



**Community-Based Services Provider
Meeting Summary**

Facilitator:	Rick Van Wagoner, Provider Liaison, Contracts Management	Date: November 8, 2022 Time: 11am - 12:30 pm Location: Microsoft Teams Next Meeting: November 8, 2022
Recorder:	Belle Black, Administrative Assistant	

Agenda

11:00am	Welcome <ul style="list-style-type: none">• Provider Kudos• Direct Care Worker (DCW) Pay Stubs• Fourth Quarter Proof of DCW Passthrough• Personal Protective Equipment (PPE) – staff using in the homes• Doctor Appointments (professionalism) labs, appointments, follow-ups, medical supplies in home• In-services• Community Living Supports (CLS) Outings• Safety Care Training• Genoa Medication – In Person• Flu Shot	Rick Van Wagoner, Provider Liaison, LifeWays Contracts Management
11:15am	Referral Portal Process - Review	Bobby Coleman, Provider Liaison, LifeWays Contracts Management
11:20am	Relias Update	Casie Schirer, Provider Liaison LifeWays Contracts Management
11:25pm	LEO News	Alexis Shapiro Assistant Director, EMR System, LifeWays
11:55am	Contracts Management Updates <ul style="list-style-type: none">• Reminder - LEO Update – Providers must update All Staff in LEO with full information, credentialing, etc.• Communication Expectations• Contracts• Public Health Emergency ends January 2023-What to do?	Michael Cupp, Director LifeWays Contracts Management

- **Next Meeting Date – December 13, 2022**

12:15pm

12:25pm **Q & A**

30-Second PSA

Provider Kudos

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.

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

Agenda Items

Rick Van Wagoner,
Provider Liaison, LifeWays
Contracts Management

- **Direct Care Wage (DCW) Pay Stubs – All Providers Requirements**

Direct Care Wage pass through fourth quarter is due. Providers were asked to respond as soon as possible.

- **Personal Protective Equipment (PPE) - Staff Using in the Homes**

Reminder PPE is available through LifeWays. Please submit PPE orders to Rick.

- **Doctor Appointments**

Please make sure the consumers are attending Doctor appointments, labs, follow-ups, etc. Also, please make sure to get documentation. Rick asked that all staff to please remember to be as professional as possible when bringing consumers in for a Doctor appointment. If there is a complaint, please take it back to your manager or customer service person. Please do not say anything derogative in front of the consumer. We have received enough complaints through med services and the hybrid clinic to be mentioned at this meeting. Please encourage your staff to be polite, and courteous when attending medical appointments. If staff has a complaint about another provider, including LifeWays, the appropriate way to address this is to file a PAR through LifeWays' Contracts Management Department, and if a consumer wants to file a complaint, it should be filed through customer service.

- **Labs, appointments, follow-ups, medical supplies in home**

Please be sure that all of the labs, follow-up appointments, and anything needed for consumer medical needs are followed up in a timely manner so the consumer gets the best of care.

- **In-services**

Please be sure staff attends In-services and documentation is signed by the professional giving the in-service. Also, please be sure to get a signature.

Documentation needs to be completed in a timely manner. The H0032 can now be invoiced as an in-service. You can no longer bill it as a claim.

Michael Cupp reported that as of FY2023, a Covid-related loss of revenue invoice can be used, itemizing how many meetings for the Individual Plan of Service.

It is very important that everyone attends the in-services. If new staff is hired, it is very important the staff have an in-service completed and documented.

- **Community Living Supports (CLS) Outings**

Need to make sure consumers are getting out safely, and documentation is completed of the outing.

- **Safety Care Training**

All procedures for Relias Safety Care Training gets updated annually. Safety care requires a two-day class initially, and then annually after that.

- **Genoa Medication – Training In-Person**

Please make sure training is completed. This training is In-Person.

- **Flu Shots**

A reminder that flu shot clinics are being offered. Please remember to get consent forms to and from all guardians as well as signatures. Please contact Genoa at (517) 789-8579 to schedule an appointment. It is very important to have this documented in LEO.

Referral Portal Process - Review

Bobby Coleman, Provider Liaison, Contracts Management

Bobby Coleman reviewed the Referral Portal process:

It is very important that new staff get their In-Service completed and documented in LEO as soon as possible.

Questions: Lisa Monk wanted to clarify that every time staff attends an Inservice that it should be documented in the chart in LEO.

Angela, Renaissance, asked that it be kept in mind when scheduling an Inservice, that time is given so that all staff can attend. Rick indicated that this is understood.

The CLS referral portal is still available for now. It will be closed soon. Please direct all referrals through LEO. The consumers that have been waiting will be prioritized and placed before the new referrals received.

Relias Update

Casie Schirer, Provider Liaison, Contracts Management

Casie Schirer Introduced herself and gave a Relias update.

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.

Angela, Renaissance, question: When a former employee is added and their training is current, it alerts that they need to do the training again even though they are up to date? Casie asked that the provider e-mail her if this should happen when signing up new employees and she will investigate.

Michael Cupp said that if the staff member is within 60 days of needing a training, it may reassign for the next year.

LEO News/LEO User Profile Form

Alexis Shapiro, Assistant Director, EMR System, LifeWays

Alexis reported: Fiscal Year 2023 Fee Schedule updates are almost complete. She thanked the providers for their patience while updates are 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.

Provider Performance Index Dashboard. Internal testing will be done on the roll over security this week. 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 goal is to have the Index available to all users by the end of December.

Adding New Users to LEO - With the implementation of the electronic residential forms, there has been the aspect of staff maintenance that the community-based providers are responsible for as well as the EMR team. The community-based providers are responsible for adding the actual user and all information into LEO, and then requesting access via the LEO Help Desk for actual access to LEO for permissions purposes, including attachments. Once this is done, user log in information will be sent to that user. If the community-based provider has multiple people responsible for maintaining records in LEO, please put in a LEO Help Desk ticket if they haven't already been added.

Connor Woods has created a training video, which will be sent out to all community-based providers through Belle. It will be available through Relias.

Two-Factor Authentication – was rolled out to LEO users except for most of the community-based providers. As new users are added, the two factor authentications will be added to the LEO permissions and LEO login. If the two-factor authentications haven't already turned on, it will be turned on soon. The LEO Help Menu has a Two-Factor Authentication guide. She would prefer to have providers submit a list of staff that need access so that each one can be compared to the list already in the system.

Some staff have tokens as a two-factor authentication. If LifeWays purchased the tokens, please be sure to submit the number on the back of the token. If the provider purchased the tokens, Base 32 codes should have been received for all tokens. Alexis will need to know what those Base 32 codes are.

The provider creates their own user accounts, and then they let UM know who needs permissions. The new user profile papers are no longer used.

Also, it is written in the procedures that we are not allowed to use generic email accounts, such as Gmail and Hotmail accounts. Providers should have agency email addresses with a specific domain.

New Workgroup – EMERG

A new workgroup is being implemented. It is called EMERG, Electronic Medical Record Development Group. The workgroup is intended to connect users of the EMR to LifeWays EMR Team for understanding system use, training, and improvement needs. A Charter has been developed, and the mission is to advance the EMR system use and its development while promoting a platform to resolve issues that come about while using the EMR. Objectives and roles of the group have been developed and were reviewed. A confidentiality agreement has been developed for members of the group. The meeting will be hybrid based on the COVID restrictions and last 90 minutes per meeting.

Michael Cupp reiterated the qualifications of the person representing each provider agency for this new workgroup. This person should be well versed in Excel, LEO, and be the go-to person when help is needed. Therefore, the person should most likely not be the CEO of the company.

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.

- **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.

- **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 ACT and SED waiver. The formal review will be the annual Person-Centered Planning meeting (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.
- Jennifer clarified about home health.

Questions

Georgia Mason, Key Opportunities, asked if there will be more information provided on the H0032 invoicing? Will there be a dollar figure, who it should be sent to, etc.? Rick responded that information will be sent. All invoices should go to Invoices@lifewaysmi.org.

Lisa Monk, Tenacious Living asked about the H0032 for CLS providers. Rick asked that people contact him and use the invoices@lifewaysmi.org. Coding was further discussed.

30-second PSA

No PSAs.

Upcoming Meetings

Next meeting is December 13, 2022. (Holiday and Hullabaloo Meeting). In person attendance is required and encouraged.

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 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.

Meeting Attendance

Melissa	Frash	CLN
Pam	Griffith	Twin Maples
Teri	Miskowski	Rice Manor
Lisa	Monk	Tenacious Living
Barbara	Freysinger	LifeSpan Consultant
LaToshia	Baruti	Creekside
Karrie	Beilfuss	LifeSpan
Tina	Jenkins	Choices/SD
Rhonda	Perreault	Genoa
Sara	Johnson	Renaissance
Sara	Kolesar	Illuminate
Shanan	Flick	Lifespan
Pam	Griffith	Twin Maples
Angel	Bail	Renaissance
Barbara	Wright	Hope House
Melody	Dixon	Renaissance
Cathy	○	
Deanna	Hopkins	Alternative Choices
Georgia	Mason	Key Opportunities
Jason	Potter	Lifespan
Jessica	Hayden	Lifespan
Kendra	Avant	Lifespan
Kyle	Tripp	Renaissance

Darlene	Devine	Renaissance
Lisa	Stewart	Lifespan
Londa	Aube	Lifespan
Manny	Pennell	Lifespan
Melissa	Diaz	Hope Network/New Passages
Nancy	McKittrick	Hope Network
Pamela	McKessy	Hope Network
Patricia		
Tiffany	Smith	Renaissance
Kelly	Zantop	Lifespan
Judy	Reid	Lifespan
Kristen	Wright	Lifespan
Derek	Ball	Cornerstone
Beth	Cooley	Renaissance
Patricia	Grant	Hope Woodbridge
Jennifer	McBean	Renaissance
Justin	Paschall	Renaissance
Beth	Cooley	RCH
Aimee	Williams	LifeWays
Kelly	Burnett	LifeWays
Jennifer	Fitch	LifeWays