



**PROVIDER NETWORK ADVISORY COUNCIL
MEETING AGENDA**

April 21, 2023

1:30 – 3:00 PM

Microsoft Teams Meeting:
[Click here to join the meeting](#)

To join by phone: 586-482-8124

Conference ID: 586 817 006#

1. Welcome
2. LRE Updates
 - Ending of the PHE (Mary Dumas)
 - Strategic Planning (Stephanie VanDerKooi)
3. Regional Updates
 - Customer Services (Michelle Anguiano/Mari Hesselink)
 - SUD Rights
 - CS updates
 - NABD Lunch n' Learn
 - SUD (Amy Embury/Amanda Tarantowski)
 - Prevention Procurement
 - TalkSooner
 - Credentialing (Pam Bronson)
 - CRM/Universal credentialing updates
 - Autism (Justin Persoon/Stewart Mills)
 - Decommissioning WSA
 - Provider Network (Don Avery/Jim McCormick)
 - FY24 Provider Common Contract changes
 - Disclosure of Ownership collection/monitoring
 - HCBS – Lorna Dawson
4. Provider Comments, Feedback, Concerns
5. Next Meeting: July 21, 2023

Universal Credentialing Update – 4/21/2023 for Provider Network Advisory Council

- As a little background...
 - Public Act 282 of 2020 required MDHHS to create a Universal Credentialing program. MDHHS was tasked with establishing, maintaining, and revising a uniform CMH services credentialing program.
 - This program is intended to create uniformity in the state to streamline providing community mental health services and to enhance workforce development, training education, and service delivery.
 - The Universal Credentialing program adheres to national standards from accrediting bodies that have been approved by the Department and complies with the national certification standards for community mental health counselors and professionals.
 - The Universal Credentialing process was built into the MDHHS Behavioral Health Customer Relationship Management (MDHHS BH CRM) system.
 - This system allows both individual and organizational providers to electronically submit their credentialing applications. As of this writing, residential providers and CMH employees have been excluded from use of the new system.
- The Universal Credentialing Committee, made up of representatives from PIHPs across the State, met regularly since last Fall to set the specifications and design the setup of the Universal Credentialing program.
- User Acceptance Testing was completed by the UC Committee in February 2023. MDHHS and Accenture were very clear that the only ones who could participate in this process were UC Committee members. However, LRE did have our CIO and COO sit in the room for a couple of sessions to get a preview of what the system looks like.
- MDHHS issued a communication on 3/3/23 indicating that the Universal Credentialing system went live on 2/22/23, and the UC Committee was told “Although the Universal Credentialing process is now live in the CRM, **you will not be required to use the system for Universal Credentialing until after your region’s scheduled training rollout.** Training dates are currently TBD, but are estimated to start in April or May. You will receive instructions regarding system access as your region’s training date approaches. System access for Universal Credentialing will not be granted prior to receiving communication regarding your region’s training.”
- It’s our understanding that use of the new UC Program will be rolled out in accordance with the provider’s re-credentialing due date. We are waiting for clarification on what that means for providers who participate across Regions and have different credentialing dates with each Region.
- Indications have been that the PIHP/CMHSP staff will be trained, and job aids will be provided. It hasn’t been clear how external providers will be trained (whether PIHP/CMHSPs will be doing that or whether the Department will).

[Behavioral Health and Developmental Disabilities Administration, Provider Credentialing \(michigan.gov\)](https://www.michigan.gov/behavioral-health)