



Community Based Services Provider Group Meeting  
Tuesday, August 8, 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 and encouraged Providers to attend meetings in person in the future.

Rick announced the "Stomp Out Suicide" event to be held on Sunday, September 10, 2023, at City View 520, Commonwealth Commerce Center from 5:00 – 9:00 p.m.

**Provider Kudos**

Contracts Department

- **LifeSpan:** Kudos to Kristen Wright and LifeSpan Respite for reconsideration of an emergency placement at Meyers Respite Center. This helped a consumer's grandmother who was having some medical problems.
- **Beacon Specialized Living:** Kudos to Shelly Keinath and Beacon Sheffield for modifications both to the physical plant and hospital beds that helped lower fire evacuation times. Additional modifications are being reviewed which would help further lower evacuation times. These changes allowed one of the two consumers proposed for a move to remain at Sheffield.
- **Person-Centered Team:** Kudos to Tracy Roumell, Healthy Dimensions; Marjorie Kirchner, Integro; Kim Cole, Integro; Courtney Sullivan, LifeWays; Teresa Hubbell, Recovery Technology, and Deb Pugh, Jackson County Guardian Office for problem solving fire evacuation issues for a home that allowed a consumer to remain in the home and not being moved.
- **Sparks Behavioral Health:** A challenging consumer was moved from one Provider home to another Sparks Behavioral Health home with good success for the consumer.
- **Recovery Technology:** Thank you for putting in the required number of First Service Appointments as requested.
- **Segue:** Thank you to Segue for taking on many children with Case Management needs so that they may begin services within the next month.

*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](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*

### **Community Based Services Updates**

**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, please contact your administrator. We need to be sure there is good communication between the office and the Doctor's office. There should also be a good supply of medical supplies available in the home.

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

- **Hospital Discharge:**

Please make sure Hospital discharge information is processed accurately and timely, making this a smooth transition for the consumer. Discharge information should also be 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.

- **Consumer Moves:**

Many consumers have been moved in the last two months. We need to make sure that Person Centered Team Members know of the moves. Informational Team meetings need to be held so everyone is aware of the move and has input on the process.

- **In-Services:**

Staff are required to attend In-services and documentation is to be 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. A tracking process should be in place documenting the In-Service training given to staff by a clinical expert.

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

It is very important that documentation of a CLS outing is complete and detailed. The consumers need to get out into the community safely. A calendar should be kept in each consumer's file. Along with a detailed report showing who went, who they interacted with, and where they went. This information can also be included in the LEO Progress Note. It is imperative to get the two outings a week completed.

- **LEO Progress Notes:**  
Home administrators and Home Managers need to review the LEO Progress Notes regularly, making sure they are filled out completely and accurately with detailed information.
- **HCBS Documentation:**  
It is very important that everything is documented regarding the consumer's choices.
- **Direct Care Worker (DCW) Passthrough – Increase:**  
Proof is required that this passthrough has been paid to staff every quarter. This year there will be an \$.85 increase given effective October 1, 2023. Please advise your finance people.
- **Electronic Incident Reporting:**  
Electronic Incident Reporting will begin October 1, 2023. Information will be provided soon.
- **Behavior Treatment Plans:**  
An In-Service is expected to take place when Behavior Treatment Plans (BTP) start in the middle of the Treatment Plan year. The BTP ends with the Individual Plan of Service (IPOS) year. When they start over again and they should align with each other.

### **Customer Service Update**

#### **Carly Coxon, Supervisor, Customer Services**

Carly Coxon, Supervisor, Customer Services, gave an overview of the LifeWays Customer Services Department.

#### **Customer Service Needs:**

- Messages regarding customer service needs, such as grievances and appeals, may be sent to the Customer Service distribution list in LEO or [Customerservice@lifewaysmi.org](mailto:Customerservice@lifewaysmi.org).
- Calls should be made to the customer service line, (517) 780-3332. This line is answered by a live person between 8:00 a.m. - 5:00 p.m.

#### **Interpreter Needs:**

- Interpreters are becoming harder to secure and it is recommended to provide two-week notice to ensure someone will be available. If it is less than two weeks, please email Customer Service urgently.
- Consumers needing an interpreter should have the Interpreter banner at the top of their chart in LEO. Any appointments scheduled **on a LEO calendar** for these consumers will trigger an automatic interpreter request notification to Customer Service.

### **Medical Records:**

- LifeWays medical record requests or questions may be sent to the Medical Records distribution list in LEO or [medicalrecords@lifewaysmi.org](mailto:medicalrecords@lifewaysmi.org).
- All medical records requests or subpoenas should go to this email. Scanned electronic copies should be sent immediately upon receipt. Please hold onto the paper copy until confirmation has been sent that it has been received.

### **Scheduling:**

If scheduling assistance is needed for a LifeWays provided appointment, please call the scheduling line at (517)780-3300 or send a message using the Scheduling distribution list in LEO or [scheduling@lifewaysmi.org](mailto:scheduling@lifewaysmi.org).

### **First Service Appointments:**

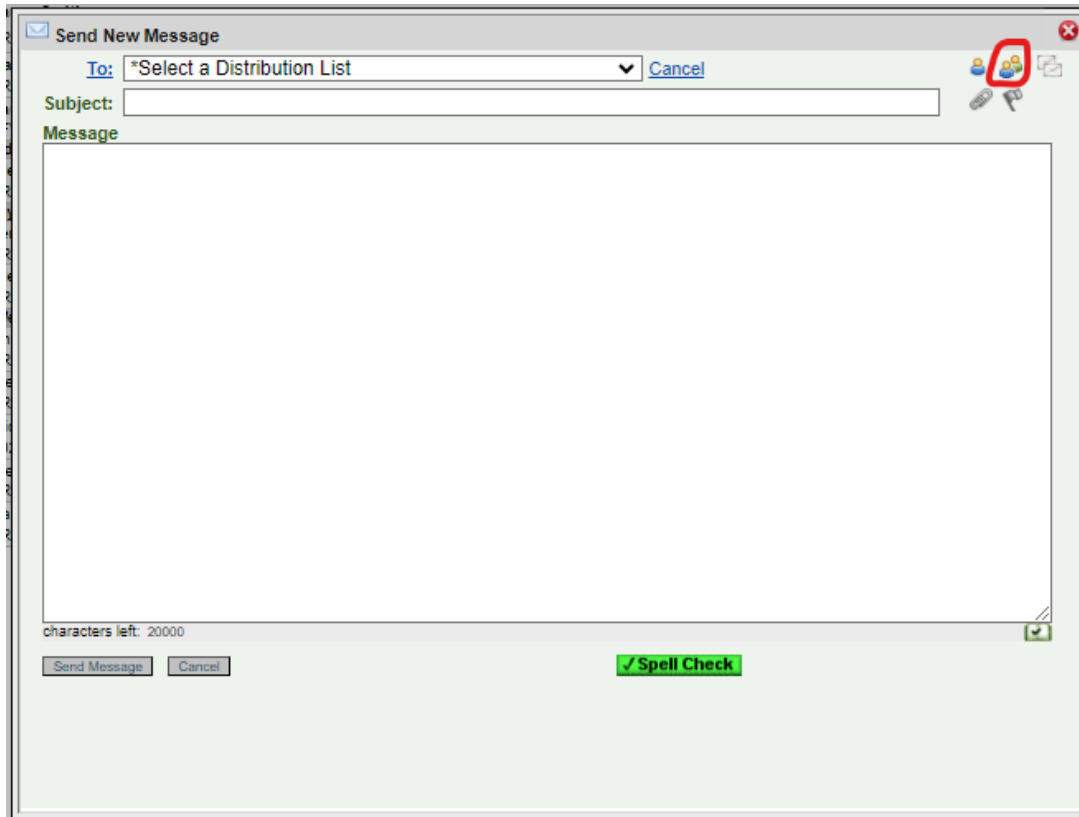
The purpose needs to be set to First Service and the location needs to be selected. The Notes section should include the following:

1. Program type (Case Management (CSM), CSM-Autism Spectrum Disorder (ASD), Outpatient (OPT), Assertive Community Treatment (ACT), Substance Use Disorder (SUD), Home-Based (HB), Mobile Crisis Team (MCT) or Infant Mental Health (IMH 0-3))
2. Child (include specific age range i.e., 3-17, 6-17) or Adult.
3. Population Type of Mental Health (MH) or Intellectually/Developmentally Disabled (I/DD).
4. Specialties trainings/certifications.

If a first service appointment needs to be rescheduled, the original first service appointment will show in LEO as available. Please remove that original appointment availability if it has been rescheduled to a later date.

### **How to use a distribution list in LEO:**

1. Click on the two-person icon below.
2. Click the down arrow next to "Select a Distribution List."
3. Click on the appropriate distribution list from the drop-down menu.



**Contracts Management Update**  
**Michael Cupp, Director, Contracts Management**

- Year End Procedures – October 31, 2023:  
Invoices for non-grant funding will need to be submitted by October 31, 2023. If any invoices are received after October 31, 2023, there will be no reimbursements. This is also the deadline for any claims for Fiscal Year 2023. A document of year end reconciliation needs to be submitted by October 31, 2023, listing outstanding claims or invoices for FY 2023. Anything not included in the Year End Reconciliation letter will not be paid.
- Stabilization Funding/General Reimbursement Update:  
The Mission Staffing Stabilization Grant has run out. Therefore, applications will not be accepted.  
  
The Covid Stabilization Funding addressing revenue issues for reimbursement of special Covid related expenses, (i.e., overtime, home-based fees rate equivalent loss rate of revenue, and any Covid supplies) is still available until September 30, 2023. Claims will continue to be processed for this.

- Fiscal Year 2024 Contracts – Beginning with October 2023, if contracts are unsigned, claims will not be paid:  
All Providers should have a draft of their FY 2024 contracts to review. Very few increases were included due to the State not funding Community Mental Health. Michael urged Providers to continue to contact their legislators advocating the importance of Community Mental Health.

Medicaid funding has dropped; therefore, we need to be as conservative as possible with the budget. This may eventually lead to budget cuts. Political advocacy is very important. Providers were urged to sign up for the Community Mental Health Association advocacy page on the internet to get updates.

### **LEO News & Updates**

#### **Alexis Shapiro, Assistant Director, EMR Systems**

- Advanced Directives now has its own link. It is located under the Legal/Court Orders/Releases section of the Consumer Chart.
- Discharge Summary – has a new question on page 12: Follow-up plan. "Would you be interested in being a peer support for others?" The intent is to use this to identify potential peer support individuals in the future.
- The Electronic In-Service Form is now available even though the training video has not been completed. It is very important that everyone trained is documented. The goal is to have all employees have an account in LEO and all documents entered electronically.
- Medicare Inpatient Lifetime benefits exhausted – there is a new checkbox located at the bottom of the "Basic Information" page within the consumer information of the Consumer Chart. When the box is checked, a banner will be displayed on the consumer record header indicating that Medicare Inpatient Lifetime benefits have been exhausted for the consumer.
- The procedures for Request for changes and enhancements will be moving from entering a LEO Help Desk. The procedure will be updated. A link will be created that links with the PM software, to create efficiencies, and to be able to report on true help desk issues.
- The Provider Performance Index should be available this week. Providers are asked to verify if the information is correct, and if it is not accurate, please correct it. An email will be sent when this is officially deployed. A few data integrity issues have come to light through the development of these measures. One key thing to remember is – questioning the cases you see; is important. Some of these measures are **extremely** complicated and involved.

**Next Meeting: September 12, 2023**

**Questions & Answers**

Nothing at this time.

**30 Second Public Service Announcement**

Nothing at this time.

**Meeting Adjourned at 12:20 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](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 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:

Anastasia Nelson, Renaissance  
Angel Bail, Renaissance  
Breanna Goodlock, Renaissance  
Connie Wilson, CCHI  
Darlene Devine, Renaissance  
Deanna Hopkins, Alternative Choices  
Georgia Mason, Key Opportunities  
Jennifer Lockhart, Hope Network  
Kristen Wright, LifeSpan  
Linda Langhann, Alternative Choices  
Lori Reed, Renaissance  
Melissa Diaz, J-Town

Next Community Based Services Provider Meeting: LifeWays Pine Room, Tuesday, September 12, 2023, 11:00 a.m.

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Melissa Frash, CLN  
Melody Dixon, Renaissance  
Nicole Turpin, Golden Years AFC  
Patricia Grant, Hope Network  
Renee Evans, Alternative Choices  
Sara Johnson, Renaissance  
Teri Miskowski, Rice Manor  
Tiffany Smith, Renaissance  
Tina Miller, Choices with Self-Determination  
Tony Thomas, CCHI

LifeWays Staff:

Aimee Williams, Utilization Management  
Alexis Shapiro, EMR  
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  
Jennifer Wireman, Quality Improvement  
Kari Chesher, Contracts Management  
Michael Cupp, Contracts Management  
Rick Van Wagoner, Contracts Management  
Robin Miller, Finance  
Sharon Hasen, Contracts Management