



Community-Based Services Provider Group Meeting
Tuesday, September 12, 2023, 11:00 a.m. – 12:30 p.m.
LifeWays Meeting Summary

General Updates

Rick Van Wagoner, Provider Liaison

Rick Van Wagoner welcomed everyone to the Community Based Services Provider Group meeting.

Provider Kudos

Dawn Del Rio, PhD, Healthy Horizons

- **Recovery Technology Team:** Congratulations to **Greg Gallagher and his Recovery Technology Team** on their 20th anniversary! Greg's dedication to the field of mental health is truly commendable, with 30 years of service as the Clinical Director of LifeWays and 20 additional years of making a positive impact through Recovery Technology. His 50 years of leadership and innovative mindset have been instrumental in providing quality care to countless individuals. Happy 20th anniversary!

Philip J. Hoffman, LifeWays Clinical Quality Liaison

- Kudos to **Emily Morrison, Integro**, and **Becky Womboldt and Terra Chall, Highfields**, for their support as we worked through submitting the home-based services application to Michigan Department of Health and Human Services (MDHHS). Their help was greatly appreciated and allowed us to get the application approved by MDHHS. Thank you for your partnership.

Rick Van Wagoner, Provider Liaison, LifeWays

- Kudos to **Umbrellex Behavioral Health Services**, for taking a challenging consumer who had been in the hospital. The consumer is currently doing very well.
- Kudos to **Christ Centered Homes, Inc.**, for their hard work assisting with an emergency placement. **Tony Thomas, Cheryl Howard**, and other **CCHI Staff** worked very hard to problem solve in this emergency.

Rick encouraged all Providers to submit more Kudos recognizing the hard work and cooperation of their peers.

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

Community Based Services Updates

Rick Van Wagoner, Provider Liaison, Contracts Management

- Doctor Appointments (Professionalism), Labs, Appointments, Follow-ups, Medical Supplies in Home - It is important that consumers attend all Doctor appointments, labs, follow-ups, etc., and that documentation is complete. Please encourage your staff to be professional when attending medical appointments. If they are having issues, please contact their home administrator who can address the issue. 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. This should be a smooth transition for the consumer. Discharge information should also be shared with the pharmacy and medication should be picked up from the pharmacy as soon as it is ready. 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 scheduled and in order.
- Consumer Moves - Many consumers have been moved lately. We need to make sure there is clear communication and that key meetings are being held to discuss the consumer and the reason for the move. Everyone involved needs to be 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. The electronic LEO form for In-services is being updated. An email and training video will be sent when they are officially ready for use.
- Community Living Supports (CLS) Outings, Documentation - There have been some Home and Community Based Standards (HCBS) visits to homes recently. It is very important that documentation of a CLS outing is complete and detailed. The HCBS likes to see what the interaction is of the consumer within the community. 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 - LEO Progress Notes were made available last April. The licensed homes are currently using the LEO Progress Notes electronic form. The unlicensed homes will have a form available for them soon. 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. If two out of three Progress Notes are not signed, they will not adjudicate. The user will get an error message if the Notes are submitted unsigned. Managers/supervisors should be able to view any

unsigned documents in unsigned documents report in LEO under Reports and Downloads Menu or the PCE Standard Report.

- LEO Inactive Users - Any employee that leaves an agency should have their LEO accounts made inactive.
- Direct Care Worker (DCW) Passthrough increase - A Direct Care Worker (DCW) Passthrough increase will occur October 1, 2023. Please contact Rick Van Wagoner for exact amounts of the increase.
- Electronic Incident Reports – October 1, 2023 - Electronic Incident Reporting will begin October 1, 2023. LEO Help information has been sent to Providers. There is also specific training in Relias available. Providers will need to provide very thorough and complete information electronically regarding the incident. We prefer to use electronic documents only. Quality Management is checking the Incident Reports to make sure they are thoroughly filled out.
- New Hire Recipient Rights Checks - New hires are required to have their recipient rights history checked. Please send the names of new hires to the Recipient Rights Office.
- Duplicate Claims/Corporate Compliance - It is very important that if the H2015 code is used the claim must be completed appropriately. If a duplicate claim is received for H2015, it will be submitted to Corporate Compliance for their review. The Finance Department will automatically adjust when duplicate claims are received.
- Year-End Procedures – All claims must be submitted by October 31, 2023, unless they cannot be billed due to an outstanding circumstance. This includes claims, invoices, and other items. A reconciliation letter noting the outstanding circumstance must be emailed to Shannan Clevenger, Chief Operations Officer, shannan.clevenger@lifewaysmi.org, and copied to Inna Mason, Deputy Executive Director, Finance, inna.mason@lifewaysmi.org, by October 31, 2023.
- 2024 Contracts – Beginning October 1, 2023, if your contract is unsigned, your claims will not be paid. It is very important that all contracts be signed by September 30, 2023. If there are questions about the contract, please contact Rick Van Wagoner and he will contact Shannan Clevenger for clarification.

Beth Cooley, Renaissance Community Homes, asked about increasing staffing due to an aging population in the homes. Also, she asked if personal care gets cut, will this affect the rate for the home or just the individual? Rick Van Wagoner will inquire with Andrew Murphy regarding these questions and will let Beth know.

Jennifer Fitch, Director, Utilization Management (UM), reported that with the change of the nurses doing the Personalized Care Community Living Supports (PCCLS) assessment there may be some additional changes. This is separate from the rate determined by Contracts. It is hoped that more information will be available in November.

- Flu Shots - Please get consent from consumers if they agree to get a flu shot administered to them. Consent is also necessary for those who deny the flu shot. This information must be entered into LEO documentation. Appointments for flu shots should be scheduled soon with pharmacies and/or doctors.

Relias Update

Casie Schirer, Para Legal

Contracts Management Department

Casie Schirer reported the following regarding Relias Accounts:

When adding a new employee, please check to see if they have completed Relias Trainings in the past. If they were previously employed within the LifeWays organization, their Relias accounts can be transferred. This helps ensure individuals are compliant with their training and helps keep time down to repeat courses. Once a new account is created, we can no longer transfer an account.

The supervisors adding users to Relias are responsible for assigning training plans in the system. The system is set up to auto-assign training plans, but we need to ensure that we are confirming the correct training plan has been assigned. This can be viewed in the Users Training Transcript. Once viewing the transcript in Relias, click the Assignment Details Tab at the top of the page.

Please be sure that you are marking accounts in Relias inactive as staff leave your organization. This helps us track the number of seats that are being used in the system, as well as assists us when trying to transfer accounts between companies.

If there are any questions when adding staff or training plans, please reach out to Casie Schirer for assistance at casie.schirer@lifewaysmi.org.

LEO News & Update

Alexis Shapiro, Assistant Director, EMR Systems

Alexis Shapiro, Assistant Director, EMR Systems, gave the following LEO News & Updates:

- An Electronic Medical Record – Group (EMR-G) meeting is scheduled for today at 1:30 – 3:00 p.m. with a focus on the provider performance index. It will be held in the Pine Room at LifeWays.
- Fiscal Year (FY) 2024 Contracts – If contracts are not signed by September 30, 2023, Providers will not be able to bill for services from October 1, 2023, forward until the contract is signed. Authorizations will still be able to be entered, however, claims will not process.
- MO Modifier – the TS Modifier will replace the MO Modifier. The MO Modifier was put in place a few years ago when Michigan Department of Health and Human Services (MDHHS) implemented all the new modifiers for FY21. Multiple Medicaid Event Verification (MEV) findings where monitoring was billed back, but the TS Modifier was not included. The same rule applies where we won't be authorizing with the TS Modifier,

unless specifically written that way; however, it can still be added at the time of claim submission as expected.

- The specialized residential progress note (shift note) is being expanded. This will be the electronic documentation of all Community Living Supports (CLS) type services. A mock-up is being completed and will be sent for approval this week. It will be a priority for programming and communication will follow with a training and informational guide.
- Electronic Visit Verification (EVV) kick-off meeting with MDHHS and the vendor they have selected. The meeting was a high-level review of the intended integration and workflow. At the next meeting, we will review specifics of the interface. The vendor of the EVV system plans on files being submitted or uploaded with specifics for consumer, provider, and authorization data.

Next Meeting: November 14, 2023

Questions & Answers

Nothing currently.

30-Second Public Service Announcement

Cindy Keyes, LifeWays Quality Improvement Specialist, advised that the Provider Manual is located online and the procedure for Incident Reporting process is in it. This very helpful and is very detailed. She encourages everyone to review the manual. If anyone has questions regarding this, please reach out to her at cindy.keyes@lifewaysmi.org.

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 [CMR 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. 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:

Alicia Williams, CCHI
Anastasia Nelson, Renaissance
Angel Bail, Renaissance
Beth Cooley, Renaissance
Brenna Goodlock, Renaissance
Cheryl Howard, CCHI
Darlene Devine, Renaissance
Diane Cranston, Genoa
Glenda Taber, Rice Manor
Justine Avery, LifeSpan
Larry Hollman, Renaissance
Lori Reed, Renaissance
Melissa Frash, CLN
Melody Dixon, Renaissance
Nicole Turpin, Golden Years AFC
Pamela Griffith, Twin Maples
Pamela McKessy, Hope Network (JPS)
Sue Hayden, Twin Maples
Tiffany Smith, Renaissance
Tina Jenkins, Alternative Choices
Tina Miller, Choices with Self-Determination

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
Cindy Keyes, LifeWays
Jennifer Fitch, Utilization Management
Rick Van Wagoner, Contracts Management
Robin Miller, Finance
Ryan Broughton, LifeWays, Case Management
Sharon Hasen, Contracts Management