jana on revising the scenarios.

8. Next Meeting

March 5, 2004, 9am-Noon, Gratiot CMH