

**BAY-ARENAC BEHAVIORAL HEALTH  
PRIMARY NETWORK OPERATIONS & QUALITY MANAGEMENT COMMITTEE MEETING**

Thursday, December 14, 2023  
1:30 p.m. - 2:30 p.m.  
Lincoln Center - East Conference Room

MEMBERS	Present	MEMBERS	Present	AD-HOC MEMBERS	Present
Abbi Burns, List Psychological Assistant Site Supervisor	X	Joelle Sporman (Recorder), BABH BI Secretary	X	Amanda Johnson, BABH ABA/FS Team Leader	X
Allison Gruehn, BABH ACT/Adult MI Program Manager		Karen Amon, BABH Healthcare Accountability Director		Denise Groh, BABH Medical Records Associate	
Amy Folsom, BABH Madison Clinic Manager	X	Kelli Maciag, BABH Children's IMH/HB Supervisor		Ellen Lesniak, BABH Finance Manager	
Anne Sous, BABH EAS Supervisor		Laura Sandy, MPA Adult/Child CSM Supervisor	X	Jacquelyn List, List Psychological COO	
Barb Goss, Saginaw Psychological COO		Lynn Blohm, BABH North Bay Team Supervisor	X	Kathy Jonhson, Consumer Council Rep (I/A/I/O)	
Chelsea Hewitt, Saginaw Psychological Asst. Supervisor		Melanie Corrior, BABH Adult ID/DD Manager		Nathalie Menendes, Saginaw Psychological COO	
Chelsee Baker, Saginaw Psychological Supervisor	X	Melissa Deuel, BABH Quality & Compliance Coordinator		Nicole Sweet, BABH Clinical Services Manager	
Emily Gerhardt, BABH Children Services Team Leader		Melissa Prusi, BABH RR/Customer Services Manager		Sarah Van Paris, BABH Nursing Manager	
Emily Simbeck, MPA Adult OPT Supervisor		Noreen Kulhanek, BABH Children's Program Manager		Stephanie Gunsell, BABH Contracts Manager	
Heather Beson, BABH Integrated Care Director		Pam VanWormer, BABH Arenac Clinical Supervisor	X	Taylor Keyes, Adult MI Team Leader	
Heather Friebe, BABH Arenac Program Manager	X	Sarah Holsinger (Chair), BABH Quality Manager		Tyra Blackmon, BABH Access/ES Clinical Specialist	
Jaclynn Nolan, Saginaw Psychological OPT Supervisor		Stacy Krasinski, BABH EAS Program Manager	X	Amanda Johnson, BABH ABA/FS Team Leader	
James Spiegel, BABH EAS Mobile Response Team Supervisor	X	Stephani Rooker, BABH ID/DD Team Leader	X	<b>GUESTS</b>	<b>Present</b>
Joelin Hahn (Chair), BABH Integrated Care Director		Tracy Hagar, MPA Child OPT Supervisor		Saginaw Psychological: Kristen Kolberg	X
				BABH: Sarah Mulvaney	X

Topic	Key Discussion Points	Action Steps/Responsibility
<b>1. a. Review of, and Additions to Agenda</b> <b>b. Approval of Meeting Notes: 10/12/23</b> <b>c. Program/Provider Updates and Concerns</b>	a. There were no additions to the agenda. b. The October 12 <sup>th</sup> meeting notes were approved as written. c. <b>Bay-Arenac Behavioral Health:</b> <ul style="list-style-type: none"> <li>- <u>ABA/FS</u> – Nothing to report this month.</li> <li>- <u>ACT/Adult MI</u> – Nothing to report this month.</li> <li>- <u>Arenac Center</u> – Nothing to report this month.</li> <li>- <u>Children's Services</u> – Noreen Kulhanek's last day is the end of December, and Emily Gerhardt is her replacement. There is an opening for a HB therapist. ABA evaluations require a doctor's slip (primary doctor) so referrals cannot be processed without one.</li> <li>- <u>CLS</u> – There are still huge wait lists for CLS services. Providers are having difficulty hiring staff. Horizon Home is working lots of OT to cover shifts. Amy at BHS is retiring. There are workgroups at the state level for CLS workers to become certified.</li> <li>- <u>Contracts</u> – Nothing to report this month.</li> </ul>	

**BAY-ARENAC BEHAVIORAL HEALTH  
PRIMARY NETWORK OPERATIONS & QUALITY MANAGEMENT COMMITTEE MEETING**

Thursday, December 14, 2023

1:30 p.m. - 2:30 p.m.

Lincoln Center - East Conference Room

Topic	Key Discussion Points	Action Steps/Responsibility
	<ul style="list-style-type: none"> <li>- <u>Corporate Compliance</u> – Nothing to report this month.</li> <li>- <u>EAS (Emergency Access Services)/Mobile Response</u> – The team leader position is open for second shift as well as third shift. There are two openings for intake specialists.</li> <li>- <u>Finance</u> – Nothing to report this month.</li> <li>- <u>ID/DD</u> – There are no updates to report this month.</li> <li>- <u>IMH/HB</u> – Nothing to report this month.</li> <li>- <u>Madison Clinic</u> – Dr. Meyer started November 13<sup>th</sup> and replaced Dr. Chamberlain. Jill Lebourdais needs to do more administrative work with Dr. Ibrahim so Melissa Wazny will start December 19<sup>th</sup> to replace Jill at Arenac on Tuesdays in person.</li> <li>- <u>Medical Records</u> – Nothing to report this month.</li> <li>- <u>North Bay</u> – Nothing to report this month.</li> <li>- <u>Quality</u> – Nothing to report this month.</li> <li>- <u>Recipient Rights/Customer Services</u> – If you have a program that does not have reminder call texts, reach out to Karen Amon to have those turned on for your program.</li> </ul> <p><b>List Psychological:</b> Abbie Burns last day at List is tomorrow. They will not be replacing her; they will be splitting the duties up with Megan Smith (Site Supervisor) and Melanie Blank (Office Manager). There is another full-time therapist leaving soon. The receptionist quit on Monday. Not sure how long we are closed to referrals. There are four therapists and one part time therapist. Amy would like List to send a message to the Help Desk that anyone who is leaving or has left, to put an out of office message and have those messages checked and have them forwarded to someone who can take care of them.</p> <p><b>MPA:</b> We are still limited to therapy to two per week for intakes and both case management programs combined, five intakes per week. OPT Adult team is not open to any transfers.</p>	

**BAY-ARENAC BEHAVIORAL HEALTH  
PRIMARY NETWORK OPERATIONS & QUALITY MANAGEMENT COMMITTEE MEETING**

Thursday, December 14, 2023

1:30 p.m. - 2:30 p.m.

Lincoln Center - East Conference Room

Topic		Key Discussion Points	Action Steps/Responsibility
		<b><u>Saginaw Psychological</u></b> : There are two new case managers, so they are open to referrals again. There is one therapy referral per week till January and then open to referrals for therapy. We are open to transfer requests to one per week. Does BABH have a preference between Doxy or Zoom for the case management team to use? Either program is fine.	
2.	<b>Plans &amp; System Assessments/Evaluations</b> a. QAPIP Annual Plan (Sept) b. Organizational Trauma Assessment Update	a. Nothing to report this month. b. Nothing to report this month.	
3.	<b>Reports</b> a. QAPIP Quarterly Report (Aug, <u>Nov</u> , Feb, May) b. <u>Harm Reduction, Clinical Outcomes &amp; Stakeholder Perception Reports</u> i. <b>MSHN Priority Measures Report (Jan, Apr, Jul, <u>Oct</u>)</b> ii. Recipient Rights (Jan, Apr, Jul, Oct) iii. <b>Recovery Assessment Scale (RAS) Report (Mar, Jun, Sep, <u>Dec</u>)</b> iv. Consumer Satisfaction Report (MHSIP/YSS) v. Provider Satisfaction Survey c. <u>Access to Care &amp; Service Utilization Reports</u> i. MMBPIS Report (Jan, Apr, Jul, Oct) ii. <b>LOCUS (Mar, Jun, Sep, <u>Dec</u>)</b> iii. <b>Leadership Dashboard - UM Indicators (Jan, Apr, Jul, <u>Oct</u>)</b> iv. <b>Service Requests Disposition Report (Feb, May, Aug, <u>Nov</u>)</b> v. <b>Discharge Summary Disposition Report (Feb, May, Aug, <u>Nov</u>)</b>	a. Defer b. i. Defer ii. Nothing to report this month. iii. Please review the RAS report individually as this was emailed to you before the meeting. There will not be a formal report. Please note that when comparing FY23Q4 to FY23Q3, there were fifteen statements during FY23Q4 that scored lower than FY23Q3. This is compared to 5 statements that scored lower in FY23Q3 compared to FY23Q2. iv. Nothing to report this month. v. Nothing to report this month. c. i. Nothing to report this month. ii. Defer iii. Defer iv. Defer v. Defer vi. Nothing to report this month. d. i. Defer ii. Defer iii. Nothing to report this month. iv. Nothing to report this month. v. Nothing to report this month. e. Nothing to report this month.	b.i. Deferred c.ii. Deferred c.iii. Deferred c.iv. Deferred c.v. Deferred d.i. Deferred d.ii. Deferred f. Deferred

**BAY-ARENAC BEHAVIORAL HEALTH  
PRIMARY NETWORK OPERATIONS & QUALITY MANAGEMENT COMMITTEE MEETING**

Thursday, December 14, 2023

1:30 p.m. - 2:30 p.m.

Lincoln Center - East Conference Room

Topic		Key Discussion Points	Action Steps/Responsibility
	<ul style="list-style-type: none"> <li>vi. Customer Service Report (Jan, Apr, Jul, Oct)</li> <li>d. <u>Regulatory and Contractual Compliance Reports</u> <ul style="list-style-type: none"> <li>i. <b>Internal Performance Improvement Report (Feb, May, Aug, Nov)</b></li> <li>ii. <b>Internal MEV Report</b></li> <li>iii. MSHN MEV Audit Report (Apr)</li> <li>iv. MSHN DMC Audit Report (Sept)</li> <li>v. MDHHS Waiver Audit Report (Oct when applicable)</li> </ul> </li> <li>e. Periodic Review Reports</li> <li>f. <b>Ability to Pay Report</b></li> <li>g. Review of the Referral Status Report</li> </ul>	<ul style="list-style-type: none"> <li>f. Defer</li> <li>g. Nothing to report this month.</li> </ul>	
4.	<p><b><u>Discussions/Population Committees/Work Groups</u></b></p> <ul style="list-style-type: none"> <li>a. <u>Harm Reduction, Clinical Outcomes and Stakeholder Perceptions</u> <ul style="list-style-type: none"> <li>i. CAFAS Reports for Performance Improvement/LOC Utilization Mgmt.</li> <li>ii. PCP Treatment Team Input</li> <li>iii. Consumer Council Recommendations (as warranted)</li> </ul> </li> <li>b. <u>Access to Care and Service Utilization</u> <ul style="list-style-type: none"> <li>i. MMBPIS Work Group</li> <li>ii. Services Provided during a Gap in IPOS</li> <li>iii. Repeated Use of Interim Plans</li> </ul> </li> <li>c. <u>Regulatory Compliance &amp; Electronic Health Record</u> <ul style="list-style-type: none"> <li>i. 1915 iSPA</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>a.               <ul style="list-style-type: none"> <li>i. Nothing to report this month.</li> <li>ii. Nothing to report this month.</li> <li>iii. Nothing to report this month.</li> </ul> </li> <li>b.               <ul style="list-style-type: none"> <li>i. Nothing to report this month.</li> <li>ii. Nothing to report this month.</li> <li>iii. Nothing to report this month.</li> </ul> </li> <li>c.               <ul style="list-style-type: none"> <li>i. Nothing to report this month.</li> <li>ii. Nothing to report this month.</li> <li>iii. Nothing to report this month.</li> <li>iv. Nothing to report this month.</li> <li>v. Nothing to report this month.</li> <li>vi. Nothing to report this month.</li> </ul> </li> <li>d. Nothing to report this month.</li> <li>e. Nothing to report this month.</li> <li>f. Nothing to report this month.</li> <li>g. Defer</li> </ul>	<ul style="list-style-type: none"> <li>g. Deferred</li> <li>l. Deferred</li> </ul>

**BAY-ARENAC BEHAVIORAL HEALTH  
PRIMARY NETWORK OPERATIONS & QUALITY MANAGEMENT COMMITTEE MEETING**

Thursday, December 14, 2023

1:30 p.m. - 2:30 p.m.

Lincoln Center - East Conference Room

Topic	Key Discussion Points	Action Steps/Responsibility
<ul style="list-style-type: none"> <li>ii. Ability to Pay Assessments</li> <li>iii. Periodic Reviews - Including Options for Blending with Plan of Services Addendums</li> <li>iv. Management of Diagnostics</li> <li>v. MDHHS Standard Consent Module in Phoenix</li> <li>vi. PHE Ending Update and PCE Changes</li> <li>d. BABH/Policy Procedure Updates</li> <li>e. Conflict Free Case Management</li> <li>f. OPT Group Therapy</li> <li><b>g. Coordination of Care – PCE</b></li> <li><b>h. Clinical Capacity Issues Update</b></li> <li><b>i. Trauma Screening – Clinical Assessment-document in folder</b></li> <li><b>j. Referrals – Not having enough staff to accommodate number of referrals coming in</b></li> <li><b>k. Education on Medicaid Renewal</b></li> <li><b>l. Review of GE Exceptions P&amp;P</b></li> <li><b>m. Medicare Plans</b></li> <li><b>n. Injection Samples Updates and Expectations regarding Co-Pays</b></li> <li><b>o. DBT</b></li> </ul>	<ul style="list-style-type: none"> <li>h. BABH hired an internal staff to a therapist position. Hoping to have people helping with groups after the first of the year. There will be an engagement group. Trying to hire virtual therapists through Iris Telehealth. Staff will be helping with intake assessments.</li> <li>i. There was a proposal for trauma screening questions. Under the reasons for no screening completed, there was a new radio button added 'trauma experienced in the past year but declines further evaluation.'</li> <li>j. We are not allowed to have wait lists, which is why the Case Management programs are feeling the extra strain. Tightening up on severity and making sure everyone that comes in really needs our services. There are more denials. Keeping track of reopens, sending an ABD and calling them when able to.</li> <li>k. Medicaid has been terminated, so individuals need ATP's. If they can meet criteria for specialty mental health services, appointments cannot be cancelled. If they have private insurance, it needs to be put in the chart to bill the private insurance and continue to see the person.</li> <li>l. Defer</li> <li>m. Medicare co-pays are more so when picking Medicare Plans, individuals need to pick a plan the drug is on the formulary so they can get the lowest co-pay cost. They cannot be on a sample when they did not pick a plan.</li> <li>n. There is a shortage of injection samples available. They are meant for the pharmacy companies to give as a trial for new individuals so they don't have to pay for medication that may not work for them. BABH will not pay the co-pays, so it needs to be worked out with the pharmacy.</li> <li>o. Saginaw Psychological Services provides DBT services for the BABH provider network. SPS have recently lost several therapists, are down to five therapists, and are swamped with lots of clients needing DBT. Many of their therapists doing DBT are showing signs of burnout. SPS has been brainstorming options to keep DBT going. SPS is suggesting to have therapists from different agencies working with Saginaw Psych to continue DBT in the BABH provider network. A week-long training is coming up in</li> </ul>	

**BAY-ARENAC BEHAVIORAL HEALTH  
PRIMARY NETWORK OPERATIONS & QUALITY MANAGEMENT COMMITTEE MEETING**

Thursday, December 14, 2023

1:30 p.m. - 2:30 p.m.

Lincoln Center - East Conference Room

Topic		Key Discussion Points	Action Steps/Responsibility
		February. Group is two hours a week and session with clients is one hour a week. DBT PE trauma piece is an hour twice a week. Looking for LMSW therapists.	
5.	<b>Announcements</b> a. DHHS Outreach Worker i. MIBridges System b. Great Lakes Bay FAN – Monthly meeting reminder: Delta College, Thursdays 7:00-8:00PM	a. FYI b. FYI	
6.	<b>Parking Lot</b> a. Addendums (Primary Case Holder vs. Add-On Services)	a. Future discussion	
7.	<b>Adjournment/Next Meeting</b>	The meeting adjourned at 2:30 pm. The next meeting will be on January 11, 2024, 1:30 - 3:30 in-person at the Lincoln Center in the East Conference Room.	