



Professional Clinical Services Provider  
Meeting Summary

<b>Facilitators:</b>	<b>Bobby Coleman</b> , Provider Liaison, LifeWays Contracts Management	<b>Date: March 14, 2023</b> <b>Time:</b> 9:00 am-10:30 am <b>Location:</b> Microsoft Teams <b>Next Meeting: May 9, 2023</b>
<b>Recorder:</b>	<b>Belle Black</b> , Administrative Assistant, LifeWays Contracts Management	

**Agenda**

<b>9:00 am Welcome</b>	<ul style="list-style-type: none"> <li>• <b>Virtual Meeting Protocol</b></li> <li>• <b>Provider Kudos</b></li> <li>• <b>Referral Portals</b></li> </ul>	<b>Bobby Coleman</b> , Provider Liaison LifeWays, Contracts Management
<b>9:05 am Recipient Rights Orientation Corrective Action Plan Requirements Corrective Action Log</b>		<b>Ashlee Griffes, BA</b> Recipient Rights Officer, LifeWays
<b>9:25 am LEO News &amp; Updates</b>		<b>Alexis Shapiro</b> , Assistant Director Lifeways, EMR Systems Administration
<b>9:55 am Contracts Management Updates</b>	<ul style="list-style-type: none"> <li>• <b>All Credentialed Employees must be in LEO with Credentialing Proof</b></li> <li>• <b>Family Friend – Double Billing Issue</b></li> <li>• <b>Camperships – Starting Soon</b></li> <li>• <b>Medicaid Post PHE – re-enrollment tool kit and timeline</b></li> <li>• <b>Annual Celebration – tentatively set – May 11, 11:30 am – 2:30 pm</b></li> <li>• <b>Next Meeting Date – May 9, 2023</b></li> </ul>	<b>Michael Cupp</b> , Director, LifeWays, Contracts Management Department
<b>10:20 am Q &amp; A</b>		
<b>10:25 am 30 Second PSA</b>		

	<b>Bobby Coleman</b> , Provider Liaison LifeWays Contracts Management
<b>Virtual Meeting Protocol was reviewed.</b>	
<b>Provider Kudos</b>	
<b>Ashlee Griffes, BA</b> , Recipient Rights Officer, LifeWays	
<ul style="list-style-type: none"> <li>• <b>Christ Centered Homes, Inc.</b> – Kudos to <b>Jodi Rodriguez</b> for taking on an emergency placement and providing support around the clock to this intense case. Thank you!</li> </ul>	

- **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](mailto: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

### **Referral Portals**

The Referral Portals are still open. Please do not refer to providers directly unless you have the consumers name pulled off that list. Some referrals are still being made directly to the providers for those services, and they must be denied because they have not been approved yet. The Community Living Supports (CLS) portal is moving, as well as the Psychological Testing Referral portal.

### **Jeopardy Game Show**

The in-person group participated in a question-and-answer Jeopardy style game. Prizes were awarded, and a good time was had by all.

**Recipient Rights Orientation  
Corrective Action Plan Requirements  
Corrective Action Log**

**Ashlee Griffes, BA**, Recipient Rights Officer, LifeWays, Recipient Rights Office

**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 & Updates**

**Alexis Shapiro**, Assistant Director, LifeWays, EMR Systems Administration

**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  
Department

- **Calendar appointments**

All Providers, particularly primary providers, out-patient therapy providers, and veteran service providers, need to have first service appointments entered into LEO availability. There needs to be a minimum of one per service appointment, per week for each program per Full Time Employee (FTE). The Contracts Department will be tracking these. The State of Michigan is now requiring that every consumer is to be offered an appointment within two weeks of their entering the system. The scheduling of appointments was reviewed and discussed by Alexis Shapiro. Please have your EMR-G person contact Alexis with any questions. Training can be provided to EMR-G members as needed.

- **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.)*

- **Family Friend Respite – Double Billing Issue**

Please make sure that primary case holders and primary case managers understand the following about Family Friend Respite billing:

- Anyone receiving Family Friend Respite must have a time sheet from Alternative Choices completed by the staff/family friend. The time sheet must be signed by the parent/guardian and returned to Alternative Choice and not through a case manager. Alternative Choices will be sending out correspondence explaining the process to all involved.
- Family Friend Respite staff cannot bill at the same time another service is currently happening (double billing). Please make sure staff are aware of this process and that double billing does not occur when a service is given to a client. Please be sure staff and families are reviewing the calendar when scheduling appointments. Alexis Shapiro stated that the LEO calendar has features in it that can help. She reviewed some of the features included in the LEO calendar.

- **Camperships – Starting Soon**

Camperships were reviewed, including required paperwork. If the camp is not on the list, please contact Rick Van Wagoner.

- **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 \(michigan.gov\)](#)

- Michael also announced that Dr. Wilanowski is no longer with LifeWays as Medical Director. Dr. Rodriguez is currently the Interim Medical Director. Dr. Rodriguez is also leaving, so please contact your Provider Liaison when scheduling appointments.

- **Annual Celebration – tentatively set – May 11, 2023 – 11:30 am – 2:30 pm**

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.

- **Fiscal Year 2023 Supplemental Funding**

Supplemental funding available includes:

- A 7.5 percent increase has been added to the contract until the end of the Fiscal Year, September 30, 2023.
- 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 enhance employment and support staff. An application will need to be completed to receive the grant. *(Information regarding the grant application will be included with these minutes.)*

The Contracts Department is currently looking at and working with the budget to increase rates once the increase goes away. Any advocacy a Provider can do by contacting the Michigan State Legislature regarding this would be appreciated so that LifeWays can be competitive with hospitals. Michael encouraged providers to go to the Community Mental Health website, <https://www.michigan.gov/mdhhs/keep-mi-healthy/mentalhealth/mentalhealth/cmhsp>, to get information regarding Legislative Advocacy.

- **Next Meeting Date – May 9, 2023. Everyone is encouraged to attend the meeting in person.**

## Q & A

None currently.

## 30 Second PSA

**Aimee Williams**, Utilization Management (UM), LifeWays, advised that UM was doing their spring cleaning of files and Providers may have received emails regarding authorization denials for old authorizations for consumers that are closed or no longer on their case load.

### **May 9, 2023, at 9:00 a.m. – next meeting**

*This is the meeting for all LifeWays providers of Professional Clinical Services (PCS) and is separate from the meeting of providers that have Home and Community-Based Supports. 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. The Professional Clinical Services Provider Group meeting occurs the second Tuesday of the months Feb, Mar, May, Jun, Aug, Sept, Nov, and Dec from 9:00 AM to 10:30 AM. 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.*

### **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](mailto: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 notes, supporting documents, process alerts, and the provider manual on the Provider Portal. <https://www.lifewaysmi.org/Provider-Portal>.*

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**Attendance:**

Aimee Williams  
Alex Cash  
Ashlee Griffes  
Alexis Shapiro  
Amber Blanton  
Amy Cosgrove-Evens  
Andrew Murphy  
Ann Monroe  
Belle Black  
Bobby Coleman  
Caleb Ashby  
Carol Gilbert  
Casie Shirer  
Cindy Keyes  
Denae Tracy  
Diane Cranston  
Jodie Smith  
Julie Pratt  
Katelynn Miller  
Laura Smith  
Michael Cupp  
Michael Thompson  
Randy Evans  
Rick Van Wagoner  
Robin Miller  
Sara Kolesar  
Sara Moreno  
Sharon Hasen  
Sherry Riedel  
Stephanie Justice  
Terra Chall  
Tina Jenkins  
Tracy Roumell

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.