

## A Message from the Chief Executive Officer

Once again, we are pleased to provide you with news from NorthCare Network. Our staff have been very busy again this year with quality improvement efforts to enhance and improve the delivery of comprehensive mental health and substance use disorder services and supports across the Upper Peninsula. With an emphasis on improving coordination and integration with primary care health providers, we have devoted considerable staff time and energy to whole-health initiatives, realizing that many of the persons we serve have co-morbid medical conditions that sometimes lead to frequent trips to emergency rooms. We also have found that many of our consumers need assistance in coordinating medications and we are working with the Upper Peninsula Health Plan to review and coordinate these services and benefits.

This year has also required updating policies and procedures to remain in compliance with state and federal healthcare standards. As a specialty health plan accredited by URAC, we are especially mindful of requirements and changes in the Medicaid Managed Care regulations that go into effect this year and over the next several years. Working together with the other nine Prepaid Inpatient Health Plans in Michigan, we have also taken active steps to enhance administrative efficiencies and consistency of expectations of our provider panel members. Using reciprocity agreements and standardized contract monitoring protocols, we will reduce the number of on-site reviews of inpatient facilities and other providers in the coming years. Development of training reciprocity agreements also reduced redundancies and created more predictable and uniform standards for service providers.

200 West Spring Street, Suite 2,  
Marquette, MI 49855

As is always the case in an everchanging healthcare environment, new initiatives and projects present even more challenges. Mindful of our commitment to be responsible stewards, we have accepted these challenges. We met the demands associated with conducting Supports Intensity Scale (SIS) evaluations region wide, Home and Community Based surveys and associated review, approval, and monitoring of Corrective Action Plans, development of Utilization Management standards and processes to comply with new federal parity regulations, to name a few.

With the support of our fine Board of Directors, we continue work to ensure and improve the right care, at the right time, for the right cost, with the right outcome. We appreciate our partnership with advocates, community providers and stakeholders, and with the fine persons and families we serve.

I hope you find this newsletter informative and helpful, and, as always, we appreciate your feedback, questions, and concerns.

Sincerely,



William Slavin, CEO

## Mission Statement

*NorthCare Network ensures that every eligible recipient receives quality specialty mental health and substance use disorder services and supports through the responsible management of regional resources.*

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## Annual Reminder of Important Information

This list of federal rights is provided to you annually. As a Medicaid recipient, you are guaranteed the following rights:

1. Providers that offer non-English language services.
2. A list of service provider restrictions on freedom of choice (none in the Upper Peninsula).
3. Information on grievance, appeals and fair hearing procedures.
4. Explanation of benefits available through your service provider.
5. Procedures for obtaining benefits and authorization requirements.
6. Directions on how to obtain benefits from our network providers.
7. Information on after-hours and emergency coverage.
8. Request policies on referrals for specialty care and other benefits not provided by your primary care provider.
9. Cost sharing (none in the Upper Peninsula).
10. Benefits that are available under the State plan but are not covered under contract.
11. Written information on advance directives.
12. Additional information on the structure and operation of NorthCare Network.
13. No physician incentive plans are in use by NorthCare Network or their providers.



Most of the information on the above list is included in the **NorthCare Customer Handbook**. The handbook is given to individuals when they start services at their local Community Mental Health Service Program (CMHSP) or Substance Use Disorder (SUD) agency. This handbook is also provided to individuals each year (or more often) during their annual **Individual Plan of Service (IPOS)** meetings. You may also call **NorthCare Customer Service at 1-888-333-8030** and we will mail a copy at any time. This information, the Customer Handbook, and more resources are always available on our website at [www.northcarenetwork.org](http://www.northcarenetwork.org).

## Annual Performance Reports

NorthCare and the five Upper Peninsula CMHSPs publish annual performance reports. The reports provide information on how the CMHSPs performed in many different areas such as: how many people have been served, financial information, customer service satisfaction, and many more topics. We

encourage you to read through the annual reports. All of the annual performance reports are available online at your local CMHSP website, or you are welcome to call the customer service numbers listed below and we will be glad to mail you a copy.

NorthCare Network: [www.northcarenetwork.org](http://www.northcarenetwork.org) 1-888-333-8030  
Copper Country Community Mental Health; [www.cccmh.org](http://www.cccmh.org) 1-800-526-5059  
Gogebic Community Mental Health: [www.gccmh.org](http://www.gccmh.org) (906) 229-6120  
Hiawatha Behavioral Health: [www.hbhcmh.org](http://www.hbhcmh.org) 1-800-839-9443  
Northpointe Behavioral Health Systems: [www.nbhs.org](http://www.nbhs.org) 1-800-750-0522  
Pathways Community Mental Health: [www.pathwaysup.org](http://www.pathwaysup.org) 1-888-728-4929

## Contact NorthCare

If you or a loved one is seeking behavioral health treatment or substance use disorder services, contact NorthCare Network's **Access Unit** at **1-888-906-9060**. For any other questions, concerns, or complaints, contact NorthCare's **Customer Services** at **1-888-333-8030**. NorthCare is the front door for receiving services at your local community mental health agency, or inpatient/residential substance use disorder agency.



### Customer Service Phone Numbers



**Copper Country CMH:** 1-800-526-5059—Tracy Jaehnig  
**Gogebic CMH:** (906) 229-6120—Stacey Kivisto  
**Hiawatha Behavioral Health:** 1-800-839-9443—Jennifer Sweet  
**Northpointe Behavioral Health Systems:** 1-800-750-0522—Krystal DeWitt  
**Pathways CMH:** 1-888-728-4929—Faye Witte  
**NorthCare Network:** 1-888-333-8030—Ashlee Kind

## 12<sup>th</sup> Annual U.P. Recovery Conference

The recovery conference planning committee has begun preparing for the **2018 Recovery Conference** event. The conference is scheduled for **Tuesday, May 1, 2018**, and will be held at Northern Michigan University in Marquette, Michigan. This year's conference theme is ***The Magic of Hope*** and we are excited to announce that the keynote speaker will be **Philip Hefner-Gardiepy**, the training coordinator from one of our region's own community mental health agencies, Northpointe Behavioral Health Systems. Look for the conference brochure that will be sent out in March 2018. And, as always, **the event is free of charge**. We look forward to seeing you there!



## What is the Supports Intensity Scale (SIS) Assessment?

The **Supports Intensity Scale (SIS)** is a strength-based, comprehensive assessment tool, developed by the **American Association on Intellectual and Developmental Disabilities (AAIDD)**. This assessment measures an individual's support needs in personal, work-related, and social activities to identify and describe the types and intensity of the supports an individual requires. Support areas might include home and community living, employment, health and safety, and behavioral and medical services.

An assessor asks questions with an individual and two people who have known them for at least three months (perhaps a family member or friend). The individual is encouraged to participate in the assessment as much as possible to help identify their unique preferences, skills, and life goals. The assessment usually takes about two hours to complete and is held at a location of the person's choice that is both comfortable and private.

The assessment is then used by the consumer and their support team in the person-centered planning process where supports, medically-necessary services, and community resources are discussed to create an **Individual Plan of Support (IPOS)**. The SIS assessment is completed once every three years, so it evaluates change over time.

NorthCare's SIS assessors are **Abbie Hockstad** at **(906) 225-7304** and **Sally Olson** at **(906) 225-4423**.

## Accessing Services through NorthCare Network

### Mental Health Services

NorthCare's **Mental Health Access Service** provides a phone screening to assist callers in determining if they are eligible for Community Mental Health Service Program (CMHSP) services. Because these agencies provide specialty services, not everyone will qualify. The CMHSPs are set up to provide intensive services to adults with Severe Mental Illnesses (SMI), children with Serious Emotional Disturbances (SED), or individuals with Intellectual or Developmental Disabilities (IDD), indicated prior to age 22.

If you are interested in receiving services at the your local CMHSP, you or your guardian will need to participate in a phone screening that takes 20 to 30 minutes to complete. Questions will include information about prior treatment(s), current symptoms, substance use, ability to function with daily activities, and risk of harm to self/others.

If you do not appear to qualify for the intensive services through the CMHSP, NorthCare's Access Department will provide you with information about other counseling options in your county. This screening is for non-emergency ongoing services only. *If you feel you are in crisis and/or in need of hospitalization, please contact your local CMHSP and ask to speak to a crisis worker. Or go to your local ER, or call 911.*

**CMHSP crisis numbers are:** Copper Country : 800-526-5059; Gogebic : 800-348-0032;  
Hiawatha: 800-839-9443; Northpointe 800-750-0522; and Pathways: 888-728-4929.



**6564**, available

You will be scheduled a time to call back and have an SUD screening/referral with one of our NorthCare SUD clinicians. NorthCare's SUD service *is not an emergency service*. If you feel you need medical attention, you should report to your local hospital.

**Eligible Clients:** Individuals with Healthy Michigan, Medicaid, or MI Health Link coverage, or those who meet the NorthCare Network SUD's sliding fee scale.

**Individuals with private insurance should contact their insurance carrier for referral to treatment information.**

## Home and Community Based Services (HCBS)

The **Centers for Medicare and Medicaid Services** published a new set of rules for the delivery of home and community based services through the **Medicaid waiver** programs. These rules aim to improve the experience of individuals in these programs by **enhancing** access to the community, **promoting** the delivery of services in more integrated settings, and **expanding** the use of person-centered planning.

In response to these new rules, a statewide transition plan has been established to bring the state's waiver programs into compliance with the new regulations, while continuing to provide vital services and supports to Michigan citizens. It is the Michigan Department of Health and Human Services' (MDHHS) goal to create a transition plan that serves the best interests of the people of Michigan, while also meeting requirements from the Centers for Medicare and Medicaid Services.

More information regarding the HCBS transition plan can be found on the **MDHHS website at:**

[http://www.michigan.gov/mdhhs/0,5885,7-339-71547\\_2943-334724--,00.html](http://www.michigan.gov/mdhhs/0,5885,7-339-71547_2943-334724--,00.html)

Our region's HCBS contact is **Ashlee Kind**. She can be reached at **(906) 225-4411**.

## Integrated Health Care

NorthCare Network continued joint efforts in 2017 with the Upper Peninsula Health Plan (UPHP) to meet shared consumer needs and will continue this partnership into 2018 and beyond. Working together, UPHP and NorthCare can link persons with unmet physical or behavioral health needs with physicians, providers, and specialists. Examples of these services and specialties are primary care physicians, nutritionist/dietician, and diabetic, asthma and allergy, and cardiovascular specialists. Educational material has been developed to teach *healthy living choices*. The **Integrated Care Educational Material** is available on our website at:

<https://www.northcarenetwork.org/customer-service.html>



Your consent is needed to provide integrated care between multiple providers. The State of Michigan developed the "Consent to Share Behavioral Health Information for Care Coordination Purposes," to make coordination easier for consumers. This consent allows you to share information between multiple parties like; NorthCare, UPHP, your primary physician, specialist providers, and behavioral health providers and supports. Unlike a Release of Information with only two parties, this form makes it easier for all providers to be on the same page as you when it comes to your needs. NorthCare has developed a tool to guide providers and consumers in completing this form which can be found at: <https://www.northcarenetwork.org/providers.html>.

The 2017 grant funding for Integrated Care was renewed in 2018, which allows NorthCare to offer educational tools and supports for overall wellness. In 2018 NorthCare will be developing a partnership with **myStrength**, a web-based emotional well-being support tool. This partnership will provide all NorthCare Network consumers access to the myStrength platform.

## Partners in Excellence Award



Sarah Peurakoski (left) receiving award from William Slavin (right)

At the **Community Mental Health Association's (CMHA) Fall 2017 Conference**, William Slavin, NorthCare Network CEO, presented Sarah Peurakoski, **Superior Alliance for Independent Living (SAIL)** Executive Director, with the **Partners in Excellence Award**.

Sarah Peurakoski has been the Executive Director of SAIL since December 2012. Over the past eight years, Sarah has assisted with

hosting over 100 activities per year as well as working on assistive technology, work incentive, employment, safe transportation and nursing facility programs.

Sarah and SAIL have helped reduce stigma by hosting community events to dismiss the myths surrounding living with a disability. Sarah organized the 298 Affinity Group meeting in the U.P. in 2016 and has cultivated a relationship between NorthCare Network and SAIL to benefit the mental health community. NorthCare has recently contracted with SAIL to hire a Veterans Navigator position and continues to provide a Safe Transport Coordinator to manage the Transportation Block Grant. Both these initiatives are funded through grants NorthCare receives from MDHHS. Sarah is also a member of the Area Agency on Aging Advisory Group. When she is not busy advocating, educating ,and offering health and wellness activates for persons with disabilities, she enjoys spending time with her partner of seven years, Jess Peurakoski, and their two sons, Sawyer and Edwin.

The Partner in Excellence award is designed to recognize those who have, in the process of utilizing community mental health services, enhanced the perception of those services and the individuals that receive them within in the community. Sarah's hard work and dedicated commitment to people of all ages and all disabilities is commendable and exemplifies the values of the **Partners in Excellence Award**.

**"Please join me in welcoming and congratulating Sarah Peurakoski as this year's recipient of the Partners in Excellence Award."**

### Word Scramble

oyepor

rspuieor

aghmniiic

rycreove

psapshnei

pachpiew

elsim

abagar

cnisikdno

Answers on pg. 8

## NorthCare Finances

The NorthCare Network region receives resources for quality mental health and substance use disorder services through a contract with the Michigan Department of Health and Human Services. These services are in turn funded by federal Medicaid resources, and NorthCare Network is responsible for ensuring quality mental health and substance use disorder services reach all eligible individuals across the five Community Mental Health Service Programs (CMHSP).

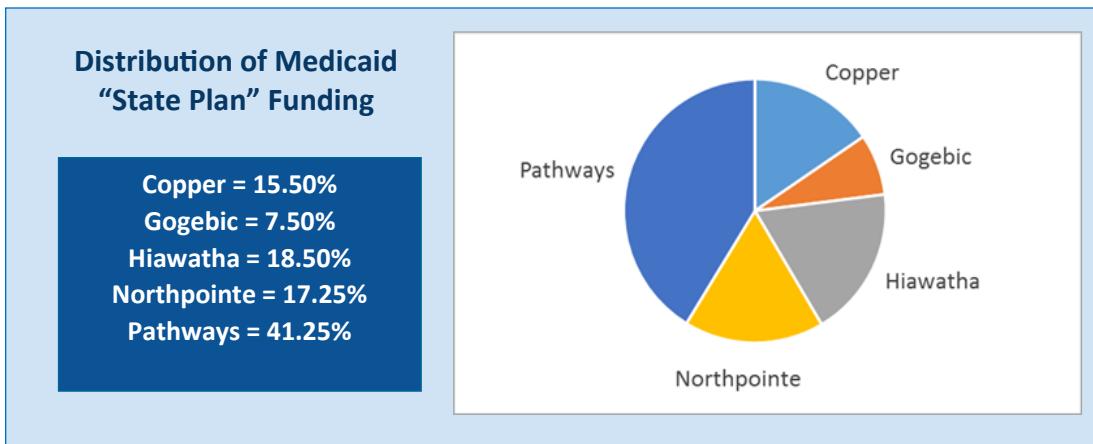
### Community Mental Health Service Programs by County

Copper Country	Gogebic	Hiawatha	Northpointe	Pathways
Baraga	Gogebic	Chippewa	Dickinson	Alger
Houghton		Mackinac	Iron	Delta
Keweenaw		Schoolcraft	Menominee	Luce
Ontonagon				Marquette

Medicaid funding comes in multiple forms; the **“State Plan,” Habilitation Supports Waiver, Healthy Michigan Plan, Autism Benefit Waiver, and DHIP (which is for children in foster care or child protective services)**. From October 1, 2016, to September 30, 2017, the Upper Peninsula received over \$92 million in Medicaid resources.\*

Some program funding is based on county of service, and those dollars are sent directly to the responsible CMHSP. The State Plan provides the majority of funding that NorthCare Network is responsible for managing to ensure services and supports are available to *every* eligible person in the region. NorthCare Network distributes State Plan funding based on percentages.

For FY2017, Medicaid “State Plan” funds are allocated across the Upper Peninsula as shown in the graph below:



(\*Preliminary data based on year-end estimates including the Healthy Michigan population.)

## Our Vision

*NorthCare Network envisions a full range of accessible, efficient, effective and integrated quality behavioral health services and community based supports for residents of Michigan’s Upper Peninsula.*

## Consumer Satisfaction Survey Results – FY17

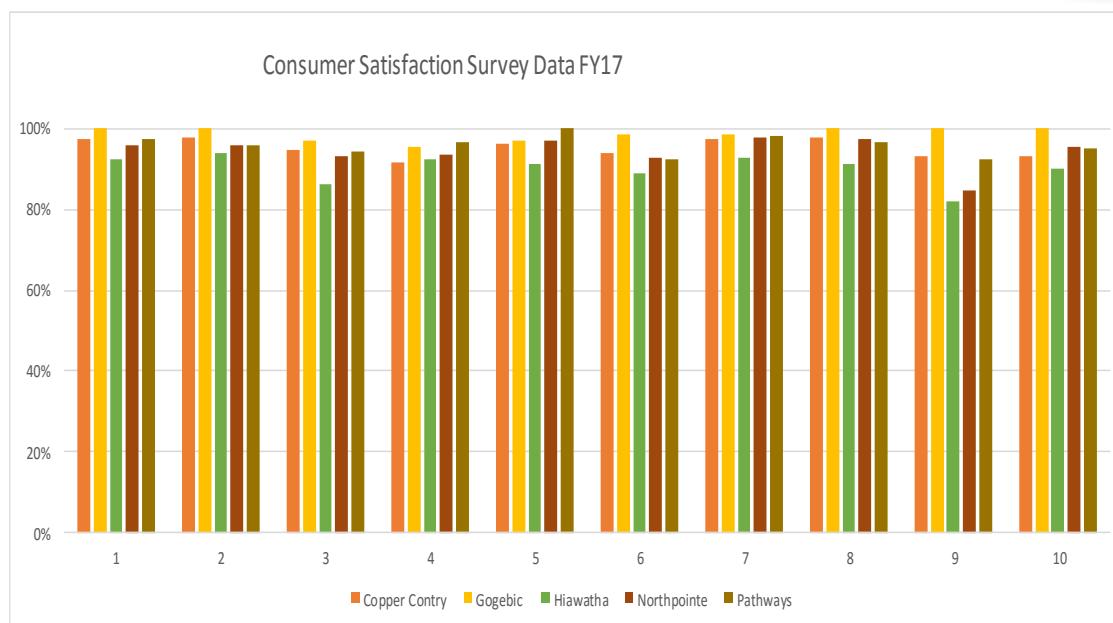
**Consumer Satisfaction Surveys** are mailed out every year to individuals who receive services through their local Community Mental Health Service Programs (CMHSP). This is one of many ways to assess the quality of care, compliance with standards, and, most importantly, our consumers' satisfaction.

Overall, the scores from the **2017 Survey** indicated that consumers felt they were being treated well, and receiving service that complied with standards for service planning, consumer rights, and overall satisfaction. Below you will see a graph that shows what percent of consumers reported they were satisfied and the questions that correlate to them.

1. Appointments are scheduled at times that work best for me.
2. I am informed of my rights.
3. I feel better because of the service received.
4. I know what to do if I have a concern or complaint.
5. Staff are sensitive to my cultural/ethnic background.
6. I was able to get the type of services I needed.
7. My wishes about who is and who is not given information about my treatment are respected.
8. My wishes about who is and who is not involved in my treatment are respected.
9. I am satisfied with the telephone crisis service when calling the crisis line after 5 p.m. on weekdays and/or on weekends.
10. I would recommend these services to a friend or relative.

**Answer Key:**

- Yooper
- Superior
- Michigan
- Recovery
- Happiness
- Chippewa
- Smile
- Baraga
- Dickinson



## The NorthCare Recovery Survey Results: Four Years' Data

We now have four years of information showing how individuals living with a serious disability, and receiving services, experience their recovery. Each year the regional recovery survey asks you to share your opinions on seven statements (listed in the table below). The survey was developed by a group of individuals receiving services, peer-support specialists, and staff from the CMHSPs and NorthCare. The team reviewed several international surveys and determined that a shorter, more simple survey was needed, to encourage people to complete it. The team knew the survey needed to be repeated annually to determine trends showing if people were moving forward in their recovery and if their services were supporting those changes. The questions used on the Recovery Survey are below:



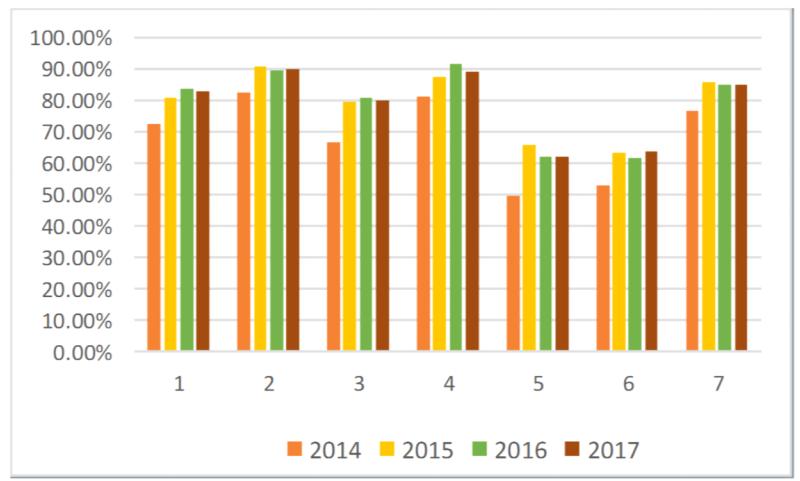
- 1. I am hopeful about my future.**
- 2. I am willing to ask for help.**
- 3. I believe that I can meet my current personal goals.**
- 4. I have people I can count on.**
- 5. Coping with my mental illness is no longer the main focus of my life.**
- 6. My symptoms interfere less and less with my life.**
- 7. My services and supports from Community Mental Health are helping me in my recovery.**

### **CONSUMER RESULTS: FY16 compared to FY17**

**Positive Trends.** Regionally, two statements trended positively in comparison with last years' results: 1) *I am hopeful* and 6) *My symptoms interfere less and less with my life*. In the FY16 survey results, these statements were a negative trend. Generally, these statements show that individuals feel that they are coping with symptoms effectively and feeling hopeful about the future.

**Negative trends.** In FY17 there were five statements with lower percentages of agreement—statements 2, 3, 4, 5, & 7—although they did not drop below the baseline of FY14. They provide points for conversations with staff and consumers about what can be done to help them move forward in their recovery. The lowest drop compared to the FY16 results was 4) *I have people I can count on*, which dropped from 91.7% to 89%. That is a 2.7% decrease in agreement from the previous years.

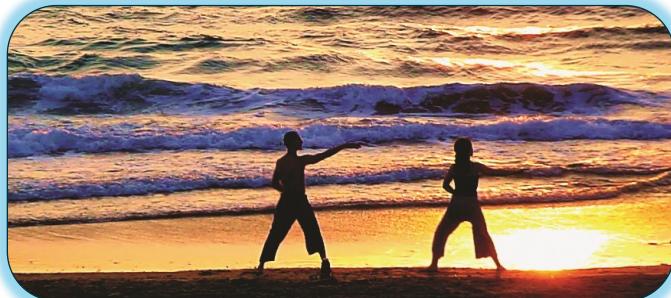
**Percent of Individuals Who Show Agreement With Survey Questions—Four Years' Comparison**



## UP Coalitions (as of Dec. 28, 2017)

**Interested in substance use prevention?**

Find the coalition nearest you.



ALGER: Alger County Community Collaborative (AC3)	Coordinator: Mary Jo O'Halloran; Ph: 906-202-2244
BARAGA: Baraga County Communities That Care	Coordinator: Carrie Rich; Ph: 906-201-4024
CHIPPEWA: Chippewa County Substance Abuse Prevention Coalition	Coordinator: Steve Carey; Ph: 906-635-3636
DELTA: Delta County Communities That Care	Coordinator: Jenni Grabowski; Ph: 906-789-8109
DICKINSON: Dickinson County Communities That Care	Coordinator: Traci Johnson; Ph: 906-458-2627
GOGEBIC: Gogebic County Communities That Care	Coordinator: Vicky Parker; Ph: 906-281-6277
HOUGHTON: Houghton/Keweenaw Communities That Care	Coordinator: Mary LeDoux; Ph: 906-482-9077
IRON: Iron County Communities That Care	Coordinator: Paul Cleath; Ph: 906-458-1994
LUCE: Luce County Communities That Care	Coordinator: Darion Levian; Ph: 906-298-0044
MACKINAC: Mackinac County Communities That Care	Coordinator: Peter Clegg; Ph: 906-630-1208
MARQUETTE: Marquette County Cares Coalition	Coordinator: Mary Harris; Ph: 906-315-2613
MENOMINEE: Communities That Care of Marinette & Menominee Counties	Coordinator: Karianne Lesperance; Ph: 906-863-5665 x1038
ONTONAGON: Ontonagon County Communities That Care	Coordinator: Adriana Ruiz-Knack; Ph: 906-281-6276
SCHOOLCRAFT: Schoolcraft County Communities That Care	Temp. Coordinator: Jen Levins; Ph: 906-482-9077

## Substance Use Disorder (SUD) Recovery

Michigan has used a **Recovery-Oriented System of Care (ROSC)** model for nearly 10 years. Often referred to as a ROSC, the system's goal is to help individuals on their path toward recovery and wellness. This is done by building family and community services and supports. During 2017, NorthCare participated in a national research project led by the Yale's Program for Recovery and Community Health. Program directors, staff, and consumers in the Upper Peninsula were asked to fill out surveys. After the surveys were filled out, they were returned to Yale for analysis. Later the results were given to NorthCare. ***The survey results shaped our goals for 2018.*** These goals include:

- Conferences should be designed to include all consumers that receive services.
- Program directors, staff, and consumers had different responses to how they viewed services. There is a need to have these different views align better and for everyone to work on strengthening services.
- There is a need in the Upper Peninsula to recruit and train more recovery coaches to be sure everyone is using new training requirements.

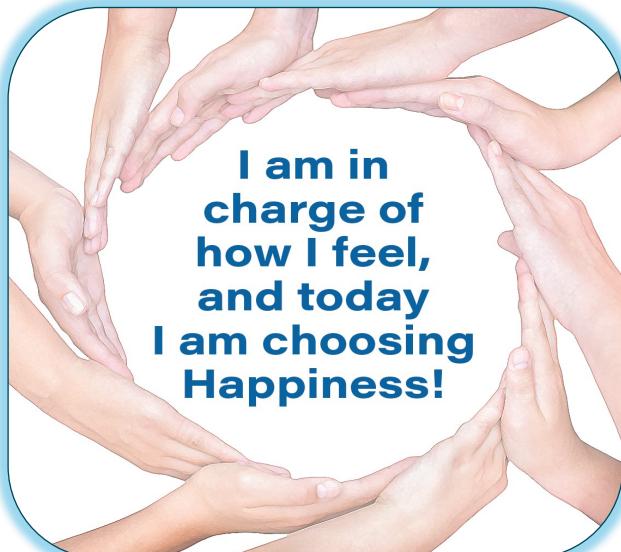
To view complete survey results, go to <https://www.northcarenetwork.org/yale-rose.html>

## NorthCare Welcomes New Employees in 2017

This year brought many new faces and talents to NorthCare. We are happy to welcome our new staff to NorthCare's strong team as they assist with our mission to ensure that every eligible recipient receives quality specialty mental health and substance use disorder services and supports through the responsible management of regional resources.

### Karena Grasso – *Provider Network Administrative Support Specialist*

Karena joined NorthCare's team in January of 2017. She is a Negaunee native, and she really enjoys living in the Upper Peninsula. When Karena is not at work, she enjoys spending time with her family in the great outdoors. She is definitely a dog person, preferring their company to cats.



### Abbie Hockstad – *Support Intensity Scale (SIS) Assessor*

Abbie was born and raised in Marquette. She majored in community health education with a minor in clinical lab studies at Northern Michigan University. Before joining NorthCare's team, Abbie worked at Pathways as a life skills technician. She loves the outdoors, especially during the fall. When Abbie is not working, she enjoys playing volleyball and pool, hooping, doing photography, and spending time with all her animals. She considers herself an animal lover, as she has 2 dogs, 11 fish, and 1 bearded dragon.

### Jamie Rintala – *Managed Care Administrative Specialist*

Jamie grew up in the Metro-Detroit area and moved to the Upper Peninsula with her husband in 2014. She has worked in numerous settings with a variety of different people in different occupations for 12 years—from skilled nursing facilities to doctor's offices. Jamie has recently joined NorthCare's team. She takes great pride in her job at Northcare and likes helping to provide NorthCare's vital services to the community. When Jamie is not at work, she enjoys spending time exploring the Upper Peninsula with her husband and son.

### Genna McCormick – *Managed Care Clinical Specialist*

Genna has recently joined us Yoopers in the Upper Peninsula from Madison, Wisconsin. She has worked in many fields including assisting with elementary and high school students, mental health services, and social justice issues. In her free time Genna volunteers at the Marquette County Women's Center. She has a fluffy little dog named Reggi who is a licensed therapy dog and named after a Green Bay Packers football player.

### Melissa DeMarse – *Managed Care Clinical Specialist*

Melissa is from Marquette. She has worked in the behavioral health field in a variety of capacities for the past ten years. She has provided crisis services along with counseling, and implemented the Reach & Rise mentoring program at Marquette County's YMCA. Melissa is a licensed professional counselor. In her free time, you might catch Melissa either hiking, paddle boarding, reading, practicing her photography, and traveling, or connecting with people.

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