

The Networker

Published for members of the Northern Lakes Community Mental Health Provider Network



Managed Care Division Mission

Effective management of a broad continuum of high quality behavioral health services that deliver personalized care efficiently and with demonstrated effective outcomes.

Recovery Classes are Open to the Public

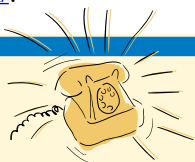
Over the past year, Northern Lakes CMH has been adding free classes and other initiatives open to the public to provide more options for adults with mental illness to learn about and support their own recovery. Offerings include a monthly Recovery Learning Community meeting, weekly art groups, Pathways to Recovery classes, MI-PATH Chronic Disease Self-Management Program classes. Coming soon will be Exercise Without Exertion and music appreciation/singing. Schedules by location are shown at <http://www.northernlakescmh.org/educational/>.

Provider Training Reference Manual: Electronic Version is in the Works

We recently distributed a training reference manual that contains the list of required training for NLCMH contracted providers as well as some training material and competency tests made available for your use if you choose. The manual contains training material on Recipient Rights, Person-Centered Planning, Grievance and Appeals, Compliance, Critical Incidents. Limited English Proficiency and Universal Precautions.

Our goal is to get this reference manual posted on our website so that you have easier access to materials for training. Please note that these are reference materials. We expect that you have other and additional materials that you use for training. Also, please note that certain training (i.e. Recipient Rights) has stringent requirements for in-person attendance at a class for initial training. We will continue to update and share training resources with you and we encourage all of our providers to share training information and resources.

For more information or to share resources with the NLCMH Provider Network; please contact Cindy Petersen at 935-3099 or Terri Kelty at 933-4913.



Provider Network CONTACTS

The Northern Lakes Community Mental Health (NLCMH) Provider Network provides services to a variety of consumers based upon their needs and circumstances. If you have questions or concerns, contact one of the following managers:

Chief Executive Officer.....	Gregory Paffhouse	(231) 935-3083
Chief Managed Care Officer.....	William Slavin	(231) 876-3237
Network Administrator	Richard Osburn	(989) 366-2952
Network Administrator	Terri Kelty.....	(231) 933-4913
Residential Network Administrator.....	Karen Cline.....	(231) 935-3687
Utilization Review/Management.....	William Slavin	(231) 876-3237
Access (Wexford, Missaukee, Crawford & Roscommon).....		1-800-492-5742
Access (Grand Traverse, Leelanau).....		(231) 922-4850
Administrative Support Services:		
Contract Management.....	Ken Brehmer	(231) 935-3166
Reimbursement/Billing/Claims.....	Rob Palmer.....	(231) 935-3175
Recipient Rights Officer.....	Jonathan Bennett	(231) 935-4185
		or (231) 876-3201

The Provider Network Address is: NLCMH Provider Network • 527 Cobbs Street • Cadillac, MI 49601



New web site enhancements!



Please see the latest developments on our website so that you can tell consumers and colleagues about it:

The direct link to our new and improved **Health Education Answers** interactive area is: <http://www.northernlakescmh.org/HealthEducationAnswers>. This area includes information on mental health diagnoses as well as on wellness, diabetes complications, weight management, men's and women's health, medication safety, and smoking and addictions. The content is provided by Eli Lilly and is certified by the National Committee for Quality Assurance (NCQA). No consumer identifiable information is collected or shared with Eli Lilly. The new information is consistent with our efforts to support people's wellness, especially in light of the report which shows that people with mental illness die 25 years earlier than the general population.

In addition, we have launched a new **Family Living Room** blog this month, to provide information and resources for families with children with Serious Emotional Disturbance. A steering committee comprised of parent volunteers is assisting with the effort and more content will be added over time.

Finally, we have added space on our web site for our new **recovery newsletter**. You can find the first issue under the Support and Learn tabs, in the Publications section, and on our Virtual Recovery Center. We're looking for a catchy name for this newsletter, which will be published quarterly for staff and consumers interested in recovery from a mental illness. <http://www.northernlakescmh.org/publications/>

Understanding Trauma Informed Care

As part of the Application for Renewal and Recommitment (ARR), we are being asked to provide "Trauma Informed Care." This is a new way of doing business that departs from the medical model and is based on recovery principles. The following is a short review of the topic. Watch for more information on trauma informed care to come.

Trauma Definition: Experiencing, witnessing, or being threatened with an event or events that involve: actual serious injury; a threat to the physical integrity of self or others; a threat of death.

What is Trauma? Any event that has the power to overwhelm an individual or group's ability to cope; Frequently associated with a perceived threat to one's life, harm to one's self, one's self-identity; Signs include: significant distress, fear, impairment in functioning, dysfunction.

Trauma Informed Services: Are based on an understanding of the pervasive impact of violence, trauma, and victimization and are based on ten standards.

Ten Standards of Trauma-Informed Services: (Harris, M and Fallot, R)

- Understand the impact of violence and victimization on the development of coping strategies
- Services identify recovery from trauma as a primary goal
- Trauma-informed services employ an empowerment model
- Trauma-informed services strive to maximize a survivor's choices and control over their recovery
- Trauma-informed services are based in a relational collaboration
- Trauma-informed services create an atmosphere that is mindful of the need for safety, respect and acceptance
- Trauma-informed services emphasize strengths
- Trauma-informed services seek to minimize revictimization
- Trauma-informed services are culturally sensitive
- Trauma-informed services solicit consumer input into designing and evaluating services

Upcoming HSAG Review

The PIHP team will be meeting by telephone with Health Services Advisory Group (HSAG), the external quality review organization for the Michigan Department of Community Health Mental Health and Substance Abuse Administration. HSAG staff will be conducting compliance monitoring reviews with all of the PIHPs in the state. We submitted a desk audit on 6/12/09 with a volume of documents and will consult with the auditors on 7/14 and 7/15/2009 to get feedback on our compliance with federal, state, and contractual requirements in a variety of areas including: Quality Assessment; Performance Measurement; Practice Guidelines; Staff Qualifications; Utilization Management; Customer Services; Enrollee Grievance Process, Rights and Protections; Subcontracts and Delegation; Provider Network; Credentialing; Access and Availability; Coordination of Care; and Appeals. We will share results of this audit with you when available.