



POLICY AND PROCEDURE MANUAL

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| SUBJECT: Network Provider Training | ACCOUNTABILITY NMRE, NMRE Network Providers | Effective Date: April 23, 2014 | Pages: 2 |
| REQUIRED BY | BBA Section: 42 CFR 438.214 PIHP Contract Section: P7.3.1.1., "Network Management Reciprocity" Other: Michigan AFC Licensing Rules, as applicable; Michigan Licensing & Certification Standards; State Training Guidelines Workgroup (STGW) Training/Curriculum | Last Review Date: July 18, 2019 | Past Review Date: April 21, 2016 |
| Policy: <input checked="" type="checkbox"/> Procedure: <input type="checkbox"/> | Review Cycle: Annual Author: NMRE Provider Network Manager | Responsible Department: Provider Network | Reviewers: NMRE Board of Directors |

Definitions

Behavior Treatment Plan: This plan put in place when a person's illness or disability involves behaviors that they or others who work with them want to change. The behavior treatment plan is developed during their individual plan of services (IPOS) and is approved and reviewed regularly by a team of specialists to make sure that it is effective and dignified and continues to meet the person's needs.

Beneficiary: A person served by the publicly funded behavioral health and substance use disorder system or his/her representative.

Individual Plan of Services (IPOS): The written details of the supports, activities, and resources required for the individual to achieve personal goals. An individual and his/her team are responsible for developing the individual plan of services.

MDHHS: Michigan Department of Health and Human Services.

Network Provider: Any provider that receives Medicaid funding directly or indirectly to order, refer, or render covered services as a result of the state's contract with the NMRE, its member CMHSPs, and the Substance Use Disorder provider panel.

Northern Michigan Regional Entity (NMRE): The PIHP for Region 2, the 21-counties located in Michigan's northern lower peninsula.

Prepaid Inpatient Health Plan (PIHP): One of ten organizations in Michigan responsible for managing Medicaid services related to behavioral health, development disabilities, and substance use.

Purpose

The purpose is to establish a monitoring process to ensure that all NMRE Network Providers offer required training for staff who perform services that may be covered, in whole or in part, with public funds.

Policy

The NMRE will require training in accordance with applicable licensing agencies, the MDHHS-PIHP contract, and Federal regulations. Compliance with training requirements will be monitored by the NMRE.

Approval Signature



NMRE Chief Executive Officer

7/18/19

Date

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Procedure

All Network Providers will document all training for all staff. Training records will be made available for review by NMRE upon request.

Training Reciprocity

The NMRE will ensure internal and external reciprocity efforts as outlined in the MDHHS-PIHP contract. Additional trainings may be needed for direct care staff to fulfill requirements and options based on work setting and the needs of beneficiaries. The MDHHS curriculum guide will be used to ensure uniformity and the flexibility for reciprocity and to stay current in an everchanging environment.

The MDHHS websites listed provide complete guidance on requirements and curricula to meet the requirements:

- (1) http://www.michigan.gov/lara/0,4601,7-154-63294_27717-251002--,00.html
- (2) http://www.michigan.gov/lara/0,4601,7-154-63294_27717-224979--,00.html

Each Network Provider will make available to NMRE the approved curriculum used for direct care staff training as updated. Written documentation of compliance with training shall be kept on file at the facility for not less than ten (10) years.

Evidence of direct care staff training on the beneficiary’s IPOS includes documentation for specific training on the treatment plan and amendments to treatment plan including specialty services goals and objectives; behavior treatment plans (whether monitored by the BTC or not). The IPOS trainer should be the author of the plan. Training of specialty goals and objectives must be provided by a practitioner working within the scope of his/her practice, as in a registered nurse (RN) for medically related items. The documentation of the training must be available for review in the electronic health record (EHR) or upon request from the Network Provider.

Network Providers will ensure that all employees have the training, education, experience, licensing, or certification appropriate to their position and responsibilities.

The documents listed are available <https://www.nmre.org/>:

- (1) NMRE Guide to Behavioral Health Services
- (2) NMRE Support and Knowledge Base
- (3) NMRE Administrative Manual/Policies and Procedures
- (4) NMRE Network Practice Guidelines
- (5) MDHHS/PIHP Medicaid Managed Specialty Supports and Services
- (6) MDHHS-PIHP Contract (<https://www.nmre.org/wp-content/uploads/2018/09/FY19-NMRE-PIHP-Contract-and-Attachments.pdf>)

Approval Signature



NMRE Chief Executive Officer

7/18/19

Date