NORTHCARE NETWORK
NETWORK PROVIDER TRAINING GUIDE

The following training topics/titles are for the purposes of the Network Provider-Training policy only.
Separate topics may be combined within a single training

Updated: 4/27/26
CEO Approved: 5/5/26

MEMBER CMHSP TRAINING REQUIREMENTS:

ALL MEMBER CMHSP STAFF:			
Training (LMS title)	**Meets Requirement(s) for:**	**Required to be Completed:**	
Corporate Compliance	42 CFR 438.608 MI Mental Health Code Medicaid Integrity Program (MIP) Deficit Reduction Act (DRA)	Within 30 days	Annually
Cultural Diversity	MDHHS/PIHP Contract 42 CFR 438.10 & 438.206, BBA for cultural diversity and LEP;	Within 30 days	Annually
Customer Services	MDHHS/PIHP Contract	Within 30 days	As needed
Limited English Proficiency (LEP)	Customer Services Standards LEP Federal Title VI of the Civil Rights Act of 1964	Within 30 days	Annually
Environmental Emergencies/Safety – Specific to work location and responsibilities.	MDHHS/PIHP Contract	Within 30 days	As needed
Grievance & Appeals General Orientation	MDHHS/PIHP Contract, BBA	Within 30 days	Customer Service staff per job description
Harassment in the workplace v.5	Civil Rights Act of 1991	Within 30 days	As needed
HIPAA Security	45 CFR 164.308(a)(5)	Within 30 days	As needed or at least annually for individuals who access PHI
Incident Reporting	MDHHS/PIHP Contract, NorthCare Network Incident, Event, Death Reporting, Notification & Monitoring Policy	Within 30 days	Annually
Infection Control/Universal Precautions	Occupational Safety and Health (OSH) Act of 1970	Within 30 days	Annually
Non-Clinical Trauma	MDHHS Trauma Policy	Within 90 days	Annually

MEMBER CMHSP CREDENTIALED STAFF:
In addition to the above "all staff" training chart, the following trainings are required for Credentialed Staff depending upon their job description and/or privileging.

Training	Meets Requirement(s) for:	Required to be Completed:	
Advance Directives	BBA; MDHHS/PIHP Contract	Within 30 days	Annually
Clinical Practice Guidelines	MDHHS/PIHP Contract	Within 30 days	Annually per job description
Customer Service	MDHHS/PIHP Contract	Within 30 days	Annually per job description
Documentation Requirements	Services Verification – need to include paraprofessionals documentation training	Within 30 days	As needed
Grievance & Appeals	BBA, MDHHS/PIHP Contract	Within 30 days	Annually
Person-Centered Planning with Children, Adults, & Families	MDHHS/PIHP Contract	Within 30 days	Annual review of selected MDHHS guidelines per job description and privileging
Self-Determination: A Foundation	MDHHS/PIHP Contract	Within 30 days	Annual review of selected MDHHS guidelines per job description and privileging
Creating Cultures of Trauma-Informed Care	MDHHS Policy & EBP practices per population	Within 90 days of hire	Annually

MEMBER CMHSP CUSTOMER SERVICE AND RECEPTION STAFF:
In addition to the above "All Staff" training the following are required

Training	Meets Requirement(s) For:	Required to be Completed:	
Customer Service	MDHHS/PIHP Contract	Within 30 days	Annually
Independent Facilitation	MDHHS	Within 30 days	Annually

MEMBER CMHSP HCBS STAFF:
In addition to the above "All Staff" training the following are required

Training	Meets Requirement(s) For:	Required to be Completed:	
HCBS Case Manager Training (Modules 1, 2 & 3)	MDHHS HCBS CMS	Within 30 days	Annually

SUBSTANCE USE DISORDER (SUD) TREATMENT PROVIDERS TRAINING REQUIREMENTS:

ALL STAFF Available at www.improvingMIpractices.org			
Training	**Meets Requirement(s) For:**	**Required to be Completed:**	
Communicable Diseases *(SUD – Communicable Disease Level 1)*	Contract between NorthCare Network and SUD Treatment Provider	Within 30 days	Annually
Confidentiality/Consent *(SUD – the Basics of Confidentiality)*	Contract between NorthCare Network and SUD Treatment Provider	Within 30 days	Annually
Corporate Compliance/Deficit Reduction Act *(NorthCare Network PowerPoint)*	42 CFR 438.608 Medicaid Integrity Program (MIP) Deficit Reduction Act (DRA)	Within 30 days	Annually
Cultural Competency *(Cultural Competence: Basic Concepts)*	Contract between NorthCare Network and SUD Treatment Provider	Within 30 days	Annually
HIPAA/Security *(HIPAA Comprehensive)*	Contract between NorthCare Network and SUD Treatment Provider	Within 30 days	Annually
Recipient rights *(SUD – Recipient Rights)*	Contract between NorthCare Network and SUD Treatment Provider	Within 30 days	Annually
Non-Clinical Trauma *(NorthCare Network PowerPoint)*	MDHHS Trauma Policy	Within 90 days	Annually
Trauma Informed (*Creating Cultures of Trauma-Informed Care)*	Contract between NorthCare Network and SUD Treatment Provider	Within 30 days	Annually