

Mission Statement

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

NorthCare News

A Message from our former CEO, William Slavin

January 2019, Volume 1, Issue 1

NorthCare Network

200 West Spring Street, Suite 2

Marquette, Michigan 49855

Guided by mission, NorthCare Network is also adaptable and responsive to an environment of continuous change. Our mission statement, along with our vision and values, is the compass by which we set our course in a sea of many currents. Changes in funding streams, reporting requirements, managed care regulations, state and federal contracts, compliance mandates, and HCPCS (Healthcare Common Procedure Coding System) codes and CPT (Current Procedural Terminology) codes are becoming routine challenges in our daily work. IT systems require constant updates and the Home and Community Based Services transition planning with the related surveys and corrective action plans has occupied much of our time along with independent Supports Intensity Scale assessments, training and implementation of GAIN (Global Assessment of Individual Need) assessment systems and processes, Parity compliance activities and planned responses to the opioid epidemic through the State Opioid Response (SOR) grant and other associated projects. Together we face and meet many challenges.

Looking forward, we anticipate even more change and opportunity. Significant changes to current Medicaid waivers are scheduled for October, and we are witnessing both personnel and philosophic changes in state leadership and administration. Yet, our commitment to a publicly managed and delivered system of care for persons with mental health, substance use, and intellectual and developmental challenges remains steadfast.

Our success is measured by the quality of life of those we serve. Our bottom line is people, not profit. It is a personal commitment that NorthCare staff give of themselves. The NorthCare Governing Board and Substance Use Disorder Policy Board members give generously of their time and talents. Public service is more than a gift; it is a responsibility, and, more importantly, it is a privilege.

Looking ahead, change is continuous, necessary, and inevitable. People come and go but our mission continues. Dr. Timothy Kangas, Ph.D., has been selected as the new NorthCare CEO. Under his capable and responsible leadership, NorthCare will continue to move forward and excel. Opportunities await. The mission continues.

As I pick up my ruck and head down range, I want to express my profound and sincere appreciation and gratitude to staff and board members, the Community Mental Health Service Providers and Substance Use Disorder provider networks, their dedicated staff, CEOs and Board members. Most of all, I want to thank the fine residents of Michigan's beautiful Upper Peninsula who trust in us to manage and deliver quality supports and services to our friends, families, and neighbors. It is an honor to have served.

All the best, always.



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Welcome to our New Chief Executive Officer, Dr. Timothy Kangas

The NorthCare Network Governing Board and staff welcome Dr. Timothy Kangas as our new CEO. Dr. Kangas replaces William Slavin, who retired on December 14, 2018. Previously, Dr. Kangas served as the chief operating officer at the Armed Forces Retirement Home. He also worked for over 20 years in multiple capacities within Michigan as the regional healthcare administrator for the Michigan Department of Corrections, and as the Trauma Coordinator for the state of Michigan. From 2007 to 2008, Dr. Kangas served as a senior advisor for the U.S. Department of State's Provisional Reconstruction Team in Iraq. He has served on several community boards, councils, and commissions as well as been an aide to former U.S Representative Bob Davis. He served for

nine years as a combat medic with the 107th Engineering Battalion of the Michigan Army National Guard.

Dr. Kangas attended NMU, earning a Bachelor's degree in Psychology and Master's degree in Public Administration. He received his Doctorate in Public Administration and Public Affairs from Western Michigan University. Dr. Kangas is a native of L'Anse and his wife, Deb (Ojala), is a native of Baraga. They have three children: Kortney, Ciara, and Alec. Dr. Kangas is looking forward to being back in the Upper Peninsula with his family and continuing NorthCare's 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.

13th Annual Recovery Conference

The **2019 Recovery Conference** will be held on **Tuesday, May 7, 2019**, at the **Holiday Inn in Marquette, Michigan**. This year's title is **"Love, Hope and Acceptance in Recovery."** The conference is always **free of charge** to anyone interested in attending. The target audience for the conference includes individuals in recovery from a serious mental illness or substance use disorder, individuals living with a developmental disability or anyone interested in learning more about behavioral health.



We're on the web:
www.northcarenetwork.org

Annual Reminders 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 U.P.).
3. Information of grievances, appeals and fair hearing process.
4. Explanation of benefits and authorization requirements.
5. Procedures for obtaining benefits from out of network providers.
6. Directions on how to obtain benefits from our Network Providers.
7. Info 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 U.P.)
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.

The information above can also be found in **NorthCare's Customer Handbook**, which is given to individuals at the start of services and annually thereafter. The handbook can also be found on our website at:
www.northcarenetwork.org.

Contact NorthCare

If you or a loved one is seeking behavioral health treatment, contact NorthCare Network's Mental Health **Access Unit** at 1-888-906-9060 or our **SUD Access line** at 1-800-305-6564.

For any other questions, concerns, or complaints, contact NorthCare's **Customer Services** at 1-888-333-8030.

NorthCare is the front door to receiving services at your local community mental health agency or inpatient/residential substance use disorder agency.

Regional Customer Service Contacts

Copper Country CMH:

1-800-526-5059—Tracy Jaehnig

Gogebic CMH:

1-906-229-6120—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

Annual Performance Reports and Provider Directories

NorthCare and the five Community Mental Health Service Programs (CMHSP) publish annual performance reports. The reports provide information on how the CMHSPs performed during the year in many different areas. All of the **annual performance reports** are available online at your local CMHSP's website, or you are welcome to call the customer service numbers listed below and they will be happy to mail you a copy.

Provider Directories should be given out to individuals at the time of their first appointment and annually thereafter. The **Provider Directories** for NorthCare and our CMHSPs can be found on each of their websites (listed below). Our **Substance Use Disorder (SUD) Provider Directory** can be found on NorthCare's website at www.northcarenetwork.org. If you would like a paper copy, please call the customer service numbers for your provider below, and they will mail you a copy **within three business days** of your request.

NorthCare Network: www.northcarenetwork.org 1-888-333-8030

Copper Country Community Mental Health; www.cccmh.org 1-800-526-5059

Gogebic Community Mental Health: www.gccmh.org 1-906-229-6100

Hiawatha Behavioral Health: www.hbhcmh.org 1-800-839-9443

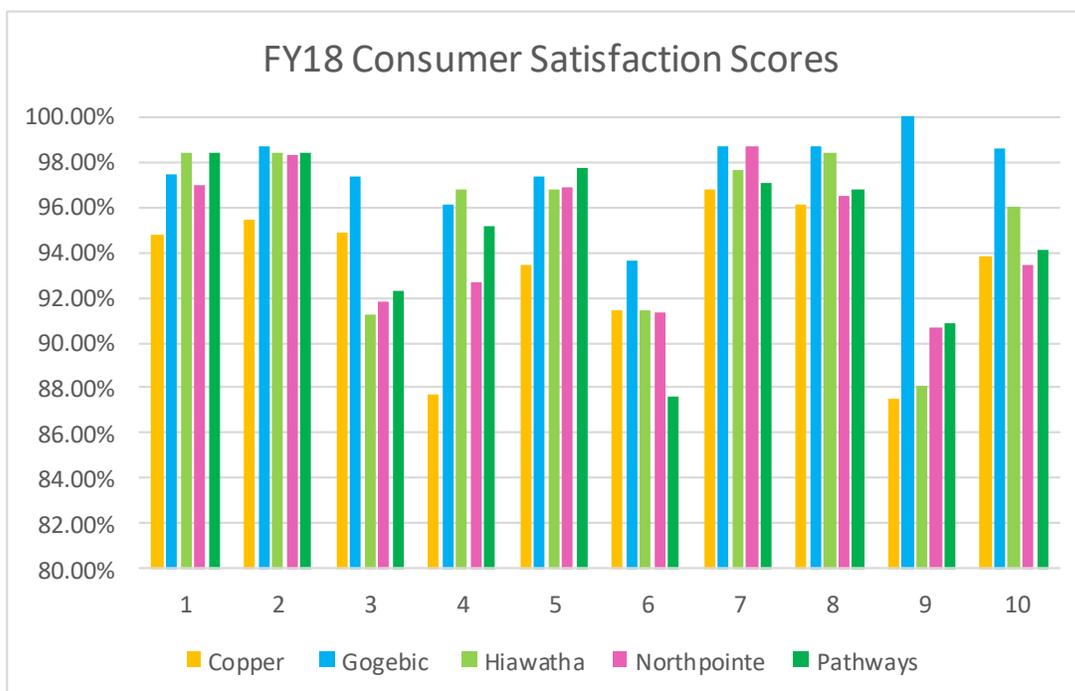
Northpointe Behavioral Health Systems: www.nbhs.org 1-800-750-0522

Pathways Community Mental Health: www.pathwaysup.org 1-888-728-4929

2018 Consumer Satisfaction

Consumer Satisfaction Surveys are mailed out every year to individuals who receive services through their local Community Mental Health Service Program (CMHSP). This is one of many ways we assess consumer satisfaction. All scores from the 2018 Survey were **above 80 percent**, which indicates the majority of people felt they were being treated well, and receiving service that complied with standards for service planning, consumer rights, and overall satisfaction. Below is a graph that shows what percent of consumers from each of our CMHSPs reported they were satisfied to the listed correlated questions.

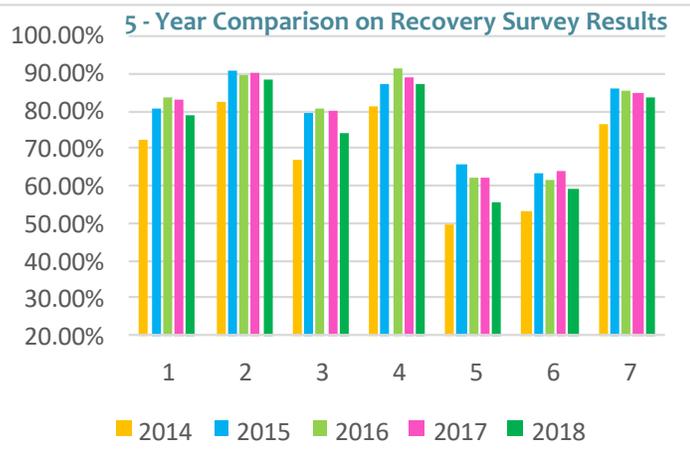
1. Appointments are scheduled at times that work best for me.
2. I am informed of my rights.
3. I feel better because of the service received.
4. I know what to do if I have a concern or complaint.
5. Staff are sensitive to my cultural/ethnic background.
6. I was able to get the type of services I needed.
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.



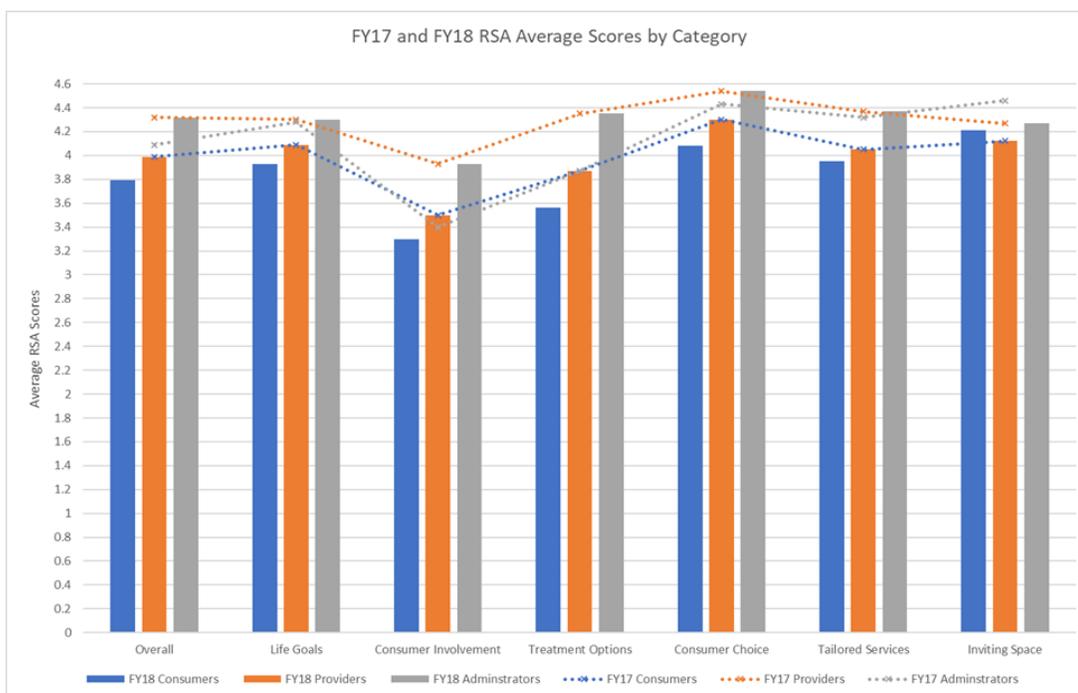
Recovery Survey Results

Each year the regional Recovery Survey asks you to share your opinions on seven statements (listed below). The survey was developed by a group of individuals receiving services, peer-support specialists, and staff from the CMHSPs and NorthCare. We now have **five years of survey data** to work from and implement change. The 5 - year comparison is represented in the graph 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.



Recovery Orientated System of Care (ROSC) is part of an annual contract agreement between the Michigan Department of Health and Human Services (MDHHS) and NorthCare. The policy reinforces that supports and services provided to behavioral health consumers are based in recovery. To get your feedback, you may have received a survey in the mail for the past two years asking you how recovery orientated your services and supports were at your local CMHSP and SUD service providers. The graph below represent average scores on the Recovery Self Assessment (RSA) Survey by category from FY17 compared to FY18. This data provides our region with starting points on ways to improve and make our system more recovery oriented.



Accessing Behavioral Health Services Through NorthCare Network

How to Access Mental Health Services through NorthCare.

NorthCare provides Access phone screenings 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 (I/DD) indicated prior to age 22.

If you are interested in receiving services at 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 : 1-906-229-6120;

Hiawatha: 800-839-9443

Northpointe 800-750-0522

Pathways: 888-728-4929.

How to Access Substance Use Disorder (SUD) Services through NorthCare.

For Outpatient Services: Contact NorthCare Network for a list of outpatient Substance Use Disorder Providers. You can call a provider in your area and make an appointment to start outpatient services at any time.

For Intensive Inpatient Services: If you feel you need a more intensive level of care, such as residential treatment, call and schedule a screening/referral appointment by contacting: **NorthCare SUD Services** at **906-225-7222 or 1-800-305-6564**, available **Monday through Friday, 8 a.m. – 5 p.m.** You will be scheduled a time to call back and have an SUD screening and 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.

The Upper Peninsula Coalition Network (UPCN)

With funding from Superior Health Foundation and Blue Cross Blue Shield, we have been able to strengthen the prevention work being done across the Upper Peninsula. With this additional funding, all of the NorthCare's Upper Peninsula substance use prevention coalitions have come together as the U.P. Coalition Network (UPCN) to develop common resources. UPCN has been working on:

- ◆ educating the community on the proper disposal of prescription drugs
- ◆ reducing stigma for individuals seeking SUD treatment
- ◆ encouraging parents to begin talking early to youth about substance use
- ◆ increasing awareness about the coalitions and encouraging community involvement

UPCN is also working with a group of key stakeholders to link the coalitions with local resources, and to provide two-way communication on the needs of both the communities and the service agencies across the region.

Overdose/Harm Prevention

Opioid overdose is a national epidemic and Michigan has not been spared, with deaths from accidental drug overdose surpassing automobile accidents. According to state data, opioids, including heroin, accounted for 73 percent of Michigan's drug overdose deaths in 2016.

In Michigan, the Centers for Disease Control (CDC) estimated in 2017 that 2,662 Michigan residents died from drug overdoses. **This was an 82 percent increase over five years, and an 8 percent jump from 2016.** An MLive report indicates there were 62 overdose deaths in UP counties in 2016.

Overdose fatalities are preventable. Naloxone (Narcan®) is a prescription medication that can safely and effectively reverse the effects of an opioid overdose. Using federal funding awarded to Michigan to address the opioid epidemic, NorthCare has provided training on harm reduction. Narcan kits have been provided to law enforcement agencies since 2017. In 2018 funding was made available to train community members and organizations on the use of Narcan. Across the Upper Peninsula, 623 Narcan kits have been made available to 22 law enforcement agencies. Multiple community providers have received 227 kits to dispense during the community education sessions offered.

[Contact NorthCare if you would like to learn more about harm reduction programming.](#)

Mobile Intensive Crisis Stabilization

In early April 2018, each CMHSP in the Upper Peninsula was approved to provide **Mobile Intensive Crisis Stabilization Services for Children**. This service applies to children up to age 21 with Medicaid, who meet eligibility criteria for specialty behavioral health services. If your child is having a crisis that doesn't require immediate attention, this may be an option for you.

The purpose of this service is to hopefully alleviate the demand for inpatient psychiatric hospitalizations due to limited bed availability. The goal of this service is to respond to non-life threatening emotional symptoms/behaviors in the home and prevent the need for care in a more restrictive setting such as a hospital.

To access this service, call your local CMHSP to discuss what is happening with your child. If it seems appropriate, the Intensive Crisis Stabilization team may be able to respond. **If the crisis is urgent- please go to the ER or call 911.** Intensive crisis stabilization is **not** an emergency service. It isn't available 24-hours a day and it may take up to **2 hours** to respond.

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).

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.

Community Mental Health Service Programs by County

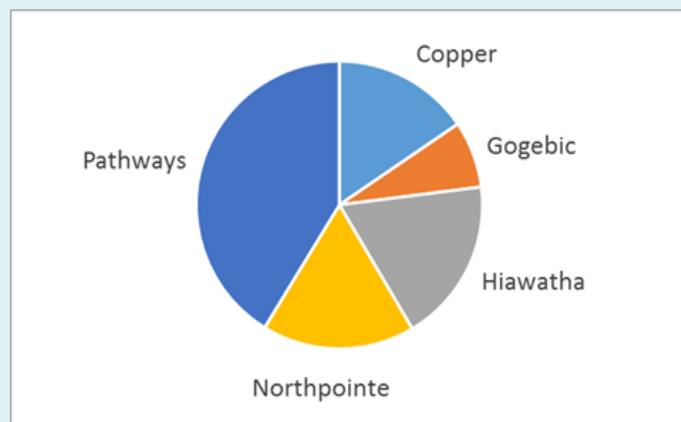
Copper Country	Gogebic	Hiawatha	Northpointe	Pathways
Baraga	Gogebic	Chippewa	Dickinson	Alger
Houghton		Mackinac	Iron	Delta
Keweenaw		Schoolcraft	Menominee	Luce
Ontonagon				Marquette

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, 2017, to September 30, 2018, the Upper Peninsula received over \$94 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 the percentages below.

Distribution of Medicaid “State Plan” Funding

Copper = 15.50%
 Gogebic = 7.50%
 Hiawatha = 18.50%
 Northpointe = 17.25%
 Pathways = 41.25%



Home and Community Based Services (HCBS) Final Rule

The main goal of the HCBS Final Rule is to ensure that consumers have freedom of choice and freedom of movement. Compliance with the HCBS rules is mandated by the federal government.

The Rule ensures individuals with an intellectual/developmental disability (I/DD) have the same access to the community as others who do not have a disability. The Final Rule gives them the opportunity to make decisions about what services they receive and who provides those services.

NorthCare Network is working diligently with providers and local CMHSPs to ensure compliance with the HCBS Final Rule. Through surveys, corrective action plans, and desk audits, NorthCare and the Michigan Department of Health and Human Services (MDHHS) continues to monitor that individuals are given choice and freedom in all aspects of their lives.

Individuals affected by this Rule so far include those on the Habilitation Support Waiver (HSW) and those receiving B3 services. If you have questions regarding the HCBS Final Rule or NorthCare process to address HCBS compliance in our region, feel free to call NorthCare's **HCBS Transition Team** at [906-225-7254](tel:906-225-7254) or email us at HCBS@northcarenetwork.org.

Integrated Health Care

Since 2014 NorthCare Network has been the recipient of a Medicaid Mental Health Block Grant to **support and maintain integrated care** throughout our provider network. Working together, Upper Peninsula Health Plan and NorthCare can link persons with unmet physical or mental 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.

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, found under the map at <https://northcarenetwork.org/providers.html>. More information on the universal consent can be found on the next page.

NorthCare Network's Integrated Care Team produces and publishes information and resources on a variety of health and overall wellness topics. These include nutrition guides like how to read food labels, smoking cessation, physical activity, healthy sleep, and other health-related topics. These resources are available through your local CMHSP office and NorthCare's website at <https://northcarenetwork.org/customer-service.html> under "**Integrated Care Educational Materials**."

Starting in 2018, NorthCare Network partnered with **myStrength**, a web and mobile app-based mental health support tool, to bring this resource to all residents in the Upper Peninsula. **This service is free to consumers and NorthCare Network providers**. To check it out, simply go to www.mystrength.com, click on "**Sign Up**" and enter the access code "**NCNCommunity**" to gain access to evidenced based self-help resources which can be used independently or with your providers.

Consenting to Share Behavioral Health Information: The New Universal Consent

Sharing individual health information is an important part of delivering quality health care. Individuals and their health care providers share information with each other to diagnose health issues, make decisions on treatments, and coordinate care.

Health care providers may share many kinds of health information with other providers for the purposes of payment, treatment, and care coordination. However, providers must receive **specific consent** to share an individual's health records containing certain types of information. In Michigan, federal and state laws require providers to receive consent from an individual to share information such as mental health records (for purposes other than treatment, payment, and coordination of care) or information on treatment or referrals for alcohol and substance use disorder.

YOUR INFORMATION. YOUR RIGHTS. YOUR CHOICES.

YOUR INFORMATION

When you receive health care, your health care provider keeps records about your health and the services you receive.

- ◇ These records (which include any information about the services, tests, diagnoses, treatment, etc., that you receive) become a part of your medical record.
- ◇ Under the Health Insurance Portability and Accountability Act (HIPAA) and the Michigan Mental Health Code, your health care provider does not need your consent to share most types of your health information for purposes of payment, treatment, and coordination of care.
- ◇ Some federal and state laws require your health care provider to get your consent to share certain types of health information such as behavioral health and mental health services (for purposes other than payment, treatment, and coordination of care) such as referrals and/or treatment for a substance use disorder.

YOUR RIGHTS and CHOICES

Concerning the types of information described above, you have the right to:

- ◇ Talk with your provider about the benefits and risks of sharing your health information.
- ◇ Choose whether to sign the form and provide consent.
- ◇ Choose what information is shared.
- ◇ Choose who should receive your health information.
- ◇ Choose the time period for sharing your information.
- ◇ Withdraw your consent at anytime.
- ◇ Receive a copy of your medical records.
- ◇ File a complaint if you believe information has been shared against your wishes.

**INFORMED
CONSENT**



If you have questions about consenting to share your behavioral health records, please discuss with your local provider or **contact NorthCare at 906-225-7254**

*This article is for informational purposes only.
It is not intended to provide legal advice or to address all circumstances that may arise.*

New Employees at NorthCare

In 2018, NorthCare not only gained a new Chief Executive Officer, but during the year two additional staff members joined our team. We are happy to welcome them to NorthCare!

Dori Lowery - *Managed Care Clinical Specialist*

Dori is originally from Chicago, Illinois. She first came to the Upper Peninsula (U.P.) to attend Northern Michigan University (NMU), where she completed her undergraduate degree in Psychology: Early Childhood Development. She recently moved back to the U.P. with her family, after completing her Masters of Social Work degree. She is currently working on her full licensure as an LMSW. Dori enjoys playing music, board games, hiking, swimming, and traveling with her husband and their three daughters.

Melissa Laksonen - *SIS Assessor*

Melissa is a U.P. native that graduated with a Bachelor of Social Work from NMU in May 2013. Her professional background includes completing functional assessments and providing service coordination and case management services to individuals diagnosed with intellectual and developmental disabilities, physical disabilities, severe and persistent mental illnesses, and medically-frail diagnoses in Michigan, Wisconsin, and Pennsylvania. In Melissa's spare time, she enjoys spending time with her family and friends, writing, attending music festivals, and traveling to new places.

Word Scramble

h a l t e h

s s e l l w e n

c i t y i v a t

t i m f a y

e s e r c i x e

b e s h i o b

m e h o

t o c d r o

Answers on side



**Congratulations on your retirement, William Slavin,
Former CEO of NorthCare Network.**

**Scramble answers: health, wellness, activity, family,
exercise, hobbies, home, and doctor.**

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Bored? Interested in hanging out with other peers? Check out the Drop-In Center nearest you!

A Place to Go 906-635-8235
204 E. Spruce St., Sault Ste. Marie, MI 49783

Brantley Center 906-226-1077
401 W. Baraga, Marquette, MI 49855

Directions Unlimited 906-482-4577
208 Quincy St., Hancock, MI 49930

Forever Friendship 906-828-2161
101 West B St. , Ste. B, Iron Mountain, MI 49801

Getaway 906-387-1757
226 W. Superior St., Munising, MI 49862

Our Place 906-233-7117
918 Ludington, Escanaba, MI 49829

Serenity Center 906-932-0171
201 N. Douglas Blvd., Ste. 3, Ironwood, MI 49938

Tahqua Journey Drop-In Center 906-293-9451
302 Newberry Ave., Newberry, MI 49868

