

# Community Based Services Provider Meeting Presentation Summary



<b>Facilitator:</b> Rick Van Wagoner Provider Liaison, Contracts and Provider Network Management	<b>Date: August 10, 2021</b> <b>Time: 11:00 am-12:30pm</b> <b>Location: Microsoft Teams</b> <b>Next Meeting: September 14, 2021</b>
<b>Recorder:</b> Susan Wood, Administrative Assistant <b>Please use the <a href="#">PAR</a> form to request a copy of the recorded meeting.</b>	

## Agenda

- Welcome
- Provider Kudos
- LEO Updates
- QI Update
- Provider Satisfaction Survey Results
- Medical Services Appointments
- Rick's Review
- CPNM Updates
- Q&A
- 30 Second PSA

## Provider Kudos



August 10, 2021

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

### Submitted by: Cindy Keyes-LifeWays

I would like to send a huge thank you for those staff members who participated in the MHSIP and YSS survey collection project. This project is a huge undertaking, and your help in making the survey collection process successful is very much appreciated!

Thank you again to all those who helped out with this project.

### Submitted by: Susan Wood-LifeWays

Kudos to David Lowe, director of UM at LifeWays. Dave is representative of the type of people who work for LifeWays. Always going above and beyond.

An individual's family could not transport a large and heavy adaptive bicycle to their home. Dave, using his own vehicle, picked up the bike; traveling to Ypsilanti to retrieve, and then delivered it to their home.

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

*Provider Kudos – Congratulate, support, or show appreciation for our Providers and/or their Staff!!*

*If you would like to publicly recognize someone with some kudos at the upcoming Clinical Services Provider Group meeting, please send to the Contracts Department Email at [contracts@lifewayscmh.org](mailto:contracts@lifewayscmh.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*

<b>Welcome</b>	<b>Rick Van Wagoner</b> Provider Liaison, Contracts and Provider Network Management
<b>Provider Kudos</b>	<b>Rick Van Wagoner</b> Provider Liaison, Contracts and Provider Network Management
<b>LEO Updates</b>	<b>Alexis Shapiro, EMR</b> System Administrator, LifeWays

- **Adverse Benefits Determination (ABD) Updates**

Alexis shared her screen for ease of viewing the LEO updates. Updates go live on 8-15-2021. Updates were necessary for data collection requested by MDHHS.

ABD Letter Updates-Provide/Mail Time, Adequate Notice Partially denied option added. When this is selected you can lookup Service or CPT code, 1 or more services can be denied or partially denied, and you can select the red x to remove the denied/partially denied service from the ABD letter. The Type of Service box requirement will be removed.

CMH Affiliate is a new field and will always populate, LifeWays. Requesting individual choices are member or provider. All other fields will not be captured in the letter and are only used for data collection.

Eligibility-more than one check box can be selected, and text field were enlarged in this section.

Legal Citations are not included in the printout.

Alexis also shared what the print version of the ABD letter will look like.  
A DIG sheet will be forthcoming listing all the LEO updates.

### QI Update

**Philip Hoffman,**  
Supervisor, QI, LifeWays  
**Angie O'Dowd,** Recipient  
Rights Officer, LifeWays

- **Incident Reports**

As of Aug 2, The Office of Recipient Rights (ORR) will transition Incident Reporting (IR) to Quality Improvement (QI) for review and coding of incident reports. The IR procedure has been updated and is now up for a 14-day comment period for review. In the updated procedure, faxed or emailed IR's will not be accepted as all providers have access to LEO. Philip shared his screen for viewing and to remind staff if an IR is manually typed into LEO a supervisor will need to review and sign off on the IR within 2 business days. The IR's will be monitored for timely review by the supervisor to ensure accurate reporting. If there are IR reviews in the queue that haven't been reviewed, the provider liaison will be notified for follow up. There will be a training for supervisors on how to review and sign off on the IR. When the IR is reviewed and signed by the supervisor, the supervisor is verifying that all the required items are submitted, and the reporting is accurate and ready for review and coding. If items are missing, the IR will be sent back to the supervisor to correct and resubmit within 1 business day. Phillip shared and went through the incident report for CBS Provider meeting attendees.

- Listing another individual's name/ initials in an IR is not accepted. I.e., John Doe had an altercation with another resident (no identifying information of other individual involved).
- Medication errors need to be detailed, such as all meds involved, dosage time, etc.
- If an individual falls a fall report must be submitted with the action listed of what was done so the incident does not reoccur.
- Discharge documents must be submitted when there is a visit to the ER or hospitalization.

- **HCBS Form**

The form is used for medical restrictions that are recommended by a doctor for non-behavioral reason.

### Provider Satisfaction Survey Update

**Cindy Keyes,** QI Specialist,  
LifeWays

[cindy.keyes@lifewayscmh.org](mailto:cindy.keyes@lifewayscmh.org)

Cindy presented the results of the Provider Satisfaction Survey Results using a power point presentation which is available in the attachment folder.

- Improving Outcomes Conference was noted and is scheduled for November 10, 2021. The flyer is available in the attachment folder.

### Medical Services Appointments

**Courtney Sullivan,**  
Integrated Health Clinic  
Services, Supervisor  
Medical Services

[courtney.sullivan@lifewayscmh.org](mailto:courtney.sullivan@lifewayscmh.org)

- It was noted individuals have not been presenting for their scheduled appointments.
- When individuals are presented for their appointment, they must have monitoring data and other information with them.
- Contact information, those responsible for receiving and disseminating appointment scheduling and reminders for the homes, needs to be communicated to the clinical offices.
- Flu season is approaching, and LifeWays will need contact information for those in the homes responsible for obtaining consent forms (obtained through Genoa). Scheduling for vaccinations will begin in September.
- N95 mask fittings can be done at 1 Jackson Square-OT-Workwell-will do the testing but it is not free.

<b>Rick's Review</b>	<b>Rick Van Wagoner</b> Provider Liaison, Contracts and Provider Network Management
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- Documentation
- Home visits continue. Homes should continue make sure documentation is occurring.
- **COVID Vaccinations**
  - Vaccinations are encouraged to be revisited with provider's staff.
- **In-service forms**
  - A document must be in the home that shows treatment plans for all individuals and that treatment plans are being followed properly.
- **Safety Care Training**
  - Make sure staff are aware the training is a 2-day training from 9:00 am to 3:30 pm on both days.
  - Sign up for Safety Care training is in Relias.
    - Relias question:  
Angel: New staff is only assigned the MSHN requirements and not the LifeWays requirements. Do we still use both? One training plan should be auto assigned to staff. If you encounter any problems please reach out to Conner Gibbons by using the PAR form.
- **Residential homes, visitor assessment**
  - Visitors must be assessed before entering the homes, i.e., temperatures checked and wearing masks and gloves.
- **Communication with ancillary or other services regarding COVID-19 status**
  - COVID-19 status must be shared with others before the home is visited.
- **Company emails**

Company emails must be used when sending or receiving information regarding individuals. This is to protect information being shared. Please check with your company to obtain a business email account.

<b>CPNM Updates</b>	<b>Michael Cupp, Director,</b> Contracts and Provider network Management
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- **Changes are coming for FY22 in October 2021** regarding changes in codes and in new modifiers for credential levels. Case management, supports coordination services, and supported employment providers will be impacted.
- A technical session will be scheduled for Executive officers and billing personnel soon.
- FY21-22 Contract Discussion meetings are being scheduled. If you have not been contacted to schedule, please reach out to Susan at [contracts@lifewayscmh.org](mailto:contracts@lifewayscmh.org).
- Rate changes will be addressed, and we are waiting for information from the state on the pass-through rate for next year that is being talked about by the legislature.
- The state is requiring a change in the contract process, any cost related to the cost of any subcontracted services must be incorporated into the actual rate in the claim. LifeWays has many administrative costs that need to be incorporated in the claims, i.e., LEO, Recipient Rights office, and any other services that providers share in administrative costs with LifeWays. Rates are to be raised to cover incorporated cost/fees.
- Year end for 20-21 is September 30.
  - The **final date** for submission of all claims will be **October 31**. A letter/documentation is required to be submitted to the Contracts office explaining your contract reconciliation by October 31. This includes any requests for COVID-19 related supplementation. There are funds available for providers who have 90% less in services/claims than when they had before COVID. Regardless of the 90% rule, reimbursement can be allocated for any covid related.

Extraordinary expenses reimbursed can include PPE you did not receive from us, special disinfection sanitation costs, special training, and costs related to special staffing because of COVID. This also applies to DSP premium pay pass through which is the rate of \$2.00-\$2.50 per hour.

- Month to month prospective payments have been issued based on our understanding of what you are providing.

### Q and A

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

Delays in payment of claims may occur because of staffing issues at LifeWays for the next several weeks. According to the agreements LifeWays has with its providers there is a 30-day time frame to pay on claims. LifeWays does not anticipate claims payment later than the 30 days. If a provider has claims with potential issues, we recommend putting them in a separate batch so as not to hold up payment on other correctly submitted claims within the batch.

### 30 Second PSA

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

None

### Attendance

*Alexis Shapiro, LifeWays*

*Barbara Freysinger, LifeSpan*

*Connie Wilson, CCH*

*Cheryl Howard, CCH*

*Beth Cooley, Renaissance*

*Rhonda Perrault, Genoa*

*Stephanie Justice, LifeWays*

*Christina Hoffman, Hope Network*

*Brittany Bragg, LifeWays*

*Kim Rawlings, Beacon*

*Teri Miskowski, Rice Manor*

*Dee Woodard, Integrated Healthcare*

*Tiffany Smith, Renaissance 2*

*Cindy Keyes, LifeWays*

*Amanda Plumb*

*Hannah Annabel, LifeWays*

*Angel Bail, Renaissance*

*Kristin Wright, LifeSpan*

*Courtney Sullivan, LifeWays*

*Melody Dixon*

*Melissa Frash*

*Kenneth Berger, LifeWays*

*Tony Thomas*

*LaToshia Baruti*

*Philip Hoffman, LifeWays*

*Pam Griffith*

*Conner Gibbons, LifeWays*

*Derek Ball, Cornerstone*