

**NORTHCARE NETWORK
PERSONNEL TRAINING GUIDE**

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

NEW EMPLOYEE ORIENTATION	MEET WITH THE FOLLOWNG NORTHCARE PERSONNEL:
Orientation of NorthCare Benefits, Payroll, Policies	HR
Review & Complete New Employee Documents & Attestations	HR
Office Tour – Show where everything is located	HR
Technology Policies and Procedures	CIO
NorthCare Network Confidentiality and Use Agreement	CIO
New Employee Computer Information list	CIO
Team Falcon handout	CIO
Phone System Handouts	CIO
VPN Instructions	CIO
Multi-Factor Authentication	CIO
Telecommuting Policy/Procedure	CIO
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.)	Supervisor
Provide and discuss current Compliance Plan	Compliance Officer
Review and discuss Code of Conduct	Compliance Officer
Review and discuss Conflict of Interest Policy	Compliance Officer
Review and discuss Responsibilities for Reporting Non-Compliance Policy	Compliance Officer
Review Compliance Hotline and provide number	Compliance Officer
DRA Policy – FCA, Whistle Blowers Protection Act are covered in more detail in the online training that is required within the first 30 days.	Compliance Officer
Breach Notification requirements	Compliance Officer
Medicaid Provider Manual & MSA Bulletins	Compliance Officer
Mental Health Code, MDHHS/PIHP Contract	Compliance Officer
HIPAA / Privacy	Compliance Officer
Customer Service Overview	Customer Service Specialist
NorthCare Customer Service Handbook	Customer Service Specialist

NEW EMPLOYEE ORIENTATION CONTINUED:	MEET WITH THE FOLLOWNG 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 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

CREDENTIALED 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 www.michigan.gov/mdhhs/keep-mi-healthy/mentalhealth/mentalhealth/practiceguidelines NorthCare Clinical Practice Guidelines www.northcarenetwork.org 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. www.northcarenetwork.org 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>) 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