



## NEWS and NOTES from NPO

JUNE 10, 2019

### CONTROLLED SUBSTANCE UPDATES

#### OPIOID UPDATE

The importance of proper opioid prescription process and documentation cannot be stressed enough. The scrutiny of opioid prescription patterns will continue. NPO's Medical Director, Dr. Melanie Manary commented: *"It is an example of how opioids and prescribing are being scrutinized. He had a very small practice, but lot of scripts being written and didn't seem to have uniform prescribing and monitoring set up. That is what the materials NPO have given the doctors can help them avoid. A standard agreement, a standard monitoring process and a way to do pain management appointments that meet these criteria are all strategies that doctors can use to protect themselves and their patients."*

[Top MI opioids official accused of improper opioid prescriptions](#)

### THINGS TO KNOW & TO DO

#### AFTER-HOURS CALL SOLUTION

The workgroup tasked with researching and selecting alternative after-hours call center solutions to replace the use of Munson's switchboard for on-employed physicians has identified 2 possible options for your practice to consider. The workgroup selected [Connect On Call](#) as the preferred vendor. An alternative to this solution that NPO has sourced through our CIN partners, The University of Michigan - Metro Health Grand Rapids, is [All Service Message Center](#). You can read more about how these solutions and the process of selection using our [FAQ Document](#). NPO would ask that practices planning to move forward with either of these two solutions please notify [Lisa Nicolaou](#) as soon as possible but no later than 6/28/2019. NPO's goal is to have all practices wishing to use either Connect On Call or All Service Message Center transitioned by end of summer 2019.

Three practices are piloting Connect On Call to test and refine implementation of this solution. Below is some early feedback from those pilot practices.

**Quote from Pete Robinson, Financial Compliance Coordinator and pilot lead for Cedar Run Eye Center:**

*"Very early on in the process at this point, it is not just as easy as just switching over to a new service and will require customization for your particular office's needs. So far tech support/NPO support is fabulous. I will be testing the software over the next week acting as the provider so that we can get a real feel of how the system is going to work."*

**Quote from Jamie Schichtel, CMM, HITCM-PP,CMA(AAMA), Practice Administrator for Thirlby Clinic, TC PAHCOM Chapter President:**

*"The set up of the system was quite easy. I was impressed by how seamlessly the emails were sent to my users once it was set up with clear instructions on how to download and walk through the app. There are some customization issues that we are working through at this time however Connect on call representatives have been*

very helpful. We go live on Monday night and will see how the physicians and our patients like the service at that time."

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### **MEDICAL NECESSITY and COMPLIANCE CONFERENCE**

The MSMS "Medical Necessity and Compliance Essentials for Everyday Practice" conference is FREE for NPO members. MSMS recently offered some of this content in a conference in Lansing - the Medical Necessity portion was \$125 for MSMS members; as an NPO member you receive nothing on that content but the Compliance Essential portion at NO COST!

**Please take advantage of this opportunity!** If your practice's providers want to attend just the first part, that is fine. You, as Practice Manager, should hopefully find the whole day to be of benefit. Because NPO members are receiving this for free while others will have to pay, the registration is unique for NPO:

If registering on-line, you will need a MSMS login and a coupon code must be used:

Physicians – NPO-Comp62019  
Non-Physicians – NPO-Comp62019-2

You may also register by phone or fax using this [Registration Form](#)

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### **MINDFULNESS-BASED STRESS REDUCTION FOR TEENS SUMMER SESSIONS**

Northern Michigan Psychiatric Services and NPO have again teamed up to offer two summer classes for teens. [Mindfulness-Based Stress Reduction for Teens](#) (MBSR-T) is an 8-week class. In this class, teens will learn about the body-mind connection and how leading a healthy lifestyle can positively impact their physical and emotional well-being. [Mindful Movement and Meditation for Teens](#) is a 10-week class designed for teens, pre-teens and young adults who would like to deepen their mindfulness practice through weekly, guided meditation, mindful movement (yoga), and group discussion

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**SAVE THE DATE!**  
**PAHCOM - Traverse City Seminar & Vendor Fair**  
**Date: Friday, October 4, 2019 | Time: 8am-4pm**  
**Hagerty Center – Traverse City, MI**  
On the shores of beautiful West Grand Traverse Bay

**Keynote Speaker - Sarah Fontenot**  
Where are We Going? The Future of American Health Care  
The world of health care is continually changing. Practice managers are concerned about what the next directive from the government will be and how the constant evolution of the health care delivery system will affect their providers, their patients, and their practice. But what if the future were more predictable, if not in detail, at least in direction? Sarah will make projections for the future based on the trajectory of the past and demystify the subject of healthcare reform in America. Leave this session with confidence and clarity on the measures you can take today to prepare for the not-so-uncertain challenges of tomorrow.

**FULL SEMINAR AGENDA TO FOLLOW**  
More great speakers! More great topics!  
Registration and additional information will be available after May 15th at:  
[www.TraverseCityMI.PAHCOM.com](http://www.TraverseCityMI.PAHCOM.com)  
Credits pending thru AAMA & PAHCOM

[Print brochure](#)

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### **RESOURCES AVAILABLE FROM GRAND TRAVERSE HEALTH DEPARTMENT**

The Grand Traverse Health Department is reminding practices that there are a wide range of resources available on the MDHHS Website including:

[Free Communicable Disease Educational material for your practice](#)

[Communicable Disease reporting rules and regulations summary](#)

If you are interested in an individualized presentation at your practice, a discussion can be tailored to topics pertinent to your staff and setting. Please feel free to contact:

Jackie Money-Bruno, Disease Control & Prevention Coordinator  
[jmbruno@gtchd.org](mailto:jmbruno@gtchd.org)  
231.995.6128

Erin Johnson, Supervisor of Disease Control & Prevention  
[ejohnson@gtchd.org](mailto:ejohnson@gtchd.org)  
231.995.6135

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**SOFTWARE TO SIMPLIFY COMPLIANCE REQUIREMENTS**

Adoption of an effective compliance program is a CMS requirement for practices. NPO's Private Practice Physicians looking for a solution to meet compliance regulations have access to **1<sup>st</sup> Healthcare Compliance** at a **discounted price**. With an annual fee of \$75 per practice per employee, this web based program features easy set-up and use.

**1st Healthcare Compliance Features:**

- Compliance & practice standards
- Internal monitoring & auditing
- Designation of a compliance officer
- Training & education
- Rapid & effective response to detected offenses
- Open lines of communication with government agencies
- Enforcing disciplinary standards

NPO invites your practice to experience the peace of mind that comes with having a dedicated compliance structure in place. Please contact [Bryanna](#) , or 231.421.8505 **if your practice would like to register for this service.**



**Web Based Compliance Software available at discounted price to NPO Members**

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**Helpful Resources & Upcoming Events**

[2019 NPO Calendar](#)  
[NPO Home](#)  
[NMHN Home](#)  
[Trillium Home Health](#)  
[NPO Blog](#)  
[Member Connections](#)  
[Medical Terminology](#)

*NPO is committed to providing great resources to our members!  
We welcome your feedback and comments.*