



Community Based Services Provider Group Meeting
Tuesday, May 9, 2023, 11:00 a.m. – 12:30 p.m.
LifeWays Meeting Summary

General Updates

Rick Van Wagoner, Provider Liaison

Rick Van Wagoner welcomed everyone and reviewed the Virtual Meeting Protocol. Providers are encouraged to attend meetings in person from now on.

• **Provider Kudos**

Ashlee Griffes, B.A., Recipient Rights Officer

- **Integro** – Kudos to administrative staff Susan, Emily, and Andrea. A misunderstanding about scheduling a client occurred. Susan managed the client with dignity and respect. Emily and Andrea also collaborated with me in Access to reschedule the client. The teamwork and understanding from Integro staff was appreciated!
- **Dr. Mary Beljan** – Dr. Mary Beljan has been extremely supportive of our consumers. Both she and Dee have worked tirelessly to ensure that the needs of two consumers (we are investigating for these two, so we only know of the two) have been met and then some. Dr. Mary is even going to the consumer's home weekly to alleviate the stress that occurs for this consumer when they go to the hospital or doctor's office. Dr. Mary has truly gone above and beyond for this consumer and has continued to be heavily involved for the other consumer as well. Our office wanted to take time to make sure that Dr. Mary is recognized for her dedication for the welfare of our consumers.
- **All Providers** – 100 percent of our providers completed their Recipient Rights Orientation on time in March. Kudos!!!

If you would like to publicly recognize someone with some kudos at the upcoming Community Based 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*

• **Doctor Appointments (Professionalism), Labs, Appointments, Follow-ups, Medical Supplies in Home**

Please make sure the consumers are attending doctor appointments, labs, follow-ups and that these are documented. Please encourage your staff to be polite, and courteous when attending medical appointments.

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

- **Hospital Discharge**

Please make sure Hospital discharge information is processed accurately and promptly. Provider administrative staff should be monitoring the discharge. The incident report and discharge papers should be scanned into the report section for the consumer. Also, all follow-up appointments and information for the appointments should be in order.

- **In-Services**

Please be sure staff attends In-services and documentation is signed by the professional giving the In-service. Documentation needs to be completed, signed by everyone who attends, and put into LEO promptly. There needs to be a tracking process in place documenting the In-Service training given to staff by a clinical expert. Please be sure the Training the Trainor method is being followed.

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

We need to make sure consumers are getting out safely, and documentation is completed for the outing. A calendar should be kept in each consumer's file. A detailed report should be given showing who went, who they interacted with, and where they went. This can also be included in the LEO Progress Note. It is imperative to get the two outings a week completed. Providers/consumers using a program like LifeSpan can still use it until the end of the treatment plan. After the end of the treatment plan each consumer will be considered on a case-by-case basis. Jennifer Fitch let the group know that these procedures are used networkwide, not just a requirement from Utilization Management. Cooperation and patience are encouraged by all involved.

- **LEO Progress Notes**

The LEO Progress Note training provided by Connor Gibbons, EMR Systems, has been sent out to providers. So far, there have not been any providers who have not gotten paid because of the lack of LEO Progress Notes. Rick commended providers. Everyone has been meeting the guidelines and timelines. The EMR team and Quality Improvement team are looking at the forms to try to make them more convenient to use.

- **HCBS Documentation**

Providers are strongly recommended to take the Michigan Department of Health and Human Services (MDHHS) – Home and Community Based Standards (HCBS) Provider Trainings. 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 being done to help interpret questions, and to aid in getting correct answers.

LEO News & Updates

Alexis Shapiro, Assistant Director, EMR Systems

Connor Gibbons, Systems Analyst, EMR Systems, gave LEO updates for Alexis Shapiro.

- **Barcode Scanning:** A pilot with a few organizations was initiated and there was mixed feedback received. The feedback was based on how the organization's operations are set up. If you would like this option added for your administrative staff, please enter a LEO help desk, and we will grant permissions and send instructions to users.
- Just a friendly reminder that the EMR-G meeting is tomorrow, May 10, 2023, from 9:00 a.m. to 10:30 a.m. in the Pine Room. We have a full agenda. If there is anything you wish to have added to a future meeting agenda, please email the EMR Team (Alexis.Shapiro@Lifewaysmi.org or Connor.Gibbons@Lifewaysmi.org).
- **Electronic In-Service Form:** The Electronic In-Service Form is available in LEO. The EMR Team is completing a training this week that will be posted in Relias. A communication will be sent to users once it is available. Since the procedures already speak to the in-service form requirements, we hope the electronic form will create an efficiency for recording when in-services are completed as this has continued to be a common theme in audit findings.
- **Provider Performance Index:** We are in the last stretch of development for the measures, and we will be rolling out the final report to all Primary Case Holders within the next two weeks. Keep an eye out for communication on availability. We will schedule a meeting for basic navigation training. Due to not being able to display details to everyone, we will work to carve out time in June to allow agencies to sign up for 30-minute time slots to give organization users one-to-one navigation training if they wish.

Claims for Specialized Residential

Rick Van Wagoner, Provider Liaison

Rick asked that all Providers please contact their case managers before the end of the month to be sure that all authorizations are in place. This will alleviate holding billing. A discussion followed regarding an issue Providers are having with the Behavioral Treatment Plan form. Bobby Coleman asked that as Providers run into issues to please let him know and he will address the issue. An update will be given in the next meeting.

Contracts Management Update

Michael Cupp, Director, Contracts Management

Bobby Coleman, Provider Liaison, gave the Contracts Management update for Michael Cupp.

- **Camperships**
Camperships are starting up. If you have anyone that is qualified to attend a camp, it is encouraged to have them to participate. If an adult consumer can attend a camp, please make sure that the camp is aware of the consumer's physical and behavioral needs.
- **Telehealth Changes**
There are changes coming to Telehealth. More information will be sent out soon.

- **Medicaid Post PHE Reminder**

Starting this month Medicaid applications need to be completed again for all consumers who are on Medicaid. LifeWays is working with Michigan Department of Human and Health Services (MDHHS) to ensure that affected consumers are helped so they can continue receiving Medicaid funds. Spend downs will come back into play. It is important to be aware of consumers eligibility and who will need to reapply.

- **Provider Satisfaction Survey**

The Provider Satisfaction Surveys were sent to Providers. It is important that these be completed and returned as soon as possible.

- **Annual Celebration**

The LifeWays Annual Celebration is Thursday, May 11, 2023, at the Commonwealth Commerce Center. If you know of anyone that cannot go, please contact Rick Van Wagoner so someone else can attend in their place. This is currently a sold-out event.

- **Next Meeting: June 13, 2023**

Additional Kudos

Courtney Sullivan, Integrated Health, gave a Kudo's to **Jodie Rodriguez**, Christ Centered Homes, for assisting with a situation and making sure everything was taken care of. Rick further thanked everyone that was involved in this situation.

Questions & Answers

A question was given regarding H0032. Rick stated there are no updates on the H0032 at this time. Hopefully, this will be updated at the next meeting.

30 Second Public Service Announcement

Connor Gibbons, EMR Systems, gave an update on training videos that are being added to Relias regarding LEO.

Meeting Adjourned at 12:30 p.m.

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.*

Attendance:

Providers:

Angel Bail, Renaissance
Betty Cooly, Renaissance
Brenna Goodlock, Renaissance
Cathy O'Neill, Renaissance
Cheryl Howard, CCHI
Connie Wilson, CCHI
Darlene Devine, Renaissance
Jennifer Lockwood, Hope Network
Melody Dixon, Renaissance
Pam Griffith,
Shelly Keinath, Beacon Specialized
Teri Miskowski, Rice Manor I & II
Tiffany Smith, Renaissance
Tina Jenkins, Choices with Self-Determination

LifeWays Staff:

Aimee Williams, Utilization Management
Amy Cosgrove - Evans,
Belle Black, Contracts Management
Bobby Coleman, Contracts Management
Casie Shirer, Contracts Management
Courtney Sullivan, Integrated Health
Jennifer Fitch, Utilization Management
Jennifer Wireman, Quality Improvement
Kelly Burnett, Utilization Management
Rick Van Wagoner, Contracts Management
Shirley Wilson,