



**Professional Clinical Services Provider
Meeting Summary**

Facilitators:	Bobby Coleman , Provider Liaison, LifeWays Contract Management	Date: November 8, 2022 Time: 9:00 am-10:30 am Location: Microsoft Teams
Recorder:	Belle Black , Administrative Assistant, LifeWays Contract Management	Next Meeting: December 13, 2022

Agenda

Welcome

Virtual Meeting Protocol

Provider Kudos

Referral Portal Process - Review

Relias Update

LEO News

Contracts Management Updates

- **Reminder - LEO Update – Providers must update All Staff in LEO with full information, credentialing, etc.**
- **Reminder – Guardian/Consumer signatures are required on all Treatment Plans**
- **Communication Expectations**
- **Contracts**
- **Capacity**
- **Clubhouse**
- **Facilitation**
- **Public Health Emergency Ends in January 2023. What to do?**

Next Meeting Date – December 13, 2022

Q & A

30-Second PSA

Virtual Meeting Protocol was reviewed.

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

Aimee Williams, Utilization Manager, Utilization Management –

- **Cornerstone AFC, LLC** recently went above and beyond providing residential care to an aggressive consumer they had to evict. Cornerstone kept providing services for three months after requested emergent notice to move due to barriers getting him accepted for placement by another provider. Cornerstone provided great communication and was willing to work with LifeWays to keep him despite pressure from licensing while all residential referral options were exhausted, and new providers found at a great cost to their staff and team. They continued to provide care with their management pulling weekend shifts to help with staffing until the consumer was able to be placed. Their patience and compassion are commendable, and LifeWays is incredibly grateful for their understanding and support for this consumer during this long and difficult transition. Good job to Cornerstone.

Kelly Burnett, Utilization Manager, Utilization Management –

- **Segue and Recovery Technology**, Kudos to staff that have been communicating with me in my new UM role. Your patience, prompt response, and willingness to coordinate with me for continuity of care for our consumers is greatly appreciated and deserves recognition for it.

Bobby Coleman, Provider Liaison, LifeWays Contract Management –

- **Segue and Recovery Technology**, added Kudos for taking on additional cases from another agency. Both have been very helpful in getting that process done so that capacity can be opened up for other services.

Courtney Sullivan, Supervisor, Integrated Health Clinic Services –

- **Segue**, Kudos for helping the department. They recently lost two Psychiatrists, and are extremely short staffed right now. Mike Thompson, Dr. Zachar, and their nurse practitioner have agreed to take on some of LifeWays patients. Thank you, Mike Thompson, and Segue.

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](#).

Referral Portal Process Review

Bobby Coleman, Provider
Liaison, LifeWays
Contracts Management

Referral Portal process was reviewed. There are still Referral Portals for Behavior Treatment Plans, CLS, Psychological Testing and Home-based Services. The Behavioral Treatment Plan Portal will be closed soon. The CLS Portal is also likely to be closed soon. While these portals are still available, please put your consumers there. Do not refer them directly to the appropriate provider without going through Bobby so that all records for the database can be updated.

Relias Update

Casie Schirer, *Provider Liaison,*
LifeWays Contract Department

Casie introduced herself and reported that she is administrating Relias. She has noticed that there are quite a few employees that have multiple accounts. She requested that when entering a new employee, and notice the username already exists, please contact her, casie.schirer@lifewaysmi.org. She also reminded everyone that there is a username standard to be followed.

Bobby Coleman reminded everyone to please sign in using chat.

LEO News

Alexis Shapiro, Assistant
Director EMR Systems
Administration

Alexis gave an update on LEO including a new workgroup called EMRG – Electronic Medical Record Development Group. This will incorporate user feedback, as well as getting an overall understanding of system use, training, and different improvement needs. This is a result of an action item from the Provider Network Improvement Workgroup. A draft is currently being developed to the workgroup charter. This will be shared with the Data Integrity Group for final approval, with the context being the workgroup connects users of the EMR to the LifeWays EMR team in understanding system training, use and improvement needs. The group's mission is to advance EMR system use in its development while promoting a platform to resolve issues that come about while using the EMR. Objectives of the workgroup are to eliminate barriers to the EMR use; providing updates to users on the status of LEO development; communicating with users about needed advancements; identifying areas for improvement and process, functionality, and training; improving the reputation of the EMR with the users, and routinely review the data available within the EMR to ensure integrity of its use while eliminating barriers, inaccuracies, and inefficiencies related to data. Members of the workgroup will include members of EMRG, and LifeWays EMR team. Policies and procedures are currently being updated around this new workgroup, as well as a confidentiality agreement that will be signed by all users and members of EMRG. Michael Cupp is in the process of updating the contracts group policy and procedure that identifies this as a key workgroup. She asked that every provider contact Belle Black, belle.black@lifewaysmi.org, with the names of a representative (probably not the CEO) who can be a point person, along with a backup person, who has a working knowledge of Excel, and has experience with technology, and LEO. This will require someone that has the time and authority to be the point person. This is a technical type of meeting. Therefore, we are requesting that you please advise Belle of your representatives as soon as possible. It is hoped to have the first meeting in January 2023.

Belle will send a doodle poll to identify the best day and time to regularly hold the meeting. The meeting should last 90-minutes and will be held in person and hybrid depending on the Covid situation. More information will follow.

Michael Cupp reiterated the qualifications of the person representing each provider agency for this new workgroup.

Alexis further reported that the Fiscal Year 2023 Fee Schedule updates are almost complete. She thanked the providers for their patience while updates being made. She also mentioned that if a provider notices an issue while signing documents or during claim entry, it's easier to resolve the

issue at that time than to wait until after it is in a claim status. So please advise as soon as possible if you have an issue by entering a help desk ticket and contacting a Provider Liaison.

Alexis gave an update on the progress for the Provider Dashboard. Internal testing will be done over the next couple of weeks. The goal is to have the Provider Performance Index Dashboard with at least the ten current metrics rolled out to all users mid to end of December. The remaining six metrics will then be worked on. It is to be determined when they will be available.

Contracts Management Updates

Michael Cupp, Director
LifeWays Contracts
Management

Michael welcomed everyone, especially those that were in-person. He let everyone know that next month's meeting will be in-person, and everyone is strongly encouraged to attend in-person since the meeting will be a "Holiday Hullabaloo", with gifts and entertainment. Any presenters are also requested to be present in-person.

- **Reminder - LEO Update**
 - Providers must update *All Staff* in LEO with full information including up-to-date credentialing. If someone signs a document, full credentialing needs to be included. LEO will be used to monitor credentialing in the future. This is very important as action will be taken on claims if accurate credential information isn't given. It is highly recommended that billing staff have some sort of a way to make sure credentials are up to date on a regular basis. LEO information is currently being compared to Relias, therefore, all information for employees needs to be updated as soon as possible. Casie Shirer and Sharon Hasen will be contacting you soon if you have not completed this.
- **Reminder - Guardian/Consumer signatures** are required on all Individual Plan of Service (IPOS) and Treatment Plans.
 - Every treatment plan needs to be signed by the legal guardian or the consumer before paying a claim. A scanned or electronic signature is required. If there is a true impediment to getting a signature, a documented temporary verbal consent can be done while getting the electronic signature.
- **Communication Expectations**
 - Just a reminder that there are expectations regarding communications. The primary mode of communication other than the telephone is email. There is a color code to follow regarding response expectations when using email. Red = immediate; Yellow = one business day; Green = within a week and Blue = no response, FYI only. Purple = Audit related. Give it your immediate attention. Also, the "To" line is used to indicate who is to respond; the "cc" line is for FYI, and you are to never use the "bcc" line in this network. The bcc line is generally considered unethical when emailing to anyone outside of your agency. BCC can be used internally in your agency only. Belle will send this information to providers again as a reminder.
 - If Providers have a request for LifeWays Contracts Department, the primary way is to use a Help Desk ticket through the PAR link. The consultant recommended that the Department move to use the PAR to prioritize requests. General communication should be sent via email, and requests should be sent via PAR.
- **Contracts**
 - Michael gave kudos to those that have signed or amended contracts. If anyone needs to sign one, he asked that they be signed today. Please contact Belle if you need help signing a contract.

- **Capacity**
 - We will be working with Providers and primary case holders to look at case load size. Workgroup meetings will be scheduled. We ask primary case holder companies send a monthly list of first service appointments to Bobby Coleman. It is also appreciated that December's list be sent within the next week, so it can be reviewed.

- **Clubhouse**
 - JTown Clubhouse is a Psycho Social Rehabilitation run by people who are active members in treatment to develop social skills, and employment skills. The program has been restarted since Covid. This is a membership operated organization. We are in danger of losing this program due to low use, therefore, case managers are encouraged to look at their case load and encourage people to participate. Lunch sessions are being scheduled to host interested case managers and potential participants.

- **Facilitation**
 - Reminder regarding Person Centered Planning – please use independent facilitation. Independent facilitation can be done by almost anyone. It cannot be an employee of Community Mental Health, (CMH) or anyone directly involved with services or a company that provides services. A family member, friend, or neighbor can do this. They need to be trained. Otherwise, Southeast Dispute Resolution can provide this service.

- **Public Health Emergency Ends in January 2023. What to do?**
 - The Public Health Emergency is due to end, tentatively, January 2023. This is subject to change. LifeWays will follow CMS lead. Potentially, telehealth will change, and there will be a six-month window for current rates to continue. There is a possibility of a 7.5 percent rate decrease. These will be evaluated in December and January. You will be kept updated on this. More and more should be transitioned back to face-to-face unless there is a request by the individual or a clinical reason to do telehealth. The reason for the request should be documented in the service note while providing telehealth. Telehealth claims will be audited.

- **Next Meeting Date** – December 13, 2022 (In-Person Meeting and Holiday Hullabaloo)

- **Effective December 1, 2022**, quarterly formal reviews will no longer be required for most services within the network. The exception will be Assertive Community Treatment (ACT) and Serious Emotional Disturbance (SED)waiver. The formal review will be the annual Person-Centered Planning meeting Individual Plan of Service (IPOS). A work group will be developed to work on this also.
 - Jennifer Fitch, Director, Utilization Management (UM), reported that starting November 1, 2022, UM has started including authorizations based on the end date of a Person-Centered Plan. Michael Cupp added that UM will not be shortening the length of authorizations to drive audits. They will be pulling outlier reports, and they will be using Provider Guidance process to do reviews. You may get feedback from UM with questions, but they won't use the authorization expiration to drive those reviews. They can be put in for as long as the treatment team thinks they need the authorization up to the end of the treatment year. If there's a need to review midyear, reports can be pulled without requiring additional authorization requests be submitted.

Q & A

Michael Cupp, Director
LifeWays Contracts
Management

No questions.

30 Second PSA

Courtney Sullivan, Supervisor, Integrated Health Clinic Services, reported that Dr. Ralph resigned taking another opportunity outside of patient care. She wanted everyone to know that she will miss everyone and appreciated working with all. Also, Nurse Practitioner Cheryl Funson's last day will be November 17th. She also was offered another opportunity. Due to the shortage of staffing they are currently rescheduling about 600 cases, with a lot of referrals coming in, so some delays are to be expected. If there is a client that is in need, please reach out to Integrated Health so that they can make that person a priority. There may be a delay on that person being assigned a doctor because they may end up being assigned to the new doctor that will be hired.

Courtney also reported that she has a lot of referrals in her referral account that can't be opened because the assignment for the Psychiatric Medical Clinic has not opened any assignments. Unfortunately, she can't see who submitted it. She asked that Providers remind their staff about this.

She is doing a lot of coordination through consultation notes coordinating some cases that are stable back to their primary care physicians. If you have any questions about consultation notes, please reach out and she will be happy to walk you through it. Also, there is a "How to Guide," in LEO Help Section. As a reminder, please hit Save and Submit versus Save and Pend, because it will not send to anyone if you hit Save and Pend. Any comments added to the consultation notes after signing will result in the added comments not being sent to anyone. Please sign the consultation notes only after they are completed.

Bobby Coleman also reminded everyone that it is important for case holders to review their documents before signing.

Upcoming Meetings

Next meeting December 13, 2022.

This is the meeting for all LifeWays providers of Professional Clinical Services (PCS) and is separate from the meeting of providers that have Home and Community Based Supports. 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. The Professional Clinical Services Provider Group meeting occurs the second Tuesday of the months Feb, Mar, May, Jun, Aug, Sept, Nov, and Dec from 9:00 AM to 10:30 AM. 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.

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. 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 notes, supporting documents, and the provider manual on the Provider Portal. <https://www.lifewaysmi.org/Provider-Portal>

Attendance:

Aimee	Williams	LifeWays
Akrum	Eidelsafy	
Alexis	Shapiro	LifeWays
Allen	Hawks	Stone Crest Center
Amy	Cosgrove-Bridges	LifeWays
Ann	Monroe	A.R.E.
Caleb	Ashby	Centria Healthcare
Carol	Gilbert	Integro, Inc.
Christy	Johnson	Southeastern Dispute
Conner	Gibbons	LifeWays
Courtney	Sullivan	LifeWays
Deanna	Hopkins	
Denae	Tracy	LifeWays
Diane	Cranston	Genoa Healthcare
Julie	Pratt	Comprehensive Speech and Therapy
Kelly	Burnett	LifeWays
Kristin	Mecklenburg	Havenwyck Hospital
Linda	Langhann	Alternative Choices
Matthew	Smith	Arbor Hills Psychological Services
Penny	Mickel	
Philip	Hoffman	LifeWays
Randy	Evans	LifeWays
Rhonda	Perreault	Genoa Healthcare
Ryan	Boughton	LifeWays
Sara	Kolesar	Illuminate
Stephanie	Justice	LifeWays
Steven	Spark	Sparks Behavioral Health
Terra	Chall	Highfields, Inc.
Teresa	Unger-Branson	Case Management
Tracy	Roumell	Healthy Dimensions
Michael	Cupp	LifeWays
Andrew	Murphy	LifeWays
Casie	Schirer	LifeWays
Bobby	Coleman	LifeWays
Rick	VanWagoner	LifeWays
Belle	Black	LifeWays