

Lapeer County Community Mental Health

Network Providers Monitoring FY2021

Network Providers End-Of-Year Report

Purpose	To monitor LCCMH network providers' compliance to the FY21 contract. Providers are monitored on six domains: Contract Compliance, Recipient Rights, Corporate Compliance, Clinical Assessment, Finance / Data Compliance, and Training Compliance. Providers who do not meet the standard for each domain are required to complete a Corrective Action Plan (CAP) and additional follow-up may be required.
Review Schedule	10/1/2020 – 09/30/2021
Network Provider Monitoring Team	Tina Close, MA, LLP – Chief Operating Officer Regina MacDonald, MS – Contract Manager Lisa Jolly, BS – Recipient Rights Officer Michelle Gould-Rice, LMSW – Corporate Compliance Officer Roy Ramirez, MS – Clinical supervisor/Credentialing & Privileging Committee Chair Sandy Koyl, BHSA – Finance / Data Department Lisa Ruddy, BS – Quality Department / Network Monitoring Coordinator
Standards	Contract Compliance – 95% Recipient Rights – 95% Corporate Compliance – 100% Clinical Assessment – 95% Finance / Data Compliance – 95% Training Compliance – 100%

<b>Provider</b>	<b>Contract Compliance (Standard 95%)</b>	<b>Recipient Rights (Standard 95%)</b>	<b>Corporate Compliance (Standard 100%)</b>	<b>Clinical Assessment (Standard 95%)</b>	<b>Finance/Data Compliance (Standard 95%)</b>	<b>Training Compliance (Standard 100%)</b>	<b>Overall Score</b>
Advantage Plus	100%	100%	100%	100%	100%	N/A	100%
Alternative Services – Lake Nepessing	100%	100%	100%	100%	100%	90%	98.3%
Alternative Services – Lippincott	100%	100%	100%	100%	100%	87%	97.8%
Alternative Services – Stanley Rd.	100%	100%	100%	100%	100%	82%	97%
Alternative Services – Woodlawn	100%	100%	100%	100%	100%	92%	98.6%
Bolton Brook Manor	100%	80%	100%	78%	100%	40%	83%
Central State Community Services – Oregon	100%	100%	100%	100%	100%	84%	97.3%
Central State Community Services – Vassar	100%	100%	100%	100%	100%	63%	93.8%
Churchill Farms	100%	100%	100%	100%	100%	84%	97.3%
Comfort Care Companions	100%	100%	100%	100%	100%	40%	90%
Contract Management Associates	100%	100%	100%	93%	100%	66%	91.8%
Cynthia McNeil	100%	100%	100%	100%	100%	100%	100%
Diane Vaughan	100%	100%	100%	100%	100%	48%	91.3%
Family Literacy Center	100%	100%	100%	100%	100%	50%	90%
Flatrock Manor – Brandon	100%	80%	100%	88%	100%	100%	94.6%

<b>Provider</b>	<b>Contract Compliance (Standard 95%)</b>	<b>Recipient Rights (Standard 95%)</b>	<b>Corporate Compliance (Standard 100%)</b>	<b>Clinical Assessment (Standard 95%)</b>	<b>Finance/Data Compliance (Standard 95%)</b>	<b>Training Compliance (Standard 100%)</b>	<b>Overall Score</b>
Flatrock Manor – Flint Township	100%	100%	100%	94%	100%	100%	98.8%
Flatrock Manor – Flushing	100%	80%	100%	94%	100%	98%	95.3%
Flatrock Manor – Goodrich	100%	100%	100%	100%	100%	100%	100%
Flatrock Manor – Lapeer North	100%	100%	100%	100%	100%	100%	100%
Flatrock Manor – Lapeer South	100%	100%	100%	100%	100%	100%	100%
Flatrock Manor – Surrey Lane	100%	80%	100%	100%	100%	100%	94.6%
Fowler Center	100%	100%	100%	100%	100%	91%	98.5%
Golden Arrow Drop-In Center	100%	N/A	N/A	N/A	N/A	N/A	100%
Greater Lapeer Transportation Authority	100%	100%	100%	100%	100%	N/A	100%
Helping Hand Nursing Services	100%	100%	100%	83%	100%	40%	87.2%
Helping Hands Nursing Services – 3 month follow-up	N/A	N/A	N/A	N/A	N/A	100%	100%
Hope Network New Passages – New Hope Behavioral Services	100%	100%	100%	100%	100%	90%	97.5%

<b>Provider</b>	<b>Contract Compliance (Standard 95%)</b>	<b>Recipient Rights (Standard 95%)</b>	<b>Corporate Compliance (Standard 100%)</b>	<b>Clinical Assessment (Standard 95%)</b>	<b>Finance/Data Compliance (Standard 95%)</b>	<b>Training Compliance (Standard 100%)</b>	<b>Overall Score</b>
Hope Network New Passages – Westwood	100%	100%	100%	100%	100%	95%	98.3%
Hotchkiss Homes, Inc.	100%	100%	100%	100%	100%	68%	94.6%
Jacqueline Raymond	100%	N/A	N/A	N/A	N/A	100%	100%
Journey Therapy Center	100%	100%	100%	100%	N/A	N/A	100%
Lapeer Teamwork – CLS/Respite	100%	100%	100%	100%	100%	89%	98.2%
Lapeer Teamwork – Skill Building / Supported Employment	100%	100%	100%	97%	100%	94%	98.5%
Life Skills Center	100%	100%	100%	100%	100%	100%	100%
Lighthouse Neurological Rehabilitation Center	100%	100%	100%	100%	100%	90%	98.3%
Mathew’s AFC	100%	100%	100%	100%	100%	81%	96.8%
McLaren Lapeer Region	100%	100%	100%	97%	100%	100%	99.5%
Mercy Plus Home Care	100%	100%	100%	100%	100%	91%	98.5%
Michigan Community Services, Inc. – Park St.	100%	100%	100%	100%	100%	83%	97.2%
Michigan Community Services, Inc. – Respite	100%	50%	100%	100%	100%	82%	88.6%
Redwood, Inc. – Lighthouse	100%	100%	100%	100%	100%	97%	97.8%
Redwood, Inc. – Oakhill	100%	100%	100%	100%	100%	90%	98.3%
ResCare Premier – Briggs	100%	80%	100%	100%	100%	97%	96.2%
ResCare Premier – Burnside	100%	80%	100%	100%	100%	100%	96.6%



## **Summary of Findings**

LCCMH had a total of 129 contracts in FY21. During the provider monitoring process, only those contracts which have direct interaction with persons served are reviewed. A total of 54 providers were reviewed. The overall compliance for all domains and providers was 97%. Overall compliance rates for each domain were as follows:

- Contract Compliance: 100%
- Recipient Rights: 95%
- Corporate Compliance: 100%
- Clinical Assessment: 98%
- Finance/Data Compliance: 100%
- Training Compliance: 86%

Thirty-five providers (65%) required a Corrective Action Plan (CAP) due to one or more areas in noncompliance. Most of the CAPs were in the domains of Training Compliance or Recipient Rights. Some common problems with training compliance are providers not keeping copies of the individual plan of service (IPOS) training record, not completing the trainings in the required timeframe, or missing training documentation (certificate or training sign-in sheet).

## **Recommendations**

- Continue quarterly network provider meetings to share information and explain requirements
- Improve network provider monitoring process by sending the monitoring schedule ahead of time
- Improve network provider onboarding process for new providers by meeting with them to discuss contract requirements
- Work closely with providers who continue to be noncompliant over multiple years in the same area