

# NORTHCARE NETWORK PERSONNEL TRAINING GUIDE

Updated: 1/23/26  
CEO Approved: 1/27/26

| NEW EMPLOYEE ORIENTATION   |                             | MEET WITH THE FOLLOWING<br>NORTHCARE PERSONNEL: |
|--|-----------------------------|---|
| Orientation of NorthCare Benefits, Payroll, Policies   | HR                          |   |
| Review & Complete New Employee Documents & Attestations  |                             |   |
| Office Tour – Show where everything is located   |                             |   |
| Technology Policies and Procedures   | CIO                         |   |
| NorthCare Network Confidentiality and Use Agreement  |                             |   |
| New Employee Computer Information list   |                             |   |
| Team Falcon handout  |                             |   |
| Phone System Handouts  |                             |   |
| VPN Instructions   |                             |   |
| Multi-Factor Authentication  |                             |   |
| Telecommuting Policy/Procedure   |                             |   |
| Review NorthCare Employee Orientation – Overview of the Organization, History, Mission, Vision, and Organizational Chart                                       | Supervisor                  |   |
| Discuss Supervisor expectations, processes, weekly mtgs. (if needed), other required meetings, things the employee may need to know (how to contact you, etc.) |                             |   |
| Provide and discuss current Compliance Plan  | Compliance Officer          |   |
| Review and discuss Code of Conduct   |                             |   |
| Review and discuss Conflict of Interest Policy   |                             |   |
| Review and discuss Responsibilities for Reporting Non-Compliance Policy  |                             |   |
| Review Compliance Hotline and provide number   |                             |   |
| DRA Policy – FCA, Whistle Blowers Protection Act are covered in more detail in the online training that is required within the first 30 days.                  |                             |   |
| Breach Notification requirements   |                             |   |
| Medicaid Provider Manual & MSA Bulletins   |                             |   |
| Mental Health Code, MDHHS/PIHP Contract  |                             |   |
| HIPAA / Privacy  |                             |   |
| Customer Service Overview  | Customer Service Specialist |   |
| NorthCare Customer Service Handbook  |                             |   |

| NEW EMPLOYEE ORIENTATION<br>CONTINUED:   | MEET WITH THE FOLLOWING<br>NORTHCARE PERSONNEL: |
|--|---|
| General Access Information and/or Access Standards   | QI/UM Director                                  |
| Utilization Management Plan  |   |
| NorthCare Clinical Privileging Form <i>(if applicable)</i>   |   |
| NorthCare Individual Practitioner / Individual Contract Provider<br>Credentialing and Recredentialing Application <i>(if applicable)</i> |   |
| Documentation Requirements-Chart Reviews <i>(if applicable)</i>  |   |
|  |   |
| ELMER System Navigation  | Systems Analyst                                 |
| User Specific – ELMER Module(s)  |   |
| Reports and Data   |   |
| Medicaid Enrollment and Eligibility  |   |
| EHR  |   |
|  |   |
| SUD Overview   | SUD Services Director                           |

## TRAINING REQUIREMENTS

*The following training topics/titles are for the purposes of the Personnel-Training Policy only.  
Separate topics may be combined within a single training*

### Training Platform Key:

LMS=My Learning Pointe      IMP=Improving MI Practices

| ALL STAFF                                |   |                    |                           |           |
|--|---|--------------------|---------------------------|-----------|
| Training                                 | Meets Requirement(s) for:   | Training Platform: | Required to be Completed: |           |
| Customer Service                         | MDHHS/PIHP Contract   | LMS                | Initially within 30 days  | As needed |
| NC Compliance                            | DRA, MI False Claims Act, Whistleblower Protection Act, EEOC, 45 CFR 160 & 164, subparts A&C, MDHHS/PIHP Contract | LMS                | Initially within 30 days  | Annually  |
| NC Info Security Part I,II, III          | 45 CFR 160 & 164 subparts A&C, BBA, DRA, MDHHS/PIHP Contract, NorthCare Policies/Plans                            | LMS                | Initially within 30 days  | Annually  |
| Diversity in the Workplace               | BBA, Civil Rights Act of 1991, EEOC, Title VI of the Civil Rights Act of 1964, MDHHS/PIHP Contract                | LMS                | Initially within 30 days  | Annually  |
| Introduction to Recipient Rights         | BBA, DRA, Medicaid Provider Manual, MDHHS/PIHP Contract   | IMP                | Initially within 30 days  | Annually  |
| Infection Control & Standard Precautions | OSHA  | IMP                | Initially within 30 days  | Annually  |
| Workplace Violence                       | NorthCare Network Policies/Plans  | IMP                | Initially within 30 days  | Annually  |
| Emergency Preparedness                   | OSHA  | IMP                | Initially within 30 days  | Annually  |
| Limited English Proficiency              | Title VI of the Civil Rights Act of 1964, MDHHS/PIHP Contract   | IMP                | Initially within 30 days  | Annually  |
| NorthCare Trauma Non-Clinical            | MDHHS Trauma Policy   | LMS                | Initially within 90 days  | Annually  |

## CREDENTIALLED STAFF

*In addition to the above "all staff" training chart, the following trainings are required for Credentialed Staff depending upon their job description and/or privileging.*

| Training  | Meets Requirement(s) for:  | Training Platform: | Required to be Completed: |          |
|---|--|--------------------|---------------------------|----------|
| Substance Use Co-Occurring Issues and Recommendations   | MDHHS use of DDCMHT  | LMS                | Initially within 30 days  | Annually |
| Crisis Intervention & Risk Assessment   | MDHHS/PIHP Contract  | LMS                | Initially within 30 days  | Annually |
| Customer Service  | MDHHS/PIHP Contract  | LMS                | Within 30 days            | Annually |
| NC Grievance and Appeals  | BAA, MDHHS/PIHP Contract, 45 CFR 160 & 164, subparts A&C, Civil Rights Act of 1991 | LMS                | Initially within 30 days  | Annually |
| MDHHS Policies & Practice Guidelines<br><a href="http://www.michigan.gov/mdhhs/keep-mi-healthy/mentalhealth/mentalhealth/practiceguidelines">www.michigan.gov/mdhhs/keep-mi-healthy/mentalhealth/mentalhealth/practiceguidelines</a><br>NorthCare Clinical Practice Guidelines<br><a href="http://www.northcarenetwork.org">www.northcarenetwork.org</a><br>Attestation in My Learning Pointe | MDHHS/PIHP Contract  | LMS                | Initially within 30 days  | Annually |
| Person Centered Planning with Children, Adults & Family   | MDHHS/PIHP Contract  | IMP                | Initially within 30 days  | Annually |
| Service Array/Medical Necessity Section of the Customer Service Handbook.<br><a href="http://www.northcarenetwork.org">www.northcarenetwork.org</a><br>Attestation in My Learning Pointe.   | BAA, MDHHS/PIHP Contract   | LMS                | Initially within 30 days  | Annually |
| Creating Cultures of Trauma – Informed Care   | MDHHS/PIHP Contract  | IMP                | Initially within 30 days  | Annually |

## OTHER STAFF

*In addition to the above "all staff" training chart, the following trainings are required*

| Staff            | Training  | Meets Requirement(s) for:  | Training Platform: | Required to be Completed: |          |
|------------------|---|--|--------------------|---------------------------|----------|
| Human Resources  | First Aid ( <i>required</i> )<br>CPR ( <i>recommended</i> ) | MIOSHA   | NorthCare          | Per Job Description       |          |
| Customer Service | Customer Service  | MDHHS/PIHP Contract  | LMS                | Initially within 30 days  | Annually |
| Customer Service | NC Grievance & Appeals                                      | BAA, MDHHS/PIHP Contract, 45 CFR 160 & 164, subparts A&C, Civil Rights Act of 1991 | LMS                | Initially within 30 days  | Annually |