

NORTHCARE NETWORK

POLICY TITLE: Training – Network Providers	CATEGORY: Provider Network Management	
EFFECTIVE DATE: 6/26/02 (separated from original Training policy)	BOARD APPROVAL DATE: 6/13/18	
REVIEW DATE: 10/4/23	REVISION(S) TO POLICY STATEMENT: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	OTHER REVISION(S): <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
RESPONSIBLE PARTY: Provider Network Specialist	CEO APPROVAL DATE: 12/5/23 Megan Rooney, CEO	

APPLIES TO

Network Providers

POLICY

It is the policy of NorthCare Network that all participating provider staff under contract or sub-contract must successfully complete training requirements established by licensing agencies, accreditation bodies, MDHHS, and NorthCare Network.

PURPOSE

To ensure that all NorthCare Network providers comply with applicable training requirements and to verify competency of staff in order to provide quality services.

DEFINITIONS

1. **Credentialed Staff** – Licensed or certified healthcare practitioners providing direct care, clinical supervision, screening and referral, authorizations, and peer reviewers of clinical authorizations and/or clinical documentation. Staff requiring MDHHS certification (as identified on NorthCare Network Privileging Request Form) are considered credentialed staff.
2. **Customer Service and Reception Staff** – responsible for implementing standards established in the MDHHS contract
3. **Direct Care Staff working in a licensed residential setting** – A subset of staff who provides daily support for the individuals residing in a 24-hour care licensed setting and must meet MDHHS minimal requirements for employment and complete all required MDHHS training.
4. **Direct Care Staff working in an unlicensed setting** – A subset of staff that must meet all minimal MDHHS requirements for employment and training requirements.
5. **Non-Credentialed Staff** – paraprofessional personnel who do not require a degree or license to provide specific services and supports but may require specific training to provide specific services.
6. **Network Providers** - all providers under contract/sub-contract with NorthCare Network.

REFERENCES

- 42 CFR, (Balanced Budget Act of 1997) 438.214
- BHDDA Prevention Policy, as applicable
- MDHHS/PIHP contract
https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_4868_4899---,00.html
- Michigan AFC Licensing Rules, as applicable
- Michigan Licensing & Certification Standards
- NorthCare Network – Compliance Program
- NorthCare Network – Credentialing Policies
- NorthCare Network – Customer Services Policy
- NorthCare Network – Network Management Reciprocity Policy
- NorthCare Network – Privileging Policy
- NorthCare Network – Network Provider Training Guide
- State Training Guidelines Workgroup (STGW) Training/Curriculum
- MDHHS Policies & Practice Guidelines
https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_4868_4900---,00.html

HISTORY

NEW POLICY: 5/21/18

REVISION DATE: 3/19/19, 2/4/20, 2/2/21

REVIEW DATE: 3/19/19, 2/4/20, 2/2/21, 1/11/22, 12/28/22, 10/4/23

CEO APPROVAL DATE: 5/29/18, 4/1/19, 2/26/20, 2/2/21, 2/1/22, 1/10/23, 12/5/23

BOARD APPROVAL DATE: 6/13/18

PROCEDURES

- A. All network providers must document all training for all staff. Member CMHSPs are required to document training in the regional Learning Management System (LMS). Training records must be made available for review by NorthCare upon request.

NorthCare Network endorses the online training options available at www.improvingMIPractices.org website for providers obtaining CEUs at no cost who provide services primarily for adults with serious mental illness. The National Child Traumatic Stress Network website for providers obtaining CEUs that provide services for children – <http://learn.nctsn.org>. Other online trainings should be reviewed by the individual's supervisor before approval is given for the online credit.

- B. Training Reciprocity: NorthCare Network will ensure internal and external reciprocity efforts as outlined in the MDHHS/PIHP contract. Additional training may be required for all Direct Care Staff to fulfill the training requirements and options based on work setting and the needs of persons served. The MDHHS curriculum guides (below) will be used to ensure uniformity and the flexibility for reciprocity and to stay current in an everchanging environment.

The following two MDHHS websites provide complete guidance as to requirements and curricula to meet the requirements:

- http://www.michigan.gov/lara/0,4601,7-154-63294_27717-251002--,00.html
- http://www.michigan.gov/lara/0,4601,7-154-63294_27717-224979--,00.html
- [Direct Support Staff Training Requirements Grid \(michigan.gov\)](#)

Each Network Provider will make available to NorthCare Network 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 7 years. Evidence of direct care staff training on the individual's IPOS includes documentation for specific training on the treatment plan & amendments to treatment plan including specialty services goals and objectives; behavior treatment plans (whether monitored by the BTC or not). The training of specialty goals and objectives must be provided by a practitioner working within the scope of their practice. The documentation of the training must be available for review in the electronic medical record on the NorthCare Standard documentation form attached to the IPOS or upon request from the contract provider.

- C. The provider shall ensure that all employees have the training, education, experience, licensing, or certification appropriate to their position and responsibilities.

- D. These documents are available www.northcarenetwork.org:
 - 1) Medicaid Provider Manual
 - 2) Michigan Mental Health Code
 - 3) NorthCare Network Provider Manual
 - 4) NorthCare Network Substance Use Disorder Operations Manual
 - 5) NorthCare Network Policies and Plans
 - 6) NorthCare Network Practice Guidelines
 - 7) MDHHS/PIHP Contract

- E. All network provider training requirements are outlined in the Network Provider Training Guide which is available at www.northcarenetwork.org or by emailing pnm@northcarenetwork.org