

Clinical Services Provider Meeting Minutes



Facilitator:	Makena L’Huillier Provider Analyst, Contracts and Provider Network Management	Date: November 10, 2020 Time: 9:00 am-10:30am 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
- Provider Kudos
- Director of Network Contracts Updates; Michael Cupp
- QI Updates – Cindy Keyes, LifeWays QI Specialist
- BTPs and Restrictions– Randy Evans, Director of Clinical Services
- Access and Crisis Services Updates – Wade Stitt, Director of Access & Crisis Services
- Utilization Management – David Lowe, Director of Utilization Management
- Q&A – Michael Cupp
- 30 Second PSA

Provider Kudos

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

November 10, 2020 Kudos (attachment)

Acknowledgments not on Kudos attachment:

Marc Stanley from SEDRs-Melissa Divan has left the agency but acknowledged her for her many contributions.

Wade Stitt LifeWays Access & Crisis Services Director – Acknowledged Courtney Sullivan’s promotion to Supervisor of Medical Services. Courtney thanked everyone for their Covid reporting efforts.

Michael Cupp LifeWays Contracts and Provider Network Management Director acknowledged the providers for their continued good work during the past year.

Kudos

November 10, 2020

- Cheryl Howard & Connie Wilson, CCHI “I would like to give Roxie McUmbler (Lifeways) a huge kudos for her patience and understanding while working with our team on the new H2015 standards and expectations for claim submissions and uploading the correct supporting documentation. She has worked very close with me and Connie to ensure a smooth billing and no delay in payment. We are really thankful to have her support and patience. She has been very patient through our numerous phone calls and questions over the past 6 weeks. She is truly a blessing to our organization.
Thanks Roxie”
- Lisa Monk, Tenacious Living – “I would like to give a kudos to Andrea Beckman, Teresa Hubbel and Tracy Meade at Recovery Technology along with Brittany Bragg at Lifeways. Thank you for being patient with me and responding so quickly during a challenging time of changing needs for some clients. You are the best. I'm so grateful for all of you.”
- Christina Hoffmann, Hope Network – “Hope Network just completed a very successful CARF audit. As well, J-town would like to thank providers for referrals to the clubhouse and the team is looking forward to continuing to work with providers on the benefits of the Clubhouse and assisting in creating pathways to employments for individuals served.”
- Shannan Clevenger, COO LifeWays – “I would like to recognize Recovery Technology (Mardelle, Jim and their team) have been very collaborative working with me over the last few months to identify individuals who may be eligible for and benefit from enrollment on the Habilitation Supports Waiver. This has resulted in our ability to enroll an additional 25 individuals on the waiver. Thank you so much for your collaboration, responsiveness and being available for consultation of possible enrollees. Without your collaboration and leadership, we would not have been able to make this impact.”
- Shannan Clevenger, COO LifeWays – “I would like to recognize Segue (Jason, Mike and their team) have been very collaborative working with me over the last few months to identify individuals who may be eligible for and benefit from enrollment on the Habilitation Supports Waiver. Your willingness to work with me as we identified individuals and work through the Habilitation Supports Waiver process (one that Segue had not previously been very involved in). Thank you so much for your collaboration, responsiveness and being available for consultation of possible enrollees. Without your collaboration and leadership, we would not have been able to make this impact.”

2021 Contracts

- Contracts are in the process of being sent out to providers for signatures.

Communication Guidelines

- Communication Guidelines were reviewed. Guidelines must be utilized/adhered to. A gentle reminder will be sent to those that do not follow the guidelines.
- 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.
- Angie O'Dowd added that the guidelines also apply to LEO.

Family and Friends 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. Codes need to be obtained under Alternative Choices and not generic respite. Alternative Choices may require an added authorization for Financial Management/Fiscal Intermediary code. This code will be required monthly.
- There are 500 unsigned documents in Concord from 2020. 40 days into this fiscal year 2021 there are 788 documents unsigned.

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 as well. Providers should receive a report by the end of the month.

Face to Face Services

- There should not be any suspending or terminating of any services related to COVID except for very short periods of time i.e., exposure to COVID warranting quarantine. Telehealth should be provided in these cases and all necessary PPE should be supplied quickly. 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 previously stated so that it can be addressed.
- David Lowe from Utilization Management at LifeWays said LifeWays in cooperation with MSHN will provide more face to face services to consumers who need/request it. If PPE is needed please request from LifeWays. Staff must always wear masks when providing services. LifeWays needs to be informed if they do not.
- David Lowe wanted providers to be aware, regarding Adverse Benefit Notifications (ABN), if the consumer or guardian wants to reduce their units, ABN's are not being terminated and the authorizations are not submitted with total allocated reduction units stated. Anytime a provider is recommending any type of adjustment this should occur during the planning meeting and identified during the formal review periods. ABN's need to be noted that the consumer or guardian is requesting the adjustment.
- Courtney Sullivan shared information from the State Health Department and indicated they cannot keep up with contact tracing. She asked that LEO be utilized for recording COVID information for each consumer.
- Michel Cupp reiterated that we want providers to continue to notify their liaison as well as Courtney Sullivan Courtney.sullivan@lifewayscmh.org and Hannah Annabel Hannah.annabel@lifewayscmh.org regarding COVID. Information they will need is the name of the consumer or staff and the location and whether they are COVID positive or being tested for COVID. Do not wait until a positive test has been established to notify LifeWays. LifeWays wants to be able to track and monitor our network and exposure within our system especially since the County/State can no longer contact trace.

State COVID announcement link [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. *Form attached*
- Ryan Broughton ryan.broughton@lifewayscmh.org will be the primary staff overseeing the CLS and School Schedule forms.
- Marc Stanly from South East Dispute Resolution Services (SEDRS) would be available to be involved in the discussion between the school, the provider and the primary case holder (PCH)

Two factor authentication coming to LEO 12-7-2020

- The Clinical Services provider group will be required to use a 2 Factor authentication to be able to access LEO which will become effective 12-7-2020. Tokens and cell phone apps are available. Provider liaisons can help you sign up.

DLA-20

- DLA-20 will only be required for the intellectual developmental disability eligible population. If you have a consumer who is SMI and who also has LOCUS, you are not required to submit a DLA-20 for LifeWays. If an individual is intellectual developmental disability eligible, you should not be doing a LOCUS, you should be doing a DLA-20 as well as a 3-year SIS assessment. Trainings for this will be offered in the coming months.

QI Updates

Cindy Keyes, LifeWays QI Specialist

- In May of 2020 100 surveys were sent to self-determined consumers. 23 surveys were returned. The previous survey was done 4 years ago. QI is hoping to do the survey on an annual basis.
- The survey was based on a 5-point scale and questions asked were:
How satisfied are you with the Self-Determination process?
How satisfied are you with services received from Self-Determination staff?
Do you feel your life improved after receiving self-determination services?
- We received a score of 98% or higher in all three categories.
- Feedback received when asked about improving services was:
Improvement need to reduce paperwork
To hold annual meetings with consumers who receive self-determination services
To work on staffing issues when staff go on vacation

BTP's & Restrictions

Randy Evans, Special Programs Director

- 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 done as well.
- 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

Access and Crisis Services Updates-Introduction of Hospital Liaisons

Wade Stitt, Director of Access & Crisis Services

- Christina Tindal – Supervisor for Crisis Services at LifeWays Mobile Crisis Team.
- James Horrigan – Hospital liaison-Jackson.
- Penny Mickel – Hospital Liaison-Hillsdale

Utilization Management-Introducing Self-Directed Services

David Lowe, Director of Utilization Management

This topic was not discussed. David Lowe will disseminate information via email to providers. David Lowe introduced the new Self-Directed Services coordinator Stephanie Justice (from Hillsdale) stephanie.justive@lifewayscmh.org

Additional comments:

- Self-Determination Services is now named Self-Directed Services. Self-determination still exists but it is not a program. Staff must be aware that self-determination is a RIGHT of every recipient of mental health services
- Fiscal Intermediary is now Financial Management Services or FMS

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=xVg1eNLP30y9MovGh5pi8giG6oresJpPsgEZuOC-yPdUMEGwSVVSMFk5R1BCNVA5S0dHUIJWWkFUQy4u>

Present

Amy	Jehnzen	JCDOA
Carrie	Gray	Centria
Landria	Seal Green	Momentum
Roxie	McUmber	LifeWays
Emily	Morrison	Integro
Teresa	Unger-Branson	Case Management of MI
Marc	Stanley	BHIF
Lara	Hewson	Highfields
Wade	Stitt	LifeWays
Christina	Tindal	LifeWays
Diane	Reynolds	Seque
Randy	Evans	LifeWays
Ken	Berger	LifeWays
Cindy	Keyes	LifeWays
Julie	Pratt	Comprehensive Speech and Therapy Center
Mike	Thompson	Segue
Amy	Cosgrove Bridges	LifeWays
Tim	Monroe	Highfields
James	Horrigan	LifeWays
Marc	Stanley	SEDRS
Jodie	Smith	
Chloe	Melick	Centria
Penny	Mickel	Hillsdale Hospital
Angie	O'Dowd	LifeWays
Carol	Gilbert	Centria
Phillip	Hoffman	LifeWays
Dianna	Nelson	A-Choices
Christina	Hoffman	Hope Network
Ann	Monroe	ARE
David	Lowe	LifeWays
John	Abbey	Genoa
Tony	McMurtry	LifeWays
Deanna	Hopkins	
Michael	Cupp	LifeWays
Makena	L'Huillier	LifeWays
Susan	Wood	LifeWays
Conner	Gibbons	LifeWays
Courtney	Sullivan	LifeWays
Rick	Van Wagoner	LifeWays