

Professional Clinical Services Provider Meeting Presentation Summary



Facilitator: Recorder: Please request a copy of the recording using the PAR form.	Makena L'Huillier Provider Analyst, Contracts and Provider Network Management Susan Wood, Administrative Assistant	Date: May 11, 2021 Time: 9:00 am-10:30am Location: Microsoft Teams Next Meeting: June 08, 2021
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Agenda

- Welcome
- Provider Kudos
- ClubLife Informational Presentation
- High Risk Compliance Issue
- CPNM Updates
- Q&A; Michael Cupp, Director, Contracts and Provider Network Management
- 30 Second PSA; Michael Cupp, Director, Contracts and Provider Network Management

Provider Kudos



May 11, 2021

Congratulate, support, and show appreciation for our Providers and their Staff!!

Submitted by: Phillip Hoffman **Organization:** Highfields

- **Kudos:** I would like to give kudos to Highfields, specifically Terra Chall, Lara Hewson, Liesel Chivington and Keanna Mendez for taking time out of their busy schedule to prompt help with making necessary revisions as part of the MDHHS 90-Day Follow Up review for the 2020 Waiver Audit. Your strategic partnership is much appreciated and again serves as another example of great work executed. Thank you again!

Submitted by: Jennifer Wireman, LifeWays **Organization:** LifeWays Provider Network

- **Kudos:** I would like to thank the Provider Network for their prompt response in addressing monthly DD Proxy Measures. You are all greatly appreciated!

Submitted by: Ken Berger, LifeWays **Organization:** Multiple

- A special thank you to:
 - Kristen Wright (LifeSpan)
 - Stephanie Rice (A.R.E.)
 - Julie Pratt (Comprehensive Speech)
 - Becky Womboldt (Highfields)
 - Heather Fischer (Segue)
 - Tony Thomas (Christ Centered Homes)
 - Amy Drummond (Momentum)
 - Saman Deweesha (St. Louis Center)

They're part of the network "Compliance Officers Learning Collaborative". We meet to learn with one another about what's going on in behavioral health care compliance so we can increase the quality of compliance in our own organizations. Compliance is all about integrity and I appreciate what I'm learning from these people of integrity.

Submitted by: Ken Berger **Organization:** Segue

- Thank you, Jessica Croff (Segue) for going above and beyond to navigate numerous "speed bumps" and get a child the services they need at a very difficult time in their life. You made a difference!

Submitted by: Kristen Wright, LifeSpan **Organization:** LifeWays

- I have a kudos to share regarding Ken Berger on creating the Compliance Collaborative group. I attended my first meeting and already feel this is a huge benefit for providers to share and grow with compliance. Ken's positivity, enthusiasm, and desire for us all to learn from one another as a team is refreshing and motivating.

Submitted by: Tony Thomas, Christ Centered Homes **Organization:** Christ Centered Homes

- Cheryl Howard and Connie Wilson, Christ Centered Homes
I would like to take a moment to celebrate both of them for their efforts in working over the last several months ensuring that our consumers during this most difficult time. They are passionate about the health and safety of the consumer. I want to thank them publicly...

Reminder: Kudo's are submitted using the Provide Request Form

ClubLife Informational Presentation

**David McKnight and
Lindsey Psychas,
ClubLife
Owners/Founders**

David McKnight presented. The video share did not work during the presentation. Link to Facebook [here](#). ClubLife's website has a lot of information regarding the club's events. Fliers are available for each event and will be attached to these notes. ClubLife also has a Facebook page which contains information and great photos. You do not need an open case with LifeWays to partake in ClubLife activities. ClubLife's goal is "to establish a series of programs and activities that support adults with disabilities, all while creating an environment where participants can discover new potentials, increase self-confidence through lessons, and be engaged through community outings and enrichment activities."

High Risk Compliance Issue

**Ken Berger,
Compliance and
Privacy Officer,
LifeWays**

Ken Berger presented and shared a power point which is attached [here](#). Ken went over a few definitions before his presentation to ensure understanding for all. Corporate compliance/integrity is protecting our consumers from harm. Data was pulled 5-10-2021. 123 consumers have not been seen by their primary provider within 91+ days. Risks are high for these consumers which could instigate possible repercussions to the provider to include civil litigation/monetary judgement, regulatory sanctions, and loss of reputation. Ken suggests creating a bold goal with action steps, progress tracking, and continual review of the action steps. Ken is available to assist providers and can be contacted at ken.berger@lifewayscmh.org or 517.796.4526

CPNM Updates

**Michael Cupp,
Director, Contracts
and Provider
Network
Management**

- Happenings at LifeWays
 1. The new Crisis Center at LifeWays continues its planning/preparing. We do not have a definitive date for 24/7 services. The goal of the 24/7 Crisis Center is to try to divert as many people as possible from the emergency room to LifeWays if they are in crisis. Reeducating the community will be part of the planning process as to when it is appropriate to refer people to our crisis center verses the emergency room.
 2. LifeWays applied for a grant over a year ago and was informed of the award being granted earlier this year. A CCBHC (Certified Community Behavioral Health Clinic) [grant](#) was awarded to LifeWays with instruction that the CCBHC needed to be up and running by June 14, 2021. The CCBHC is a nationwide process advanced by the federal government to provide a one stop facility for the community to access mental/behavioral/referral services and must have a 24/7 component and the ability to accept, treat, or refer all people regardless of insurance status. Providers in general should plan on business as usual and we will bring you in when/if appropriate for your type of services. There is no intent by LifeWays to end any contracts for any services relative to CCBHC. For providers who want to learn more about the grant please note there are two different types of CCBHC grants. A CCBHC state demonstration grant is not the type of grant LifeWays was awarded. Lifeways received a grant directly from the federal government to expand CCBHC in the country. For the next 2 years LifeWays will be focused on expanding our ability to function and to cover the cost of being a CCBHC. In the future, providers who provide services under the CCBHC will be participating in a

designating collaborating organization contract, this means that the services are provided by LifeWays but through a contract for the provider to provide the staffing. The claims, costs, and oversight are the responsibility of the CCBHC as opposed to the provider under a managed care contract where the provider submits claims and has more accountability and responsibility over the services it provides. Discussions with State and Federal government are ongoing and transition for certain services may come about regarding what is needed for the CCBHC.

- CAFAS not needed for a child who is admitted to LifeWays as IDD eligible. IDD is always the primary. CAFAS is dependent upon designation not diagnosis. The designation sections were clarified by Alexis Shapiro. If both IDD and MI are selected as yes, the next question is what the primary designation is. If IDD is selected as yes, then the primary designation will always be IDD. Alexis will prepare a DIG sheet soon to help visually clarify the designation selections.
- Work is being done at the State to bring SIS to children, but we do not have a timeframe on that. LifeWays only utilizes the DLA 20 for adults and children in the IDD population to obtain objective data.
- Clarification of Expectations of Face-to-Face Home Community Based Services and Supports
Unless a person has a very clear clinical reason or is very insistent that they do not want face-to-face services we must provide face-to-face services. We continue to move to face-to-face services being provided and will continue to monitor claims for the telehealth modifier. Providers need to talk about face-to-face services at their individual agencies to make sure everyone is getting face-to-face services who want them. We do not encourage people to go with telehealth. Telehealth is an option but is not the primary option. Agencies need to plan for restrictions being lifted in the state and a full return to face-to-face services.
- Cost Reporting Directly to MDHHS
If you hear standard cost allocation, the state may be asking via surveys, for voluntary submission information to help them understand costs and rates. The State's actuary is Milliman and is studying developing fairness and standardization to setting capitation rates for the PHIP's. The information collected is not intended to be used to change what providers negotiate with their CMH or their PIHP.
- CEHR Portal-New Feature, LEO Enhancement
Please remember the portal is there, only one account a can be created for the consumer, but multiple parents/guardian accounts can be created. The LifeWays EMR can look up a username for the portal and can recreate passwords. Electronic signing is now an option.
- SEDRS has capacity to provide independent facilitation again. Please make sure your staff reach out and encourage the option of independent facilitation.
- Process Alert Open Stats
Stats for opening Provider Alerts/Notifications rates from January 2021 to the present are low at 22%. Only 10% of the 22% click through to read the alert. We will be tracking opening rates and will also look at who does not open the alerts which can result in removing your name from the contact lists. We are working on targeting specific groups when sending alerts. Please send any ideas or suggestions to Susan Wood susan.wood@lifewayscmh.org as we work to make our communications more relevant and useful.

Q and A, Michael Cupp

None

- Angie O’Dowd- Please remember it is a Mental Health Code requirement that all LifeWays and LifeWays Network Provider employees receive Recipient Rights training **within 30 days of hire**. New hires must be enrolled in the Recipient Rights Orientation training plan, which consists of these **three** modules:
 1. LifeWays Recipient Rights
Code: LWRR
 2. Writing Effective Incident Reports
Code: REL-IDD-OADSP-WEIR
 3. Incident Reporting
Code: REL-HHS-0-IR

Once those are done, orientation will be considered complete.
- Alexis Shapiro-If designations need to be updated in LEO, you must submit a ‘change signed document’ to the most recent document that has a diagnosis page that is not provisional, or you can submit a diagnosis update form.
- Alexis Shapiro- Alexis Shapiro – There is a new enhancement to the Treatment Plan in LEO, which now offers a designated area specifically for interventions. The new section can be found directly in the Treatment Plan, but it also pulls through to the Authorizations and Progress Notes. Multiple interventions can be added for each objective if there are multiple provider activities to support the objective. In the past, staff members were including Interventions in all Treatment Plans, but unfortunately had to place them in the Objective area. With the new feature, all Interventions now have their own defined area, which will allow a more organized flow to the plan. Current treatment plans do not need to be immediately amended to add the interventions to the new section of the plan. The expectation is that at the next time an addendum or new treatment plan (whichever is soonest) is completed, the intervention section will be utilized from that point forward.
For training purposes, please feel free to contact LifeWays Network Clinical Trainer, Kaitlin Burnham, kaitlin.burnham@lifewayscmh.org if you or your staff have any questions.
- Michael Cupp-If you would like information pertaining to the CCBHC, the DSO contracts, cost allocations or something that interests you, send to us using the [PAR form](#).
- Phillip Hoffman-We are hoping to host an Improving Outcomes Conference to bring LifeWays and the Provider Network together. The focus of the conference would be Quality Improvement, Finance, IT, and Provider Network. The plan is to send out a survey to our providers in LifeWays to gauge the interest in hosting an Improving Outcomes conference in the fall.
- Amber Blanton-There is no longer a waitlist in youth peer support services. Please contact Amber if services are needed. a.blanton@dropincenters.org

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 link below, **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. If there are not enough details in the request or the request is not submitted using this form it will not be included. You can access the request form [here](#).

Attendance

Present

Alexis Shapiro	LifeWays
Amber Blanton	ARE
Angie O'Dowd	LifeWays
Ann Monroe	A. R. E., Inc.
Carol Gilbert	Integro
Cindy Keyes	LifeWays
Conner Gibbons	LifeWays
Emily Morrison	Integro
Jack Brown	SEDRS
James Horrigan	LifeWays
Jim DeBruler	Recovery Technology
Jodie Smith	LifeWays
Joni Orandello	SEDRS, Behavioral Health Facilitation Coordinator
Julie Pratt	Comprehensive Speech & Therapy
K. Burk	
Kate Jimenez	Blue Sprig Pediatrics-Operations Manager
Ken Berger	LifeWays
Lara Hewson	Highfields
Lindsey Psychas	ClubLife
Makena L'Huillier	LifeWays
Marc Stanley	SEDRS
Matthew Smith	Arbor Hills Psychological Services
Michael Thompson	Segue
Penny Mickel	LifeWays
Philip Hoffman	LifeWays
Randy Evans	LifeWays
Rick Van Wagoner	LifeWays
Roxie McUmbert	LifeWays
Sarah Sabin	FSCA
Sharon Norris	StoneCrest Center
Sonja Howell	
Susan Allan	Segue
Susan Wood	LifeWays
Teresa Unger-Branson	
Tony McMurtry	LifeWays
Tracy Roumell	Healthy Dimensions
Vicki Kime	LifeWays
Vicki Lead	LifeWays

