Notice to All Grant Recipients

Please find our timeline for submitting FY2024 year-end financial status reports (FSRs):

- All grant FSRs received by Friday October 11th will be paid as usual by October 17th.

- Any grant FSRs received after October 11th will be paid as funds become available from MDHHS.

Please contact CMHPSM's Finance department at finance@cmhpsm.org with any questions.

FY2025 Regional Provider Training Updates

Our regional training platform will be updated on 9/30/2024 to activate all of our FY2025 trainings. Our FY2024 trainings will be closed to new enrollment at the same time as the FY2025 activation. All users will still be able to complete any FY2024 course they have enrolled in but have not completed prior to 10/1/2024. If you enroll in any new courses on or after 10/1/2024, you will need to register for our FY2025 trainings. In addition to enrolling in current trainings, users can access their training history within their Learnworlds profile.

Our CMHPSM training platform can be found here: https://cmhpsm.learnworlds.com/

Additional information on training requirements can be found here: https://www.cmhpsm.org/training

If you have any questions related to our training platform please send an email to: help@cmhpsm.org

Opioid Health Homes transitioning to Substance Use Disorder Health Homes on October 1, 2024

The Opioid Health Home (OHH) model within the state of Michigan is transitioning to a Substance Use Disorder Health Home (SUD HH) model beginning FY25. In addition to opioid use disorder that OHH currently covers, the SUD HH model will also include alcohol use disorder, and stimulant use disorders.

Health homes provide comprehensive care management and coordination of services for Medicaid beneficiaries in Michigan. Individuals who enroll in a SUD

HH will work with an interdisciplinary team of providers to develop an individualized care plan to best manage their care. Participation in the health home model is voluntary.

The five overarching goals for the SUD Health Home program include:

1. Improve care management of beneficiaries including medications for opioid use disorder (MOUD) and medications for alcohol use disorder
2. Improve care coordination between physical and behavioral health care services
3. Improve care transitions between primary, specialty and inpatient settings of care
4. Improve coordination to dental care
5. Educate on fetal alcohol spectrum disorders

The Community Mental Health Partnership of Southeast Michigan (CMHPSM) is pleased to announce this expansion and currently has four providers transitioning to SUD HHs. CMHPSM hopes to expand the number of providers within our region in the coming fiscal year and beyond. SUD HHs may receive reimbursement for providing the following federally mandated core services:

- Comprehensive care management
- Care coordination
- Health promotion
- Comprehensive transitional care
- Individual and family support
- Referral to community and social supports

Any questions about this programmatic shift may be sent to Elizabeth Stankov, at stankove@cmhpsm.org, currently OHH Coordinator, soon to be SUD HH Coordinator.

CRCT - Electronic Health Record (EHR)

Updates

The CMHPSM and our regional CMHSP partners continue to enhance the clinical functionality and improve the user experience within our electronic health record (EHR) CRCT, pronounced "cricket". During FY2024 (October 1, 2023 – September 30, 2024), 50 substantial CRCT updates were completed. We have a number of improvements planned for the upcoming fiscal year, beginning with the following enhancements that will be activated on Tuesday October 1, 2024:

CMHSP – Clinical Enhancements

- MichiCANS Child and Adolescent Screening and Assessment Tool.
- Health Social Needs Screening Tool – this tool was developed by the Center for Medicare and Medicaid Services as supports identification of Social Determinants of Health or consumers may be experiencing.
- CCBHC Dashboard enhancements.
- Grievance and Appeals documentation updates
- FY25 BH-TEDS Updates- fields added around Living Arrangements, Foster Care Status, and Guardianship.
- Personal Health Record (PHR) – optimized documentation.

External Provider Enhancements

- Electronic Visit verification Interface with HHAX.
- Substance Use Health Home (SUD-HH) functionality to support the transition from Opioid Health Homes (OHH) to SUD-HH.
- Designated Collaborating Organization-Clinical and Revenue Capabilities.

CMHSP & PIHP- Finance Enhancements

- Bulk reconsideration functionality to support claims management workflows.

Individualized access to these enhancements are dependent on each user's designated role and profile within the CRCT system. If you have any questions or would like any additional information on any of these updates, please feel free to message the CMHPSM Help Desk (help@cmhpsm.org).

Confidentiality Laws and Business Associates in Behavioral Health

Providers choosing to outsource certain allowable functions such as billing have the responsibility to ensure the correct legal agreements are in place. We have recently received requests for third party billers reporting they are seeking access to file claims electronically in our EHR on behalf of a provider without accurate verification of their legal ability.

All mental health and substance use providers in our system meet the legal definition of a covered entity, and therefore are required to have legal agreements in place if they choose to contract with businesses for certain functions that are allowed by HIPAA or 42CFR Part 2.

Please note this information is being shared as educational, providers and the businesses they may create agreements with hold the risk if any violations of HIPAA or 42CFR occur, therefore it's important to seek your own legal counsel with any questions you may have on agreements you may be required to have in place and whether they meet the regulations.

If our region receives a request from a third party biller to access the ability to file claims electronically in our EHR, we will need to verify that relationship with you as the provider, and obtain a copy of the agreement before any action could be taken for access requests.

If the agreement does not meet the relevant requirements and no action can be taken, we will notify providers of this as well.

In order for an agreement to meet legal requirements it must comply with:

1. HIPAA Business Associate Agreements (BAA) <u>if the agreement is between a mental health provider and a business associate.</u>

Information on the definition of a business associate, and what would need to be in such an agreement can be found on this website, which has additional links to more resources:

https://www.hhs.gov/hipaa/for-professionals/covered-entities/index.html

The details that need to be in these agreements depend on the relationship and services involved.

OR

1. 42 CFR Part 2 Qualified Service Organization Agreements (QSOA) <u>if the agreement is between a substance use provider and a business associate.</u>

QSOAs are defined in 42 CFR § 2.11. Frequently asked questions about QSOA relationships can be found here:

https://www.samhsa.gov/about-us/who-we-are/laws-regulations/confidentiality-regulations-faqs

HHS guidance on QSOAs can be found here:

https://www.hhs.gov/guidance/document/faqs-regarding-substance-abuse-confidentiality-regulations

CMHPSM Quality Program: Clinical Practice Guidelines and Evidence Based Practices

Each year CMHPSM and its regional CMHA partners review and adopt practice guidelines for clinical care that best meet the needs of the people we serve and are designed to have the most effective outcomes. These are defined as Clinical Practice Guidelines (CPGs) and Evidence Based Practices (EBPs), most of which are determined by the state and the federal government.

For a list of the current Clinical Practice Guidelines and Evidence Based Practices available in our region, and the provider types qualified to provide them, please see the CMHPSM Clinical Practices Guidelines Policy here: https://www.cmhpsm.org/regional-policies

In the Exhibits section of that policy you will see a link to the Evidence-Based Practices List.

This list will provide all current practices being used in our region, where in the system they are being provided, and by which entity they are endorsed.

If you have any questions about the current Clinical Practice Guidelines and Evidence Based Practices available in our region, feel free to contact your local CMH Network Manager or the CMHPSM contracts department at contracts@cmhpsm.org.

Michigan Problem Gambling Helpline

The Michigan Problem Gambling Helpline is open for crisis intervention and referral to treatment. Trained and experienced counselors are available 24 hours a day, seven days a week by phone or virtually to provide immediate help to address issues related to gambling disorder, including screening services and referrals to treatment or support groups.

Helpline number: **1-800-270-7117**

CMHPSM Email Contacts

In an effort to streamline communication and to ensure your email goes to the right departmental contact, CMHPSM has created department specific emails for providers to email when you have questions or need assistance:

For any IT related questions or concerns (including questions about CRCT and/or emails), please contact the CMHPSM help desk at help@cmhpsm.org.

For any contract issues, please contact the CMHPSM Contracts Department at contracts@cmhpsm.org.

For any compliance issues, please contact the CMHPSM Compliance Department at compliance@cmhpsm.org.

To submit a complaint related to any potential fraud, waste or abuse of the Medicaid service system, please complete the form found on the CMHPSM website here: CMHPSM Medicaid Fraud and Abuse Reporting Form

For any finance needs (including budgets, budget amendments, FSRs, invoices or claims), please contact the Finance Department at finance@cmhpsm.org.

For any SUD Treatment issues needing to be addressed by the CMHPSM Treatment Team, please contact treatment@cmhpsm.org.

For any reports to the Substance Use Services Team, please email SUDReports@cmhpsm.org.

IT Help Desk	help@cmhpsm.org
Contracts Department	contracts@cmhpsm.org
Compliance Issues	compliance@cmhpsm.org
Finance Department	finance@cmhpsm.org
SUD Treatment Team	treatment@cmhpsm.org
Substance Use Services Reports	SUDReports@cmhpsm.org

Upcoming Training and Event

Opportunities:

Click on the training below to learn more information or to register!

MDHHS and CMHAM 2024 DBT Summit - SAVE THE DATE!

November 7 - November 8, 2024

CMHAM 2024 Annual Home and Community Based Waiver Conference

November 18 - November 19, 2024

Community Mental Health Partnership of Southeast Michigan

3005 Boardwalk Suite 200, Ann Arbor MI 48108 United States