



### **PNC Purpose Statement**

This Council's purpose is to discuss and prioritize issues related to the CMHOC Provider Network. This type of forum will assure that there is a common and consistent message going out from CMHOC to the provider network.

#### **1. Welcome and Introductions**

*Kelly Goetzinger, Program Coordinator, Contracts and Training*

#### **2. Genoa Pharmacy**

*Jacob Golin PharmD, Pharmacy Site Manager*

#### **3. Training Requirements**

*Kelly Goetzinger, Program Coordinator, Contracts and Training*

- a. Attachment I Update**
- b. Training Updates**
- c. CPR online training prior to in-person**

#### **4. Recipient Rights Updates**

*Briana Fowler, Director of Recipient Rights*

- a. Incident Report and Complaint form**

#### **5. ProviderConnectNX Update**

*Kristi Chittenden, IT Coordinator*

- a. ProviderConnectNX**

#### **6. Fiscal Updates/Financial Considerations**

*Amy Bodbyl-Mast, Finance Manager*

*Lauren Najmolhoda, Provider Compliance and Billing Supervisor*

*Krystal Spaans, Provider Compliance and Claims Supervisor*

- a. Attachment B**
- b. GIVA**
- c. ProviderConnect/837 Files**
- d. Audit/Reviews**
- e. Third Party Billing – EOB Submission**
- f. End of year claims**

#### **7. Credentialing and OIG Updates**

*Kristen Henniges, Compliance Program Coordinator*

*Amy Avery, Program Evaluator*

- a. Clinical Application**
- b. Criminal Background Checks**
- c. OIG Checks**



**Provider Network Council (PNC) Agenda**  
**Community Mental Health of Ottawa County**  
*Microsoft Teams*  
**Thursday, September 29, 2022, 1pm-3pm**

**8. Contract Updates**

*Gina Kim, Contract Manger*

- a. **Dispute Resolution Policy**
- b. **LRE memo re: Dispute Resolution Policy**
- c. **Reminders**
  - i. **Provider Directory update – request coming in early October, 2022**
  - ii. **Contract email: [CMHContractServices@miottawa.org](mailto:CMHContractServices@miottawa.org)**

**9. LRE Updates**

*Lynne Doyle, Executive Director*

**10. Questions/Feedback**

*Gina Kim, Contract Manager*