

# Professional Clinical Services Provider Meeting Presentation Summary



<b>Facilitator:</b> Makena L'Huillier Provider Liaison (PCS), Contracts and Provider Network Management	<b>Date: September 14, 2021</b> <b>Time: 9:00 am-10:30am</b> <b>Location: Microsoft Teams</b> <b>Next Meeting: November 9, 2021</b>
<b>Recorder:</b> Susan Wood, Administrative Assistant <b>Please request recording from CPNM using the <a href="#">PAR</a> form.</b>	

## Agenda

- Welcome
- Provider Kudos
- Policy 04-02.16 Inpatient Hospitalization
- Contact for Incident Reporting
- Open Assignments in LEO
- 05-01.07 Referral Process within the LifeWays Provider Network
- Q&A; Michael Cupp, Director, Contracts and Provider Network Management
- 30 Second PSA; Michael Cupp, Director, Contracts and Provider Network Management

## Provider Kudos



September 14, 2021

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

**Submitted by Ken Berger of LifeWays**

- **Kudos to Ann Monroe, of A.R.E. for noting and reporting that something needed to be fixed to ensure a higher level of safety for protected Health Information with Help Desk ticket responses.**

**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*

**Makena L’Huillier,  
Provider Liaison,  
Professional Providers,  
LifeWays**

- **Provider Kudos**
- **Policy 04-02.16 Inpatient Hospitalization**  
Changes: The assigned Primary Provider will follow up minimally within 3 days of discharge and have face to face services within 7 calendar days of referral and will be scheduled using the Calander Appointment in LEO. Best practice is to follow up within 24 hour of discharge and a 7 day requirement with the state. This information was sent out to provider this morning.
- **Contact for Incident Reporting-The contact for Incident Reporting (IR) is now Quality Improvement (QI) and not Recipient Rights. Please reach out to Misty Sines, Administrative Assistant for QI at, [misty.sines@lifewayscmh.org](mailto:misty.sines@lifewayscmh.org), 517-780-3353. If IRs are being filled out in LEO either electronically or by a scanned document, they are routed automatically to Misty for her review. If there are additional questions after your submission in LEO, please reach out to Misty.**

**Open Assignments in LEO**

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

- A power point was presented by Ken Berger for anyone who provides services on behalf of LifeWays Community Mental Health. The power point referenced LEO assignments that are left open in the electronic medical record (EMR). Ken gave an example: when referrals are sent to multiple providers and one provider accepts the referral, the referrals to the non-accepting providers need to be closed. This is a HIPAA violation as the providers not providing services would have access to the person’s EMR.  
**(Please see attachments on website)**

**05-01.07 Referral Process within the LifeWays Provider Network**

**Alexis Shapiro, EMR  
System Administrator,  
LifeWays**

- Alexis wanted it noted that the discussion today does not replace any communication that may happen via LEO messages or a phone call prior to the formal process of a referral and transition document being completed. Please reference procedure 04-02.11 in section 5B. Alexis is aware of the issues with the transition document in reassigning a provider who may already be open to a case. The completion of the

form assigning the provider as primary once the transition document is completed is in the queue for form revisions.

- Alexis' main points of discussion today are regarding section B and I of Procedure 05-01.07.

**Section B**-The referral form functions as an electronic footprint that allows for electronic referral communication between providers among LifeWays and its provider network.

**Section I**-Transitions or additions in service shall not be processed until the referral has been accepted. Alexis shared her screen and was able to display how LEO is used during the process.

(Please see attachments on website)

### Updates (Alexis Shapiro assisting)

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

- **FY 22 Code Changes**

**New PID's** are be assigned and become effective 10-1-2021. The New Provider ID Crosswalk was shared. Information will be sent out regarding autism testing that Access completes and where the code will go. Currently it is housed under the Access location.

**Code Modifications** were discussed. These code modifications go into effect on 10-01-2021.

(Please see attachments on website)

### 30 Second PSA

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

- **Randy Evans** – Mid State confirmed that psychiatrists can deny BTP based on lack of medical rationale and/or diagnosis.
- **Courtney Sullivan** – Hannah Annabel is no longer at LifeWays and all COVID emails should go to Courtney and Deanna Woodard. COVID numbers are on the rise, and many are school age children. Monitoring will continue. Genoa has both vaccinations, the Moderna and Pfizer. Genoa also has influenza vaccinations in stock.
- Recovery Technology is offering mini-golf and ClubLife continues to offer many events for social engagement opportunities.

### **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:**

Susan	Allan	Segue
Ken	Berger	LifeWays
Amy	Cosgrove-Bridges	LifeWays
Michael	Cupp	LifeWays
Jim	DeBruler	Recovery Tech
Randy	Evans	LifeWays
Jennifer	Garza	LifeWays

Conner	Gibbons	LifeWays
Carol	Gilbert	Integro
Lara	Hewson	Highfields
Deanna	Hopkins	Alternative Choices
Kate	Jimenez	BlueSprig
Linda	Langhann	Alternative Choices
Makena	L'Huillier	LifeWays
Penny	Mickel	LifeWays
Emily	Morrison	Integro
Dianna	Nelson	Alternative Choices
Julie	Pratt	Comprehensive Speech and Therapy Center
Tracy	Roumell	Healthy Dimensions
Sarah	Sabin	FSCA
Alexis	Shapiro	LifeWays
Marc	Stanley	SEDRS
Courtney	Sullivan	LifeWays
Mike	Thompson	Segue
Teresa	Unger- Branson	Case Management of MI
Rick	Van Wagoner	LifeWays
Susan	Wood	LifeWays