



Section: <b>Provider Network Management</b>	Policy Name: <b>CMH and Provider Training Requirements</b>	Policy Number: <b>02.15</b>
Owner: <b>Director of Provider Network Management</b>	Reviewed By: <b>Mila C. Todd</b>	Total Pages: <b>3</b>
Required By: <input checked="" type="checkbox"/> <b>BBA</b> <input checked="" type="checkbox"/> <b>MDHHS</b> <input type="checkbox"/> <b>NCQA</b> <input type="checkbox"/> <b>Other (please specify):</b> _____	Final Approval By: <i>Mila C. Todd</i>	Date Approved: <b>1/13/2022</b>
Application: <input checked="" type="checkbox"/> <b>SWMBH Staff/Ops</b> <input checked="" type="checkbox"/> <b>Participant CMHSPs</b> <input checked="" type="checkbox"/> <b>SUD Providers</b> <input checked="" type="checkbox"/> <b>MH/IDD Providers</b> <input type="checkbox"/> <b>Other (please specify):</b> <u>MI Health Link</u>	Line of Business: <input checked="" type="checkbox"/> <b>Medicaid</b> <input type="checkbox"/> <b>Other (please specify):</b> <input checked="" type="checkbox"/> <b>Healthy Michigan</b> _____ <input checked="" type="checkbox"/> <b>SUD Block Grant</b> <input checked="" type="checkbox"/> <b>SUD Medicaid</b> <input type="checkbox"/> <b>MI Health Link</b>	Effective Date: <b>8/4/2014</b>

**Policy:** It is the policy of SWMBH that all participant CMHSP, and contracted and subcontracted provider staff must maintain a minimum standard of training to assure that SWMBH’s customers receive the best support and treatment in order to achieve desired outcomes, as well as to comply with State and Federal requirements.

**Purpose:** The purpose of this policy is to ensure that all SWMBH staff, participant CMHSPs, and contracted and subcontracted providers adhere to contractual, state and federal requirements applicable to staff qualifications and trainings pertinent to services provided.

**Scope:** SWMBH; Participant CMHSPs; contracted and subcontracted providers

**Responsibilities:** SWMBH, its Participant CMHSPs, contracted and subcontracted providers are responsible for ensuring their staff are appropriately trained.

**Definitions:**

- A. **All** – All staff including temporary staff, volunteers and interns.
- B. **Aides** – All staff providing Aide services as defined in Michigan PIHP/CMHSP Provider Qualifications Per Medicaid Services & HCPCS/CPT Codes, including, but not limited to, Community Living Supports, Personal Care, Skill Building Assistance, Respite, and Pre- or Non-Vocational Services.
- C. **Service Personnel** – All staff providing direct services to customers.



- D. **Specialized Residential Staff** – All staff providing services to customers in a specialized residential setting.

**Standards and Guidelines:**

- A. SWMBH shall provide a Training Requirement Matrix to identify requirements specific to services provided for SWMBH- and Community Mental Health (CMH) -contracted providers and staff.
- B. For Direct Service Personnel hired through employer of record self-determination arrangements, the minimum training requirements are listed below. See Attachment 2.15A for timeframe requirements. Other trainings, for example, CPR, Cultural Competency or Medication Administration, may be required by the Customer or their guardian as part of the employment arrangement.
  - 1. Non-Aversive Techniques for Prevention and Treatment of Challenging Behavior (if necessary to implement individual person-centered plans(s) of person(s) for whom they are responsible for providing direct care),
  - 2. Corporate Compliance,
  - 3. Health Insurance Portability Accountability Act (HIPAA),
  - 4. Recipient Rights,
  - 5. Blood-Borne Pathogens,
  - 6. First Aid (if providing Aide services as defined in Michigan PIHP/CMHSP Provider Qualifications per Medicaid Services & HCPCS/CPT Codes).
- C. All Aides shall be trained in the individual person-centered plans of the persons for whom they are responsible for providing direct care, including any plan addenda or care plans (e.g., Behavior Treatment Plans, Nursing Care Plans).
- D. SWMBH, participant CMHSPs, provider agencies, and fiscal intermediaries are responsible for providing, and maintaining records of, training of all staff.
- E. SWMBH and/or participant CMHSPs shall annually verify compliance with training standards during site reviews and staff evaluations.

**References:**

- A. Michigan Mental Health Code
- B. Medicaid Provider Manual
- C. Michigan Department of Health and Human Services (MDHHS) Prepaid Inpatient Health Plan (PIHP) Master Contract
- D. Michigan AFC Licensing Rules
- E. BHDDA Prevention Policy

**Attachments:**

- A. 02.15A CMH and Provider Training Requirements Matrix
- B. 02.15B Self-Determination Requirements & Training Grid

