

Community Based Service Provider Meeting Minutes



Facilitator:	Rick Van Wagoner Provider Liaison, Contracts and Provider Network Management	Date: November 10, 2020 Time: 11:00 am-12:30 pm Location: Microsoft Teams Next Meeting: December 12, 2020
Recorder:	Susan Wood, Administrative Assistant	
Link to recorded meeting here		

Topic Description	Speaker
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Agenda

- Welcome
- LEO – Rick Van Wagoner
 - Documenting all services in LEO and all Medications Administration in Quick Mars - 2 factor authentication will begin 1/1/21
- Visitors to residential homes – Rick Van Wagoner
- Changes protocol – Rick Van Wagoner
 - Changes that come from CPN Team will come in writing. Make sure you have the written document from us.
- H2015 Code – Rick Van Wagoner
 - follow-up from meeting held in October.
 - Flu Shot Update/ COVID-19 reporting
- Director of Network Contracts Updates; Michael Cupp
- Randy Evans, Director of Clinical Services
 - BTPs & Restrictions
- Q&A – Michael Cupp
- 30 Second PSA

Provider Kudo's

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

If you would like to publicly recognize someone with a kudos at the upcoming Clinical Services Provider Group meeting, please send to the Contracts Department Email at contracts@lifewayscmh.org

- 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

Updates	Rick Van Wagoner
<p>LEO</p> <ul style="list-style-type: none"> • Provider’s need to be aware that we have been talking for the last year about Quick Mars and getting on board with Quick Mars and documenting all our medicine administration in the computer. This goes into effect 1-1-2021. • 2 factor authentication process required to access LEO will go into effect 1-1-2021. <p>Visitors to Residential Homes</p> <ul style="list-style-type: none"> • Providers are to follow MDHHS orders. Residential Care Visitation Order here. • A visitor is: anyone visiting the home. • Angie O’Dowd received clarification from the State who a visitor is. Anyone providing direct service to the consumer is not a visitor. A relative or a friend is considered a visitor. Our county risk level is at E which means no indoor visitors allowed unless for Compassionate Care. Psychologist’s and nurses are not visitors. Caution is advised for any outside access to homes. Consumers that live in their own home can make the determination of who can enter the home at any time. <p>Changes to protocols</p> <ul style="list-style-type: none"> • Changes from the CPNM team will be sent in writing. Make sure you have the written document for your reference. For example, if Rick Van Wagoner gives a verbal authorization it will always be followed up with a written document. This applies to all communication from CPNM. <p>H2015 Code follow up from October 2020 meeting</p> <ul style="list-style-type: none"> • If it’s 1 to 1, staff should document in the claim notes that there was only one consumer served. There is no need to complete a separate form. The Community CLS should be provided by whoever is providing the CLS in the home. • Kudos to Roxie for assisting providers with processing H2015 claims. <p>Flu Shot Update/Covid-19 Reporting</p> <ul style="list-style-type: none"> • Courtney Sullivan gave an update informing that she has not received all the flu vaccine documentation. The deadline was Nov. 1, 2020. • The Health Department can no longer contact trace because of the amount of cases being reported. • Make sure residents wear masks out in the community. All staff are to wear masks. Disinfecting all the areas a consumer touches must be done multiple times a day. Reports of COVID-19 should be sent to Courtney Sullivan via LEO email to include the word COVID-19 and the consumers LEO number in the title and cc Hannah Annabel. Hannah will check on results daily for anyone we sent for testing. • Location of test site, if possible, to be included in email so Hannah can contact the correct site. • Courtney Sullivan expressed her appreciation for everyone’s hard work keeping residential COVID cases down. • CPNM is tracking consumers and staff who have COVID-19 and who are suspected of having COVID-19. Please send an email with this information to contracts@lifewayscmh.org and cc Rick Van Wagoner rick.vanwagoner@lifewayscmh.org 	
Network Contracts Updates	Michael Cupp, Director of Contracts and Provider Network Management
<p>2021 Contracts</p> <ul style="list-style-type: none"> • Providers should have received a 2021 contract. Please send questions to Concord directly or to contracts@lifewayscmh.org. <p>Communication Guidelines Link to document</p> <ul style="list-style-type: none"> • Communication Guidelines were reviewed. Guidelines must be utilized/adhered to. A gentle reminder will be sent to those that do not follow the guidelines. • Color coding emails is necessary. 	

- Red | Urgent-True Emergency
- Yellow | by end of day
- Green | by the end of the week (should have a due date)
- Blue | no response necessary
- Purple | Audit related
- Emails that are not color coded will be considered Blue.
- All emails should have a signature line that include name, title, agency, address, telephone number at a minimum.
- A new update to the guidelines instructs all providers to use the contracts@lifewayscmh.org email for general communication with the Contracts and Provider Network Management (CPNM) department.
- Encouraged use of the new Provider Help Request Form, which can be found on the Provider Services website. [Link](#) to Provider Help Request
- Angie O'Dowd added that the guidelines also apply to LEO.

Friends and Family Respite

- Oversight of the program was transitioned to Alternative Choices beginning October 1, 2020. Going forward all generic respite reimbursement will go to Alternative Choices. All background checks, billing sheets, setting up staff and paying staff, or any concerns for Family and Friends go to Alternative Choices. Self-Determined relationships should go through Community Alliance.

Unsigned Documents, 788 in FY 2021

- There are 500 unsigned documents in Concord from 2020. 40 days into this fiscal year 2021 there are 788 documents unsigned. If there are barriers to signing the documents, please let CPNM know so we can address the issue.

2020 Reconciliation

- The 2020 billing is closed effective October 31, 2020. If you have unbilled claims please make sure your liaison is aware or send an email to contracts@lifeways.org indicating details of issues. Claims, appeals and/or complaints related to 2020 need to be sent in asap. Providers should receive a report by the end of the month.

Suspending or Terminating Services for COVID-19

- There should not be any suspending or terminating of any services related to COVID-19 except for very short periods of time i.e., exposure to COVID-19 warranting quarantine. All authorized telehealth units must be completed and not lessened unless the person or their guardian refuses services. In that case a notice should be placed in the consumers file that services were refused, and that the authorization will be terminated until the consumer wants to resume services. Provider liaisons need to be notified immediately when services have been reduced, terminated or suspended outside of the previously stated so that it can be addressed.
- If the consumer or guardian wants to reduce their units, an Adverse Benefit Notice needs to be noted in LEO that the consumer or guardian is requesting the adjustment.
- No providers in this meeting is approved to refuse referrals. Your contract requires you to take referrals. Contact your provider liaison, in writing, who will then contact Michael Cupp, if you questions/concerns or capacity issues. The State does have some staffing agencies that you would have access to if you have difficulty hiring direct care staff. This information will be sent out soon.

State COVID announcement [here](#)

COVID 19 CLS and School Schedule form

- A new form was introduced to be used when Medicaid funded behavioral health services are provided during virtual school hours if medically necessary. [Link](#) to form.
- Ryan Broughton ryan.broughton@lifewayscmh.org will be the primary staff overseeing the CLS and School Schedule forms.

Survey – COVID-19 Access to AFC

- Survey will be sent out with an expected quick turn-around time. This will be sent to leadership in specialized homes.

Direct Care Premium Pay through 1/9/2021

- Direct Care Premium Pay is extended through 1-9-2021. We will pay as we have been doing for those with the per diem which is paid externally from LEO. H2015 will be paid that way as well. H2015 was built into the fee schedule in LEO and now it is not. Beginning 10-1-2020 you will get a monthly eft payment with the increase based on what you had billed.

BTPs & Restrictions

Randy Evans, Director of Clinical Services

- Clarification will be received regarding additional staffing due to behavioral issues within the next week or two. DHHS was asked for clarification regarding the alignment between the BTP and the IPOS. A good example of this is; if a consumer uses a helmet due to a fall risk, which is due to their physical limitation, this is a medical restriction and is only included in the IPOS. The IPOS is reviewed annually. If the helmet is used because of head banging, this is behavioral and behavioral planning needs to be completed and is reviewed quarterly by the BTC.
- Copies of a synopsis of the BTP review will be sent through LEO to the primary case holders which will include the next review date. If you do not receive the message, please let Randy know.
Randy.evans@lifewayscmh.org

Q & A

- Barb Freysinger asks: What are the expectations for testing in group homes 13 and larger? Information should have been sent regarding the new expectation process for both for reporting and testing of AFC staff. Test kits will be mailed from the State to all AFC homes, but no date has been indicated as to when they will be mailed.
- A quick chat box survey will determine who has Quick Mar. By January 1, 2021, we will be tracking direct care of consumers in LEO. We need to know who does not have internet access. By March or April 2021, documentation will need to be entered into LEO for claims to go through. We would like for all homes to be able to use Quick Mar by January 1, 2021.
- Carrie asked about testing barriers for staff and consumers-Michael indicated not much direction from the State has been forthcoming. It's up to the homes how they send the tests into the lab. Michael is trying to find out more. Homes will not be responsible for payment of the tests.
- What if a consumer refuses to take the COVID-19 test? This needs to be documented, but we are unsure how the State wants it documented.
- Any homes that has received the kits with directions from the State are encouraged to share the State's directives.

30 Second PSA

None

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 the Friday 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 won't be included.

<https://forms.office.com/Pages/ResponsePage.aspx?id=xVg1eNLP30y9MovGh5pi8gjG6oresJpPsgEZuOC-yPdUMEGwSVVSMFk5R1BCNVA5S0dHUIJWWkFUQy4u>

Present (138 invitees)

Angie	O'Dowd	LifeWays
BJ	Wright	LifeSpan Hope House
Amy	Korman	LifeSpan Hope House
Teri	Miskowski	Rice Manor I & II
Melody	Dixon	
Derek	Ball	Cornerstone
Cheryl	Howard	CCH
Connie	Wilson	CCH
Marc	Stanley	SEDRS
Tony	Thomas	
Joseph	Morris	RCH-Ren 3
Lisa	Monk	
Tiffany	Smith	RCH-Ren 3
Pam	Griffith	Twin Maples
Judy		
Kristen	Wright	LifeSpan
Karrie	Beilfuss	LifeSpan
Rachel	Minix	RCH Parnall
Randy	Evans	LifeWays
Courtney	Sullivan	LifeWays
Amy	Howes	
Makena	L'Huillier	LifeWays
Roxie	McUmbur	LifeWays
Rick	Van Wagoner	LifeWays
Conner	Gibbons	LifeWays
Michael	Cupp	LifeWays
Susan	Wood	LifeWays
Barb	Freysinger	LifeSpan
Brittany	Bragg	LifeWays
Beth	Cooley	Ren
Angel	Bail	
Darlene	Devine	Ren
Stephanie	Justice	LifeWays
		LifeSpan Fowler
Judy	Reid	House
Lisa	Stewart	