



Community Based Services Provider Group Meeting Tuesday, June 13, 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.

Provider Kudos

Ashlee Griffes, B.A., Recipient Rights Officer

- **Christ Centered Homes - Jodi Rodriguez, Austin Corser, and Devontae Rowe**, attended an appointment where a major medical emergency occurred creating significant behaviors for this consumer. Jodi, Austin, and Devontae remained calm and were able to de-escalate the situation. This consumer has shown significant improvements in their care over the past few weeks. Thank you so much for your exceptional service for our consumers.

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

Contracts Management Update

Michael Cupp, Director, Contracts Management

- Introduction of Kari Chesher, Provider Liaison:
Michael Cupp, Director of Contracts Management, introduced and welcomed Kari Chesher, Provider Liaison. Kari's duties will include being a Provider Liaison with the Primary Case Holder companies, including therapy, peer support, and case management. Kari will also be Rick's backup when he is not available.
- Communication with Contracts Department Changes – Contracts Management Request (CMR):
Michael reviewed a table explaining changes of Contracts Department Staff duties. This table will be included with the minutes.

A quarterly primary case holder meeting will be initiated soon.

Michael further explained the CMR ticket versus sending an email. He encouraged providers to submit a CMR ticket when asking for a task to be completed. Please use an email when there are conversations about an issue.

- Fiscal Year 2024 Contract Meetings – Scheduling Now
Michael reported that the Contract season has started, and all contracts should be completed and signed by October 1, 2023. Meetings will be scheduled through early July. An email has been sent out by Belle Black, Administrative Assistant II, with more information. Michael requested that if anyone has questions about anything, to please submit a CMR ticket so that the request can be managed as soon as possible.

Community Based Services Updated

Rick Van Wagoner, Provider Liaison, 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., and that documentation is complete. Please encourage your staff to be polite, and courteous when attending medical appointments. If you are having issues with medical personnel, please contact your administrator rather than taking care of the issue while you are there. We need to be sure there is good communication between the office and the Doctor's office.

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

Angel Bail, Renaissance Community Homes, expressed a concern about high anxiety patient's having to wait extended amounts of time to be seen by medical personnel. **Courtney Sullivan, Supervisor, Integrated Health Clinic Services**, reported that the hybrid clinic at LifeWays has expanded its hours to three days a week, Tuesday, Wednesday, Thursday, from 8 a.m. to 5 p.m. Please let them know if the consumer has high anxiety or has trouble waiting, so they can be scheduled for an appointment at the beginning of the day or right after lunch. The clinic now has more room in the schedule to add more patients on the same day or same week. Deanna Woodard is the contact person. Her contact number is 517-780-3300.

- **Hospital Discharge:**
Please make sure Hospital discharge information is processed accurately and timely. Also, please be sure that the discharge information is shared with Genoa Healthcare. 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. We need to be sure that we have a clean discharge for a consumer, and that the consumer is getting the best care possible.
- **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 in a timely manner. There

needs to be a tracking process in place documenting the In-Service training given to staff by a clinical expert.

- **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. Those using a program like LifeSpan can still use it until the end of the treatment plan. After the end of the treatment plan these will be considered on a case-by-case basis. A discussion will need to be held with the Person-Centered Planning teams if a consumer really has a medical need to have another provider doing the CLS. This needs to be well documented and should not happen often.
- **LEO Progress Notes:**
Rick commended providers for doing an excellent job at using the LEO Progress Notes. He said that he appreciates providers doing this as it gives people better care.
- **HCBS Documentation:**
Michigan Department of Health and Human Services (MDHHS) – Home and Community Based Standards (HCBS) Provider Training is strongly recommended to Providers and that they participate in these trainings. An email was sent to Providers with the links. It is important that documentation is complete and in place. Rick will be checking on his site visits to be sure this is being done, as well as other departments including Missions.
- **Medicaid Eligibility:**
Everyone on Medicaid is now required to reapply for eligibility. Rick encouraged everyone to look at their consumer's chart in LEO to check for their Medicaid eligibility at least once a month.
- **Next Meeting: Reminder, no meeting in July, next meeting is August 8, 2023:**
Rick urged everyone to attend in person for the August 8th meeting.
- **Referral Portals:**
Providers that provide Consumer Living Supports (CLS) need to let Bobby Coleman know about CLS availability. There are only two portals still available – the CLS Portal and the Home-based Portal. Eventually the CLS Portal will be closed. Rick thanked LifeSpan because they took about 40 CLS cases in the past two months.

Jennifer Fitch, Director, Utilization Management (UM), advised that UM has been collaborating with the nurses to go into the Homes to do an independent assessment of Community Living Supports (CLS) needs, specifically residential. Now they are expanding this to include any CLS that occurs in the home including Self-Directed, hands-on assistance, and non-residential. Jennifer mentioned this to make providers aware that nurses may be visiting. A new form will

be in LEO to support this. The nurses are contacting the homes prior to their visit, and it is also scheduled in LEO. Primary case holders are being asked to have a conversation with the families where CLS is being provided so that they are not caught unaware.

Courtney Sullivan, Supervisor, Integrated Health Clinic Services, reported on staff and physician changes. Anyone needing to schedule an appointment to see a psychiatrist are encouraged to do so as soon as possible. The number is 517-780-3300. Also, if an appointment needs to be cancelled, please do so as soon as possible.

LEO News & Updates

Conner Gibbons, EMR Systems Analyst

- The appointment reminder text for LifeWays Medical Services has been updated to include a reminder to arrive 15 minutes early to appointments. If your agency would like this included in your appointment reminder, please submit a LEO help desk ticket.
- Appointment reminders are now on a rolling schedule. This means that appointment reminders will be sent throughout the day rather than at 2 p.m. daily.
- Lab slips have been updated to include the following: Name, address, phone number, LifeWays LOGO, Lab Ordered by, and an updated signature line titled to correctly reflect medical staff signature and credentials rather than the previous document stating "Psychiatrist/NP," which was misleading.
- A question asking if the consumer would be interested in being a peer support was added to the discharge summary.
- Blank Prints Update: Healthcare Integration Project (HIP) – National Outcomes Measures System (NOMS) (Child) print was removed. Baseline Assessment and Reassessment/Discharge NOMS forms were added.

Next Meeting: August 8, 2023

Questions & Answers

A question was about what constitutes a CLS outing? Rick responded that it is an event where the consumer is taken out to participate in the community doing something of their choice that will enrich their life. The outing should be documented in detail. The outings will be surveyed often for each consumer. This will be an ongoing process.

30 Second Public Service Announcement

No announcement currently.

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***

Next Community Based Services Provider Meeting: LifeWays Pine Room, Tuesday, August 8, 2023, 11:00 a.m.

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
Connie Wilson, CCHI
Georgia Mason, Key Opportunities
Jennifer Lockhart, Hope Network
John Curran, RCH
Julie Boyce, Key Opportunities
Kristen Wright, LifeSpan
Laurie Batten, RCH
Melissa Diaz, J-Town
Melissa Frash, CLN
Melody Dixon, Renaissance
Nancy McKittrick, Hope Network
Nicole Turpin, Golden Years AFC
Pam Griffith, Twin Maples
Patricia Grant, Hope Network
Rebekah Palmer, St. Louis Center
Shelly Keinath, Beacon Specialized Living
Sue Hayden, Twin Maples
Tina Jenkins, Choices with Self-Determination

LifeWays Staff:

Aimee Williams, Utilization Management
Andrew Murphy, Contracts Management
Belle Black, Contracts Management
Bobby Coleman, Contracts Management
Casie Shirer, Contracts Management
Conner Gibbons, EMR
Courtney Sullivan, Integrated Health
Jennifer Fitch, Utilization Management

Community Based Services Notes

Page 6

June 13, 2023

Jennifer Wireman, Quality Improvement
Michael Cupp, Contracts Management
Rick Van Wagoner, Contracts Management
Robin Miller, Finance
Sharon Hasen, Contracts Management