

Professional Clinical Services Provider Meeting Presentation Summary



Facilitator: Makena L’Huillier Provider Liaison (PCS), Contracts and Provider Network Management	Date: June 08, 2021 Time: 9:00 am-10:30am Location: Microsoft Teams Next Meeting: August 10, 2021
Recorder: Susan Wood, Administrative Assistant Please request recording from CPNM using the PAR form.	

Agenda

- Welcome
- Provider Kudos
- When Corporate Integrity Can Be Difficult - Presentation
- Utilization Management Updates
- Makena’s Review
- CPNM Updates
- Quality Improvement Updates
- Q&A; Michael Cupp, Director, Contracts and Provider Network Management
- 30 Second PSA; Michael Cupp, Director, Contracts and Provider Network Management

Provider Kudos



June 08, 2021

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

Submitted by: Linda Belcher **Organization: LifeWays**

- **Kudos to: Mike Thompson, Segue**

I would like to acknowledge Mike Thompson from Segue for assisting the OBRA program by completing assessments for us in a pinch. Despite his incredibly busy schedule, he very graciously agreed to help us out and allowed us to comply with strict timelines set forth by the state and federal government.

I greatly appreciate his willingness to help out.

- **Submitted by: Ken Berger** **Organization: LifeWays**

Kudos to: Devin Dombrowski, Recovery Tech

Thanks, Devin Dombrowski, Recovery Tech, for your dedication to quality clinical documentation to ensure a better experience of care at first service appointments.

- **Submitted by: Cindy Keyes** **Organization: LifeWays**

LifeWays QI would like to thank all the staff who have taken the time to assist or complete the many surveys that have been issued out over the past few months: RSA-Provider and Administrators, Provider Satisfaction, Consumer Satisfaction with Provider Services, and the Provider CEO Strategic Plan Review. Your feedback and help to ensure these surveys were completed is greatly appreciated! Thank you.

When Corporate Integrity Can Be Difficult - Presentation

Ken Berger, Corporate Compliance/Risk Management/Privacy Officer, LifeWays

- A power point presentation was given by Ken Berger of LifeWays. You can view the presentation in the attachments.

Utilization Management Updates

David Lowe, Director, Utilization Management, LifeWays

- [Changes to auto approval and process](#)

There have been changes to MSHN's Core Service Menu. Effective June 1, 2021, LW's did an overhaul and rolled out a new auto approval grid. UM will have a document to share with providers agency leaders. David Lowe's contact info is david.lowe@lifewayscmh.org. Items that do not auto approve are: Millage or General Fund, Specialty services such as ACT, HBS, Dietary, OT, ABA, CLS, and Respite.

- [UM review of outlier cases](#)

UM has a new report that identifies cases which are outliers falling below the threshold for services. When these cases are identified a review for exception is required. It is important to understand that scores alone will not dictate a service, but they will inform underutilization. UMC will develop the report on underutilized cases and provide to the program leadership, along with a reporting template for these outliers. If an exception exists, it must be identified on the form. If there is not an exception to the underutilized case, the CSM/supervisor will need to identify on the reporting template a plan to increase contact and provide services according to the plan, transition/refer, close and discharge, or simply hold a treatment planning meeting and reevaluate with the consumer present. This will likely result in a change to the treatment plan and authorizations. The provider will have two weeks to complete and return the reporting template and to Dave so UMC can review at an upcoming committee. Members of UM will be instructed to randomly pull those cases

needing an increase in services relative to the plan to ensure that the provider supervisor initiative to address is being followed. Should concerns arise and a level of provided service continue to not meet what is identified in the plan, LifeWays compliance officer and Contracts will be notified with the UMC report.

- Referrals, discharge, transition

Be sure to follow the process on referrals and discharges. Several times a referral is made, not accepted, and the primary provider stops providing services. This hurts both the consumer and provider, as underutilization then becomes prevalent. The same is true for discharging cases. Once a discharge hits the queue, they are not closed until UM signs the discharge. Often, UM may have a response, or additional questions before discharge, i.e., was notice sent, did they in fact leave the county. Please be responsive with these requests if clarifying information is needed. A big concern that has been noticed is once a discharge is signed, it closes all services. Please make sure all members of the team are communicating if a closure to all services is in fact needed. This is more commonly seen with Med services.

- Telehealth

Continuing to be seen is “Will provide services Via telehealth” even though no supported communication has occurred with consumer receiving services. Consumers have a right and decision on how they receive services, and these must be clearly documented.

- ABN

If a consumer communicates that they no longer want services, a notice still needs to be sent. This notice will identify that the consumer no longer wishes to receive services.

- Court documents

There were recently changes to several court forms. However, only 5 are regarding mental health treatment & include the use of the revised MC97: PCM 201 petition, PCM 224 petition for admission under chapter 5 to a long-term DD/CI unit/program & PCM 237 continued hospitalization for kids. All of these can be found at the link provided. <https://courts.michigan.gov/Administration/SCAO/Forms/Documents/RecentRevisions/EOCFiler-initiatedformsPII.pdf>

Makena’s Review

**Makena L’Huillier,
Provider Liaison,
Contracts and
Provider Network
Management,
LifeWays**

- Genoa Healthcare has a new staff member, Manager Rhonda Perreault, rperreault@genoahealthcare.com, 517.789.8579, cell: 706.550.3064
- Behavioral Treatment Training by LifeWays’ Randy Evans– Multiple dates to choose from (attachment)
- ARE, Inc. Free COVID-19 Vaccination Clinic, June 9, 10:00 am – 2:00 pm (attachment)
- ClubLife & Holly Peterson is presenting: ‘Got Plans?’ June 10, 2021, 3:30 – 5:30 and/or 6:30 to 8:30 pm, in-person or virtual (attachment)

CPNM Updates

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

- We plan to have an in-person provider meeting in August. We will continue to have a remote option for those not ready to meet in-person yet.
- Supplemental funding for COVID-19 related issues is still available, at least through the end of the year.
- There are additional modifiers coming up for the 2022 fiscal year. Make sure that we have the most current contacts for people responsible for billing and claims.

- Contract updates for fiscal year 2022 will begin the end of July and the month of August. Please make sure you send in your contracts changes to Susan Wood, susan.wood@lifewayscmh.org.
- A reflection on Diane Reynolds life was presented. Diane Reynolds was the CEO for Segue, Inc. and passed away from cancer. Funeral arrangements will be sent out once we become informed.

Q and A, Michael Cupp

None

Quality Improvement Updates

Cindy Keyes, Quality Improvement Specialist, Clinical Care Division, Quality Improvement, LifeWays

- LifeWays QI will be conducted In-house Improving Outcomes Conference regarding interest.
- LifeWays will be completing another round of consumer satisfaction surveys. MHSIP and YSS surveys will start July 1 and will close the end of July. Please watch for the survey email with attachments and links. All individuals who have received services for the previous three months and are in the following programs are invited to participate, however participation is voluntary.
- One of the requirements of this survey that is unlike the other consumer satisfaction survey is the need to track the individuals who decline and report them back to LifeWays QI.
 - MHSIP-Mental Health Statistic Improvement Program for Adult Consumers 18 and over who receive ACT, outpatient, and/or case management/supports coordination.
 - YSS- Youth Satisfaction Survey -For children up to 17yrs old in homebased services.

30 Second PSA, Michael Cupp

- Reminder by Courtney Sullivan that all medical services authorizations need to be followed and entered by the primary case holders. LifeWays is unable to sign off on documents without the entered authorizations. The hybrid clinic has extended hours on Tuesdays from 8:00 am – 5:00 pm. Hours will be increased as caseload grows. Dr. Rodriguez has returned to LifeWays and is taking patients. Please contact Courtney Sullivan, courtney.sullivan@lifewayscmh.org or Hannah Annabel, hannah.annabel@lifewayscmh.org with any questions.
- Michael Cupp noted the 99211 code is included in the bundle for 992XX and is not typically authorized separately. Make sure you include enough units of 992XX to cover what the need is.

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:

Tiffany Becken Genoa Healthcare

Ken	Berger	LifeWays
Jill	Bevier	Recovery Technology
Jack	Brown	
Kaitlin	Burnham	LifeWays
Terra	Chall	Highfields
Amy	Cosgrovebridges	LifeWays
Michael	Cupp	LifeWays
Conner	Gibbons	LifeWays
Carol	Gilbert	Integro
David	Hopkins	
Kaye	Jimenez	Momentum BlueSprig
Cindy	Keyes	LifeWays
Vicki	Kime	
Makena	L'Huillier	LifeWays
Dave	Lowe	LifeWays
Tony	McMurtry	LifeWays
Roxie	McUmbert	LifeWays
Penny	Mickel	Hillsdale Hospital
Katelynn	Miller	LifeWays
Emily	Morrison	Integro
Angie	O'Dowd	LifeWays
Rhonda	Perreault	Genoa Healthcare Comp. Speech and Therapy
Julie	Pratt	Therapy
Alexis	Shapiro	LifeWays
Jodie	Smith	LifeWays
Marc	Stanley	SEDRS
Courtney	Sullivan	LifeWays
Laura	Tatroe	
Laura	Tatroe	ROI
Michael	Thompson	Segue
Rick	VanWagoner	LifeWays
Susan	Wood	LifeWays