



STATE OF MICHIGAN

DEPARTMENT OF COMMUNITY HEALTH
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February 10, 2009

TO: Executive Directors and Chief Executive Officers
Prepaid Inpatient Health Plans

FROM: Michael J. Head, Director
Mental Health and Substance Abuse Administration
Michigan Department of Community Health

SUBJECT: Transmittal of the 2009 Application for Renewal and Recommitment

This memorandum transmits to the prepaid inpatient health plans (PIHPs) the 2009 Application for Renewal and Recommitment (ARR). The ARR formally introduces new and enhanced expectations of performance, and revitalizes the public mental health system's commitment to excellence in the priorities and directions outlined in the August 2008 Concept Paper.

With the ARR, MDCH invites the PIHPs and Community Mental Health Services Programs (CMHSPs), along with individuals receiving services, their supporters, and other community partners, to set a course together to improve statewide equity of service opportunity and quality of service outcome such that the people served by the public mental health system are provided options that best fit their preferences and supported to achieve true community membership. A secondary focus is to achieve administrative efficiencies that enable reinvestment in supports and services during these difficult times.

The PIHP's response to the ARR marks the commencement of a process that focuses on improving the quality and appropriateness of care within the denoted topic areas, provided to Medicaid beneficiaries receiving specialty supports and services managed by Michigan's PIHPs, and for other service recipients across the PIHP's participating CMHSPs. The quality improvement effort begins at the PIHP level with "environmental scans" that address each of 11 topics described in the Concept Paper. The effort continues with the development and submission of **plans for improvement** that focus on areas that the PIHPs have identified as "weaknesses," or "challenges," as well as opportunities for improvement.

MDCH will review each PIHP's response for sufficiency and rigor and may comment, seek clarification, or request that the PIHP strengthen and resubmit its response; but will not approve or disapprove it with respect to the maintenance of the PIHP contract. Instead, MDCH will attach the final responses as an attachment to the FY 10 contract, and will negotiate priority performance objectives with each PIHP. The performance improvement work outlined in the PIHP's response will serve as a multi-year developmental effort, commencing with FY 10 and continuing beyond. MDCH will periodically evaluate the individual progress of each PIHP against the performance objectives; will utilize the results of PIHP responses to target technical assistance and to facilitate the sharing of successful methods and practices. Overall,

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MDCH will increase its focus and effort to assure improvements as necessary where a PIHP is failing to meet its performance objectives.

A central expectation of the work that is conducted by the PHIP to develop their response to the ARR is an expanded engagement of individuals receiving services and their family members, and advocates as primary stakeholders who must be afforded a central role in the development of the environmental scans, the design of the plans, their implementation, and in the periodic evaluation of the progress. PIHPs may use existing structures such as Quality Improvement Councils, Improving Practices Leadership Teams, and other standing advisory committees in developing their responses, where these groups contain meaningful membership of these primary stakeholders. Additional involvement must include other community partners such as providers and local community representatives. However, since some of the topic areas address a single population or an initiative that impacts certain, but not all, populations, the PIHP will likely need to utilize more than one group of stakeholders. Regardless of the numbers of groups or stakeholders, it is expected that the PIHP will provide the supports and accommodations necessary to result in meaningful involvement of its stakeholders.

PIHPs should combine the 11 ARR quality improvement plans and their Attachments A and B into one Word document. **An overall description and summary, not to exceed 1000 words, of the PIHP's total quality improvement effort must precede the 11 separate topic plans.** Each section plan and attachments must be clearly labeled with the section number. The document must be labeled with the PIHP name, and the name, telephone number, and E-mail address of a person who MDCH can contact for questions. **The document must be emailed to DCH-ARR-PPG-Responses@michigan.gov at MDCH by 5:00 p.m. on June 1, 2009.** A separate attestation form, attached to the ARR as Attachment C, must be signed by the executive director or chief executive officer of the PIHP, executive director or chief executive officer of any CMHSP affiliates, and stakeholders, at least seven of whom were individuals who have or are currently receiving public mental health services, who were involved in the environmental scans and quality improvement plans development. The signed form should be scanned and emailed to the above address at MDCH by **5:00 p.m. on June 1.**

It is well understood that the demands of completing responses to the ARR will require a level of work that comes on top of demands for assistance from Michigan residents who face major stresses in their lives resulting from the economic downturn surrounding us all. While the current period presents difficult challenges for Michigan's system of community mental health services, we all know that we must continue to pursue improvements in the excellence of the opportunity for meaningful and successful services and supports which has been Michigan's hallmark.

I look forward to receiving your responses on June 1. If you have questions prior to the submission of your response, please send them to the email address above. MDCH staff will hold a session to clarify the ARR requirements and to answer questions at the MACMHB Winter Conference, February 24, 3:30 to 5:00 p.m. Two additional sessions will be held on March 10, with the times and locations to be sent separately. Questions and answers from the three sessions will be posted on the MDCH web site.

Attachments