



**Community Based Services Provider Meeting
Meeting Summary**

Facilitator: Rick Van Wagoner,
Provider Liaison, Contracts
Management Department

Recorder: Belle Black,
Administrative Assistant

Date: March 14, 2023
Time: 11am - 12:30 pm
Location: Microsoft Teams
Next Meeting: May 9, 2023

Agenda

11:00am	Welcome <ul style="list-style-type: none">• Provider Kudos• Doctor Appointments (professionalism) labs, appointments, follow-ups, medical supplies in-home• In-services• Community Living Supports (CLS) Outings• Safety Care and Genoa Medication Training – In-Person• LEO Progress Notes• MDHHS – HCBS Provider Trainings	Rick Van Wagoner, Provider Liaison, LifeWays, Contracts Management
11:05am	Recipient Rights Orientation Corrective Action Plan Requirements Corrective Action Log	Ashlee Griffes, BA , LifeWays Recipient Rights Officer
11:30am	Incident Reports in LEO	Misty Sines, Administrative Assistant, Quality Management, LifeWays
11:35am	LEO News	Alexis Shapiro, Assistant Director, EMR Systems Administration, LifeWays
12:00pm	Contracts Management Updates <ul style="list-style-type: none">• Wage Survey – due by March 31• All Credentialed Employees – log in LEO with Credentialing Proof• Camperships – Starting Soon• Medicaid Post PHE – Re-enrollment Tool Kit and Timeline• Annual Celebration – Tentative Date – May 11, 11:30 a.m. – 2:30 p.m.• Service Activity Log (SAL) Information• Two Factor Authentication Tokens - \$20 each• Next Meeting Date – May 9, 2023	Michael Cupp, Director LifeWays, Contracts Management
12:20pm	Q & A 30 Second PSA	

Provider Kudos

Virtual Meeting Protocol was reviewed.

Provider Kudos

Ashlee Griffes, BA, Recipient Rights Officer, LifeWays

- **Christ Centered Homes, Inc.** – Kudos to **Jodi Rodriguez** for taking on an emergency placement and providing support around the clock to this intense case. Thank you!
- **Segue, Inc.** – Kudos to **Mike Thompson** and **Heather Fisher** for the exceptional communication and advocacy for your recipients; especially the way they continue to support the recipients who become vulgar and disrespectful.
- **Centria Healthcare** – Kudos to **Ashley Driscoll** for exceptional communication and advocacy for our recipients.
- **Umbrellex Behavioral Health Services, LLC** – Kudos for transporting all recipients to hotel rooms in Ann Arbor during the ice storm.

Rick J. Van Wagoner, LBSW, BSW, Provider Liaison, Contracts Management, LifeWays

- **Christ Centered Homes, Inc.** – Kudos to **Jodi Rodriguez, Dennejah Drumwright/CCHI staff, Cheryl Howard**. Christ Centered Homes assisted in an Emergency Placement for a consumer who was at Henry Ford for over ten (10) days. Thank you for your assistance and stepping up to the plate.

Kelly Burnett, Utilization Manager, Utilization Management, LifeWays

- **Ashley Blalock, Recovery Technology LLC** - Kudos for documenting referral portal coordination within referrals. Having that noted within the referrals and initial authorization requests is appreciated.
- **Sarah Passow, Segue, Inc** - Kudos for navigating discharges with me. An oversight was made on my part, and Sarah and I worked together to resolve it with some LEO assistance from **Conner Gibbons, EMR Systems, LifeWays**.
- **Claudia Richards, Genoa Pharmacy** - Kudos for working with me on enhanced pharmacy requests. I recently started processing these authorizations on a regular basis. Claudia took the time to call and introduce herself to explain her documentation method of required information in the chart for authorizations. It was helpful and appreciated.
- **Tracy Roumell, Healthy Dimensions, LLC** – Kudos to Tracy, I recently started processing dietary authorizations, and Tracy has been great at communicating the coordination of consumers transitioning, ensuring no lapse in services. know she has worked with Aimee Williams for many of these cases as well, and Aimee would second the kudos.
- **Tracy Frazier, Integro, LLC** – Kudos to Tracy, she has done an amazing job communicating with me and coordinating required documentation for Overtime Service Authorizations.

If you would like to publicly recognize someone with some kudos at the upcoming Professional Clinical Services Provider Group meeting, please send to the Contracts Department Email at contracts@lifewaysmi.org or use the Provider Request Form [here](#).

- Name of person you are recognizing
- Organization of the person you are recognizing
- A small summary about what you are recognizing them for
- Your name and organization

Agenda Items

Rick Van Wagoner,
Provider Liaison, LifeWays Contracts
Management

- **Doctor Appointments (Professionalism), Labs, appointments, follow-ups, medical supplies in home:**

Please make sure the consumers are attending Doctor appointments, labs, follow-ups, etc. Also, please make sure to get documentation. Please encourage your staff to be polite, and courteous when attending medical appointments. There have not been any complaints received lately. So, thank you to all staff for doing an excellent job accomplishing this.

Please be sure that all of the labs, follow-up appointments, and anything needed for consumer medical needs are followed-up in a timely manner, so the consumer gets the best of care.

- **Inservices:**

Please be sure staff attends Inservices and documentation is signed by the professional giving the Inservice. Documentation needs to be complete, signed by everyone who attends, and put in LEO in a timely manner. An Inservice form is currently being developed. Andrew Murphy, Provider Analyst, Contracts Management, also added that when the document is scanned in to make sure the document type is Treatment Plan Inservice. This will help completing audits in an efficient manner.

- **Community Living Supports (CLS) Outings:**

We need to make sure consumers are getting out safely, and documentation is complete of the outing. The Emergency Order will end May 11, 2023.

- **CLS Referral Portal Reminder:**

Please make sure that referrals are entered in the portal so that Bobby Coleman, Provider Liaison, Contracts Management Department, can get the right CLS provider to take care of the consumer. Bobby also reminded everyone that they should not accept a CLS referral that has not been approved by the Contracts Management Department.

- **Safety Care and Genoa Medication – Training In Person:**

All procedures for Relias Safety Care and Genoa Medication Training are now done in person at LifeWays. Please be sure to sign up for these trainings. Anyone that missed the second day of the Safety Care Training due to weather can make up the second day. Please contact Dena Tracy to sign up.

- **LEO Progress Notes:**

The LEO Progress Notes has been rolled out as of March 1, 2023. Alexis Shapiro gave a quick presentation explaining the process. She also answered questions. LEO will automatically check to see if there are progress notes entered for March. A discussion followed, and Michael Cupp and Alexis Shapiro offered to put together a Relias training to help with this process. Michael reminded everyone that the Person-Centered Planning should reflect interventions rather than "goals." The main "goal" is

the consumer. He asked that if Providers notice Case Managers recording "goals" to please report it.

- **MDHHS – HCBS Provider Trainings:**

Michigan Department of Health and Human Services (MDHHS) – It is strongly recommended that providers take Home and Community Based Standards (HCBS) Provider Training. The trainings are in April and are very beneficial. An email was sent to Providers with the links. Please make sure home managers and administrative staff are linking on this. Surveys will go out at the end of this month. Rick asked that Providers please contact him once they receive the surveys so the surveys can be reviewed together. This is to help interpret questions, and to assist in getting correct answers.

Meeting attendees played a Jeopardy style game reviewing various Community-Based Services. Prizes were awarded and an enjoyable time was had by all.

Incident Reports in LEO	Misty Sines , Administrative Assistant, Quality Management, LifeWays
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Misty Sines reported on Incident Report requirements:

- Quality Management is having issues with Incident reports (IR) unsigned and submitted late. This slows down the process. There is an ongoing issue with supporting documentation not attached to the IR. This includes a fall report form, discharge summaries, as well as physical intervention type and length of time used. All these documents are important for the IR to fully processed.

Please remember that EVERY LINE on the IR Report Form MUST BE COMPLETED. All signatures must complete. Please verify check boxes are filled in when applicable.

If you are filling out a report for someone else, please use the IR Scanned Tab, which will show the scanned document has their signature. Also, when scanning in the document, be sure to click the box that states the writer is not in LEO. Manually enter their name and email address.

Supervisors, please check all incident reports, and be a second set of eyes looking for missing documentation and making sure the report is complete.

- Providers have 24 hours to report an IR to their supervisor, and the supervisor has 48 hours to have all supporting documentation and IR fully submitted in LEO. When the supervisor signs off on the IR, this is their verification that it is fully complete with all the supporting documentation.
- If there are any questions regarding how to process an IR, the LEO HELP tab is a great resource.

Misty is more than happy to do a Teams call with any group that wants to go over the process further and is available by phone (517) 240-0617 or email, misty.sines@lifewaysmi.org.

Recipient Rights Orientation Corrective Action Plan Requirements Corrective Action Log	Ashlee Griffes, BA , Recipient Rights Officer, LifeWays
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Ashlee gave a presentation regarding:

Recipient Rights Orientation – It is very important that all new employees receive a Recipient Rights Orientation within 30 calendar days of hire. This is required by Michigan State Law 330.1755. The State is very strict about compliance to this law and audits us every three years tracking all employees who have received the orientation before or within 30 calendar days of hire. Ashlee strongly recommends that staff complete this training on their first day on the job, prior to working with recipients.

Corrective Action Plan Requirements – If a staff member is substantiated for anything less than abuse or neglect, a Provider is responsible for providing remedial action. There are Remedial Action Requirements and Disciplinary Requirements. The Remedial Action Requirement prevents reoccurrence. This can be training, further education, or an apology. Disciplinary Action Requirements covers abuse, neglect, or retaliation cases. The State requires one of five actions to be taken.

They are:

- 1) an official reprimand
- 2) demotion
- 3) suspension
- 4) reassignment, or
- 5) dismissal

The employee must be notified in writing that they have a substantiation. Providers should have their own policies and procedures in place. Ashlee further reviewed the procedures to follow regarding Corrective Action Plan requirements when contacting the Recipient Rights Office through LifeWays.

Corrective Action (CA) Log – this log is a record of substantiations and is kept on file in the Recipient Rights Office. It is suggested that Providers use a Recipient Rights Check Request Form under the tab, "Additional Resources," <https://www.lifeways mi.org/recipient-rights>, to verify any new staff. The various categories and timeframes for retention of the files were reviewed. Questions about the process were taken and answered. (A copy detailing this process is attached to these minutes.)

LEO News/LEO User Profile Form

Alexis Shapiro, Assistant Director, EMR System, LifeWays

Alexis reported the following:

Electronic Medical Records (EMR) Policy and Procedures update highlights include:

- Behavioral Health Treatment Episode Data Set (BH TEDS) was updated. There were minor revisions made to reflect the coding instructions.
- EMR Management Procedure received many revisions. Some highlights are:
 - LEO User Profile Form – This does not need to be added to a Help Desk Request. The new process was reviewed. At least one administrative staff should be designated as a Provider Administrator. Discussion followed regarding who has access to a Consumer's file.
 - Chart Sequestering. The various reasons for Chart Sequestering were reviewed.
 - LEO Enhancement Requests – Please submit with the system change/enhancement request form.

- Calendar – Please do not delete appointments. Consumer appointments should be marked cancelled, no show, or rescheduled.
- EMR-G was added to the communication section.
- Mass End date caseloads, mass transfer caseloads – please enter a LEO Help Desk

Alexis also reported that the Consumer Electronic Health Record (CEHR) Portal is now mobile friendly, and signatures can be obtained electronically through the portal. This is for all documents requiring signatures.

Contracts Management Updates

Michael Cupp, Director,
LifeWays Contracts Management

- **Wage and Salary Survey** must be completed by March 31, 2023. This goes through the State of Michigan's actuaries to determine how much money everyone should be paid.
- **All Credentialed Employees must be in LEO and Relias with Credentialing Proof.**
All employees and staff must have updated credentialing and proof of credentials in LEO and Relias. This includes modifiers. If you have questions, please contact your Provider Liaison. The types of proofs accepted for credentials was reviewed. A media packet of this information will be required to be sent to the Contracts Management Department to keep on file for audits. Bobby Coleman asked that Providers make sure credentialed employees have a current resume with current experience included. Discussion followed regarding the need for the documents that are signed by staff who do not meet the credentialing requirements. The documents need to indicate who the supervisor is that was providing the supervision of the staff. It should be billed under the supervisor. *(An informational guide will be included with these minutes.)*
- **Camperships – Starting Soon.**
Camperships were reviewed, including required paperwork. If the camp is not on the list, please contact Rick Van Wagoner, Provider Liaison.
- **Medicaid Post Public Health Emergency (PHE) – re-enrollment tool kit and timeline.**
During the federal COVID-19 Public Health Emergency (PHE), changes were made to the states and the nation's Medicaid program's eligibility, administration, and policies to prevent Medicaid beneficiaries from losing their healthcare coverage during the PHE. With the formal end of the PHE, Michigan and states across the country will be restarting Medicaid eligibility renewals effective April 1, 2023. This means, as we have discussed in the past, that persons with Medicaid coverage will need to re-enroll, during their re-enrollment month, to retain their Medicaid coverage.

Below are two resources, recently issued by MDHHS, to assist you and your staff in supporting those whom your organization serves, who have Medicaid coverage, to retain that coverage:

Stakeholder Medicaid Re-enrollment Toolkit: This toolkit can be used by organizations to assist individuals with Medicaid coverage understand the upcoming changes. The toolkit contains a variety of approved materials for organizations to use and distribute. The toolkit can be found at: <https://www.michigan.gov/mdhhs/end-phe/stakeholder-toolkit>

Medicaid Eligibility Notification Timeline: The timeline for the Medicaid re-enrollment process is outlined in the attached, underscoring that re-enrollment will be required of Medicaid enrollees on their re-enrollment date – dates that are spread throughout the year. Note that

the first re-enrollment notification letters will be sent, in March 2023, to Medicaid beneficiaries whose re-enrollment date is in June 2023. This timeline can be found at: [Eligibility Notification Timeline \(michigan.gov\)](https://www.michigan.gov/eligibility-notification-timeline)

- **Fiscal Year 2023 Supplemental Funding**

Supplemental funding still available through the end of this Fiscal Year, September 30, 2023, includes:

- A 7.5 percent increase has been added to the contract until the end of the Fiscal Year, September 30, 2023, for non-licensed homes.
- Extraordinary Funding Related to Covid Funding - There is supplemental funding for extraordinary expenses related to Covid. This includes Personal Protection Equipment used, over-time related to Covid, training, pay a premium, etc. Please invoice Lifeways for these expenses.
- Loss of Revenue Funding - There is supplemental funding available loss of revenue. Documentation showing the loss will be required to receive funding.
- Staffing Crisis Grant through Mid-State Health Network – Funding will still be available to help retain and attract staff. An application will need to be completed to receive the grant. This funding must be used before September 30, 2023. *(Information regarding the grant application will be included with these minutes.)*

- **Annual Celebration – tentatively set – May 11, 2023, 11:30 a.m. – 2:30 p.m.**

The Annual Celebration is back! It will be held on May 11, 2023, at Commonwealth Commerce Center. This is a celebration to recognize Providers, their staff and the clients. Provider staff and consumers are encouraged to attend. A nomination form will be sent out soon to recognize Providers, staff, consumers and citizens.

- **Service Activity Log (SAL) Information and Link.**

Information regarding the Service Activity Log (SAL) and link were reviewed. A signature is required, or the claim will be rejected. The SAL must be submitted for each shift for each note. Discussion followed regarding the changes. Ideally, staff should be able to document throughout their day. An informational guide will be sent regarding this.

- **Two Factor Authentication Tokens for LEO Log-in - \$20 each**

It is highly recommended to use the Smart Phone App for the Two Factor Authentication for LEO log-in. However, two factor authentication tokens will be available at a cost of \$20 each. A sign-up sheet was circulated for Providers to indicate how many tokens they wish to purchase. Please let the Contracts Department know by the end of this week how many tokens you would like to purchase.

- **Next Meeting Date – May 9, 2023. Please attend in person.**

Questions

None currently.

30 second PSA

No PSA's.

Upcoming Meeting

Next meeting is May 9, 2023.

Provider Meeting Agenda Requests

If you need to give an update, address a concern/issue, or submit a Provider Kudos at **any** of our provider meetings, please use the **PAR form, no later than 5 days prior to the Tuesday meeting you are submitting a request for.** If you have any documents or handouts to supplement your submission, please ensure you send this to the contracts email at contracts@lifewaysmi.org. If there is not enough detail in the request or the request is not submitted using the request form, it may not be included.

You can always find Provider Meeting minutes, supporting documents, and the provider manual on the Provider page of the LifeWays website. <https://lifewaysmi.org/>

This is the meeting for all LifeWays providers of **Community-Based Services (CBS)** and is separate from the meeting with providers of Professional Clinical Services. This separation will allow more time for each group to address/share more focused and relevant information. Please share this invite with those in your organization who you feel should be attending. Community-Based Services (CBS) Provider Group meeting occurs the second Tuesday of the months Feb, Mar, May, Jun, Aug, Sept, Nov, and Dec from 11 AM to 12:30 PM. Due to the importance of the topics covered during this meeting we ask that each provider have 1 or 2 senior level leadership members in attendance who can share information within their agency as appropriate.

Meeting Attendance

Melissa	Frash	CLN
Teri	Miskowski	Rice Manor
Lisa	Monk	Tenacious Living
Tina	Jenkins	Choices/SD
Sara	Johnson	Renaissance
Angel	Bail	Renaissance
Melody	Dixon	Renaissance
Catherine	O'Dell	Renaissance
Georgia	Mason	Key Opportunities
Darlene	Devine	Renaissance
Melissa	Diaz	J-Town Hope Network/New Passages
Pamela	McKessy	Hope Network
Tiffany	Smith	Renaissance
Beth	Cooley	Renaissance
Cheryl	Howard	Christ Centered Homes, Inc.
Diane	Cranston	Genoa Pharmacy
Breanna	Goodlock	Renaissance
Jennifer	Lockwood	Hope Network
Connie	Wilson	Christ Centered Homes, Inc.
Nicole	Turpin	Golden Years AFC Home, Inc.
Brenda	Lewis	LifeWays
Robin	Miller	LifeWays
Alexis	Shapiro	LifeWays

Jennifer	Wireman	LifeWays
Misty	Sines	LifeWays
Ashlee	Griffes	LifeWays
Aimee	Williams	LifeWays
Michael	Cupp	LifeWays
Rick	Van Wagoner	LifeWays
Michael	Cupp	LifeWays
Belle	Black	LifeWays
Bobby	Coleman	LifeWays
Andrew	Murphy	LifeWays
Casie	Schirer	LifeWays
Sharon	Hasen	LifeWays

All substantiated reports end with the section below. Prior to reading this section it is important for you to determine whether the Recipient Rights violation is Abuse, Neglect or a lesser substantiation.

- Abuse, Neglect and Retaliation require Disciplinary Action.
- Lesser substantiations require Remedial Action. Remedial Action does not have to be disciplinary.

It is important that you follow your own disciplinary procedures when providing remedial or disciplinary action. Our office could question inconsistent plans of correction for similar substantiations.

RECOMMENDATIONS

It is recommended that remedial action, in accordance with the Respondent-Provider's disciplinary guidelines, be taken against [staff] for a violation of [Recipient's Right].

It is recommended that the Respondent-Provider take all necessary steps to comply with the requirements of the Bullard-Plawecki Employee Right to Know Act.

It is recommended that the Respondent-Provider submit a corrective action plan within 5 business days of the date on this final report. The plan of correction shall address all corrective action requests/recommendations made in the Report of Investigative Findings, shall correct or provide remedy for the established rights violation, shall be implemented in a timely manner, and shall include a plan for the monitoring and prevention of reoccurrence.

***DISCIPLINARY ACTION REQUIREMENTS:**

MCL 330.1722(2) *The department, each community mental health services program, each licensed hospital, and each service provider under contract with the department, community mental health services program, or licensed hospital shall ensure that appropriate disciplinary action is taken against those who have engaged in abuse or neglect.*

Admin. Rule 330.7035(1) *Abuse or neglect of a recipient by an employee, volunteer or agent of a provider shall subject the employee, volunteer or agent of a provider, upon substantiated reports, to an appropriate penalty, including official reprimand, demotion, suspension, reassignment or dismissal.*

***REMEDIAL ACTION REQUIREMENTS:**

MCL 330.1780(1) *If it has been determined through investigation that a right has been violated, the respondent shall take appropriate remedial action that meets all of the following requirements: (a) corrects or provides a remedy for the rights violation, (b) is implemented in a timely manner, (c) attempts to prevent a recurrence of the rights violation.*

Corrective Action Log

We suggest you use a Recipient Rights Check Request Form under the tab "Additional Resources" <https://www.lifewaysmi.org/recipient-rights> to verify any new staff. Our office maintains a Corrective Action (CA) Log of all substantiations using the following timeframes:

Any Abuse I, II, or Neglect I, II or Neglect I, II Failure to Report are kept on the CA log for 5 years.

Any Abuse III, Neglect III, or Neglect III Failure to Report are kept on the CA log for 3 years.

All the rest of the Mental Health Categories are kept on the CA log for 2 years.

The CA log is updated the first of every month.

The "Date" in the log is the date, if known, of the violation. If not known, use the RIF date.