

Professional Clinical Services Provider Meeting Presentation Summary



Facilitator:	Makena L’Huillier Provider Liaison (PCS), Contracts and Provider Network Management	Date: November 9, 2021 Time: 9:00 am-10:30am Location: Microsoft Teams Next Meeting: November 9, 2021
Recorder:	Belle Black, Administrative Assistant	

Agenda

Welcome

Provider Kudos

LifeWays Logo

Office of Recipient Rights

- Consumer deaths – Please continue to contact ORR (517-789-1237, it’s okay to leave a message) when you learn of the death of a consumer.
- ORR Access to conduct investigations. See attached memo.

Therapy Program Description

LEO

- Delete Document requests
- Appeals
- Codes on claim lines
- H0031 & 90971
- Other

CPNM Updates

- SED Coordinator Change
- Root Cause Analysis
- Communications; PAR, Appeals, LEO Helpdesks
- Amendments
- Vaccination Mandate

Q & A

30 Second PSA

Kudos

**Makena L’Huillier,
Provider Liaison,
Professional Providers,
LifeWays**

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

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

There is no Kudos to report.

SEDW Coordinators – New Contact

David Lowe

As of 11/01/2021, Ryan Broughton will be the Lead SEDW (Serious Emotional Disturbances Waiver) Coordinator for LifeWays. Please direct any questions or requests for the SEDW to Ryan. Shannan Clevenger will remain the back-up contact.

Ryan Broughton (UM Dept)
Email: ryan.broughton@lifewayscmh.org
Phone: 517-780-3314

Shannan Clevenger
Email: shannan.clevenger@lifewayscmh.org
Phone: 517-796-4574

LifeWays Logo

**Chad L. Surque,
Director of
Communications and
Outreach**

The new logo was presented by Chad (also attached) This is our way to rebrand. We tried to choose something that displayed our value, etc. There were many submissions. Now we have chosen four options that display that we are Hopeful, Helpful and Approachable. This is who we are, what we stand for and how we are perceived. We are now more than CMH; we can serve anyone now, not just CMH, and we can serve other counties.

Chad asked for feedback on which logo people liked, and many sent comments.

Office of Recipient Rights

**D’Angela O’Dowd,
Recipients Rights
Officer**

Consumer Deaths

You are still required to call our office and report immediately. You will fill out the incident report then the death report, because if you do it the other way around it will close the program and you won’t be able to continue reporting.

ORR Access to conduct investigations

This memo clarifies that if I or my staff go into a home, we have access to interview and access to records for any reason we feel necessary to complete our investigation.

Memo from state regarding verbal consent.

The state has rescinded a memo that allows for verbal consent due to the pandemic. It is required that you obtain a written consent.

Therapy Program Description

**Katelynn Miller,
Outpatient Mental
Health Supervisor**

There has been some confusion. Lifeway's outpatient therapy is a brief therapy within 8-12 sessions or 12 weeks. This is the goal. It doesn't mean we are then just releasing them; we can extend this time. The other piece is that we do offer other programs to help. All of these are pretty time limited as well but we do still stick to the integrity of the models.

LifeWays Outpatient Therapy Department:

Program Description

Outpatient Mental Health Therapy provides person centered, self-determined, recovery oriented, trauma-informed, least restrictive, and competent behavioral health services to consumers in an outpatient setting. Therapists provide clinical and goal directed counseling services to adults, children, and adolescents.

Philosophy

The philosophy of Outpatient Therapy is to resolve issues at an outpatient level of care within 8 to 12 sessions or 20 weeks using short term solution focused therapeutic interventions. Services can be longer provided that outpatient continues to be the appropriate level of care and issues identified through assessment are being addressed in the treatment plan.

Transition/Discharge Criteria

An individual is ready to discharge from therapy once their goal has been reached and stability achieved – discharge criteria is set during individual treatment planning. Transition may need to occur if level of care needed increases or decreases or if the individual is in need of long term supportive therapy after their goal has been reached.

If providers have any questions that can send me an email.

Katelynn Miller, MA LPC NCC

Outpatient Mental Health Supervisor
Phone: 517.780.3371 | Fax: 517.789.9981

LEO	Alexis Shapiro, EMR System Administrator
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She thanked everyone for their patience with all the modifications and adjudications to this. She has spent 90% of her time adjusting and correcting these things.

Fiscal year 2022 TEDS records

We may be going in to make changes to documents to corrects errors, the provider/clinician may receive and email about this. If they go to the document, they will be able to see what has been changed.

Codes on claim lines & entering codes

When you enter a claim, it adds a line for each code that is added into the authorization. The counselor cannot change or replace the codes in that list. They are not interchangeable. These codes are linked directly to a fee schedule. If you replace this code with something else, it will actually look at the code rate that was originally connected to this line. There are options to add the code later and Alexis explained where. Alexis will put in some instructions for everyone soon. We are not authorizing the codes with the provider, adding modifier is not going to cause an issue, only if you try to replace a code that is billed in a line.

H0031 & 90971

Master level clinical staff are not allowed to enter the H0031 any longer. It will be rejected. If you have authorizations that need a 90971 added, then Michael said the best thing is to put in in a PAR request and Andrew will get that added. This is the non-medical service code. For most of you it is probably an authorization issue. Please let Andrew know.

For a bachelor level, you can have a supervisor with a master level sign off on this. They would be independently credentialed.

We were at one time T1017 code was submitted. This includes and assessment, so a separate code does not need to be done. Dave Lowe said to send him emails and he will help to sort these out.

Fiscal year 2022 rates

Coming back paid at a lower rate. This is a priority. We will work through this process to get the difference in payment amount and be fixed. You will not need to go in and do an appeal. Just rate changes in fy2022

Something coming at a future time is barcode scanning. What this allows is a stack of documents previously scanned would not need to be individually scanned into charts. The system will use the barcode to add the documents to the proper place.

Alexis answered provider questions here.

Michael and Alexis are in discussion on this, and communication will be forthcoming. Regarding the master level clinician. The MO Modifier is to differentiate for treatment plan monitoring. There are certain the have treatment plan monitoring and monitoring they should have H0031 and also have the TF modifier. This is new. The old process no longer works for this.

You will H0031 and H0031 MO, if you see an MO than add a TF when you are adjudication.

Delete Document requests

Appeals

Please understand this process, that everything else should provide the provider appeal process. Michael will elaborate on this later. There is a DIG sheet in the LEO help menu.

Referral panels

Dave asked for a specific direction and document importance.

David Lowe gave this report

MDHHS held a “lesser restrictive” meeting held on 11/8/2021 to address the backlog at State hospitals and State forensic center. As a result of the meeting, each CMH will begin receiving a “discharge ready” list monthly of individuals who were identified by MDHHS needing to be discharged from State facility placements. LifeWays will continue to attend treatment planning meetings with those facilities and work towards best discharge plans to meet consumer needs and MDHHS directive to have individuals discharged. All individuals placed on state waitlists are extremely backlogged (Several months). Also, individuals awaiting forensic eval and children in the foster care system are a priority within the State of Michigan. We will need a collaborative effort to work hard on ensuring we can keep and maintain folks in a least restrictive setting (Community). I do not want to say this resource and treatment option is not available, as we will always advocate and work hard for our consumers, but you should all be aware that state placement(s) will be very difficult to secure. As LifeWays continues to work and do our part to assist in capacity related initiatives, I will be sure to keep folks in our network updated should priority populations and capacity urgencies change.

CPNM Updates

**Michael Cupp, Director,
LifeWays,
Contracts and Provider
Network Management**

Michael thanked everyone for their patience with all the changes. He reiterated that we are looking at issues and working them out as soon as possible. This helps to address in teams meeting and sharing screens, etc.

Root Cause Analysis

This expectation has always been in place for the completion of a Root Cause Analysis for a unexpected occurrences involving death of a consumer– please reference **LifeWays Procedure 08-02.07 Sentinel Events and Root Cause Analysis**. At times, a provider may also have this as a requirement at their agency for Sentinel Reporting as an Accreditation Requirement, like Integro does. Per procedure the Critical Event Review Team (CERT) is formally notified by the Office of Recipient Rights of all events that qualify as a reportable critical event that are particularly unusual and/or severe. After initial review of an incident report, the CERT shall determine if the incident warrants a full investigation as a sentinel event. If the incident qualifies as a sentinel event, the date of receipt is recorded and a **Root Cause Analysis (RCA) is initiated by the primary provider within two business days of notification from CERT.**

This existing process will be revised and implemented into Amendments for Network Providers, tentatively next week. Additionally, a Root Cause Analysis (RCA) form has been created and finalized for LifeWays and any changes to this existing expectation will be included in an upcoming (revised) LifeWays Procedure.

Communications; PAR, Appeals, LEO Helpdesks

Communication protocol – open for questions

1. PAR (Provider Assistance Request) form is on the web or lifeways website, or a link. This is for anything that you need help from lifeways from. Questions about staff, provider, provider issues, codes, contract, how LEO is working we will help you. **PAR form.**
2. LEO helpdesk is for a system issue with LEO. Any problem with the software or an idea to make something better, etc. These are for technetium that works in LEO.
3. Appeals - Claim that has been processed and paid that is wrong. This is the best place for a claim to be reconsidered. If this is not approved and you have double checked then your executive leadership can submit a PAR and that will come to me and be considered and look for other options.

Amendments

The new amendments will be coming out with the updated rates we have been discussing. We have the covid monies that are available to use. Any additional cost, please don't be afraid to submit it. Do the PAR to Rick and he will process these. Also, this fund can provide for the direct support staff costs, loss of revenue, etc.

\$235 added to the calculation.

A lot of the 2022 amendments have been sent out, the rest will be sent today. We are looking at funding and we are working on the increase of costs, etc. The covid related supplemental money (\$235 added to the calculation), includes direct staff and direct care workers, additional costs due to covid. Michael would like to help with this. If you do have staff that used that premium pay, then we will get you more information on where to record this. This is supposed to be separate from their regular wage. This is payment to the staff for all hour's work, even for overlap or stuff that is not actually billable, this fund can be used for this.

When we get verification that this is permanent then we will include it in the rates, but at this time it needs to be separate.

Vaccination Mandate

Executive leadership needs to be following this and seek legal counsel. We will give you all the information we can. At this point there is no specific direction.

There are some caveats to the mandate, but they are not listed yet. It looks like LifeWays cannot mandate them, but we will have to tract them. Please use caution and we will keep you up to date.

Unless there is new information, there is a mandate put out by OSHA, we are subject to the Medicare/Medicaid one that comes through SAMSHA. The challenges to the federal mandate need to be done in our circuit court of the State of Michigan to impact us. If you have any concerns or questions, please connect with Michael Cupp, not the Provider Liaison on these sensitive topics.

Department Update

Susan Wood, the Administrative Assistant to the Contracts and Provider Network Management (CPNM) department, has transferred to a new department within LifeWays. Please direct any CPNM email and/or communication you would have sent to her, to the CPNM general email, contracts@lifewayscmh.org, or by using the Provider Assistance Request form found on the Provider page of the LifeWays website.

PSA Portion

Lara Hewson – is taking a year off for the babies, Terra Chall will be taking over at this time.

Terra Chall, MA, LPC
Director of Community Services
Cell Phone (517) 388-2555
Work Phone (517) 783-4250
tchall@highfields.org

December 14th at 9:00 a.m. – next meeting

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@lifewayscmh.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, process alerts, and the provider manual on the Provider Portal. <https://www.lifewayscmh.org/Provider-Portal>

Attendance:

Susan	Allan	Segue
Ken	Berger	LifeWays
Amy	Cosgrove-Bridges	LifeWays
Michael	Cupp	LifeWays
Jim	DeBruler	Recovery Tech
Randy	Evans	LifeWays
Jennifer	Garza	LifeWays
Conner	Gibbons	LifeWays
Carol	Gilbert	Integro
Lara	Hewson	Highfields
Deanna	Hopkins	Alternative Choices
Kate	Jimenez	BlueSprig
Linda	Langhann	Alternative Choices
Makena	L'Huillier	LifeWays
Penny	Mickel	LifeWays
Emily	Morrison	Integro
Dianna	Nelson	Alternative Choices
Julie	Pratt	Comprehensive Speech and Therapy Center
Tracy	Roumell	Healthy Dimensions
Sarah	Sabin	FSCA
Alexis	Shapiro	LifeWays
Marc	Stanley	SEDRS
Courtney	Sullivan	LifeWays
Mike	Thompson	Segue
Teresa	Unger- Branson	Case Management of MI
Rick	Van Wagoner	LifeWays
Susan	Wood	LifeWays