

NORTHCARE NETWORK

POLICY TITLE: Qualifications & Supervision of Non-Credentialed Staff	CATEGORY: Provider Network Management	
EFFECTIVE DATE: 3/21/13	BOARD APPROVAL DATE: 3/21/13	
REVIEW DATE: 12/29/25	REVISION(S) TO POLICY STATEMENT: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	OTHER REVISION(S): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
RESPONSIBLE PARTY: Provider Network Specialist	CEO APPROVAL DATE: 1/20/26 Megan Rooney, CEO	

APPLIES TO

NorthCare Network Personnel
Network Providers

POLICY

NorthCare Network requires that all non-credentialed personnel meet criteria as set in the Michigan Medicaid Provider Manual, which states all providers must be:

- At least 18 years of age.
- Able to prevent transmission of any communicable disease from self to others in the environment in which they are providing supports.
- Able to communicate expressively and receptively in order to follow individual plan requirements and beneficiary-specific emergency procedures, and report on activities performed.
- In good standing with the law according to the MDHHS/PIHP contract.
- Successful in completing required recipient rights training.

In addition, aides must:

- Must be able to perform basic first aid procedures.

PURPOSE

To ensure non-credentialed personnel meet minimum requirements as a qualified provider in the Network.

DEFINITIONS

1. ***Non-credentialed staff*** means non-professional/paraprofessional personnel who do not require a degree or license to provide specific services and support.

REFERENCES

- Michigan Medicaid Provider Manual
- MDHHS/PIHP Contract
<https://www.michigan.gov/en/mdhhs/keep-mi-healthy/mentalhealth/mentalhealth/cmhsp>
- NorthCare Network Training Policy
- NorthCare Standard Operating Procedure -Staff Training specific to Consumer IPOS

HISTORY

REVIEW DATE: 3/20/13, 5/8/13, 3/18/14, 3/3/15, 9/4/15, 7/27/16, 5/24/17, 3/13/18, 12/18/18, 2/4/20, 12/5/20, 9/23/21, 7/7/22, 5/8/23, 2/14/24, 12/4/24, 12/29/25

REVISION DATE: 5/8/13, 9/4/15, 7/27/16, 5/24/17, 12/5/20, 7/7/22, 2/16/24, 12/29/25

CEO APPROVAL DATE: 3/20/13, 5/8/13, 3/18/14, 3/3/15, 10/6/15, 8/2/16, 6/6/17, 3/27/18, 1/7/19, 2/26/20, 1/5/21, 10/5/21, 8/2/22, 6/5/23, 3/5/24, 12/10/24, 1/20/26

BOARD APPROVAL DATE: 3/21/13

PROCEDURES

A. All Network Providers are required to ensure non-credentialed staff meet minimum requirements including, but not limited to, those outlined in:

- The Medicaid Provider Manual.
- MDHHS/PIHP Contract.
- MDHHS/NorthCare Network training requirements.
- Specific training regarding Individual Plans of Service, as required.

B. Providers are responsible to ensure that all non-credentialed staff providing direct services to individuals are appropriately supervised and have available evidence of this supervision upon request by NorthCare Network and/or the Michigan Department of Health and Human Services (MDHHS). Training requirements can be found in NorthCare Network's training policy.