

Community Based Services Provider Meeting Presentation Summary



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| Facilitator: | Rick Van Wagoner Provider Liaison, Contracts and Provider Network Management | Date: November 9, 2021 Time: 11:00 am-12:30pm Location: Microsoft Teams Next Meeting: December 14, 2021 |
| Recorder: | Belle Black, Administrative Assistant | |

Agenda

- Welcome
- Provider Kudos
- Community Health and Wellness Updates
- Annual Influenza Vaccination - Update
- Rick's Review
- CPNM Updates
- Q&A
- 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 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.

Community Health and Wellness Updates

Jennifer Bammer,
Supervisor, Community
Health and Wellness,
LifeWays

Doctor appointments

Tracking doctor appointments and follow ups.

Review on a case-by-case basis

Get labs when schedules and appointments and any follow up

Medical supplies or equipment. We need to do this and be sure they are in working in order. Document services by checks by checks.

Very important to be sure we have very good communication with this area etc.

Staff must be In serviced – all that is needed. New staff as well. Needs to be documented.

Emergency Drills

These are the drills that we need to do first shift. Fire, tornado, etc. Rick will need to see those when he comes to the homes.

October billing – we sent an email. Make sure it was processed by November 14th so we can review and tract this for December billing.

Annual influenza vaccinations – be sure consumer is signed up and if not then why?

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
Recipient 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.

LEO

Alexis Shapiro
EMR System
Administrator

We need to have signature on the portal. If you need help, then please reach out. There are directions to do this available. Each share portal is linked to the LEO account. If shared it can be viewed right away. There can be one recipient and multiple guardian portals.

Delete Document requests

This does not pertain to the providers who use LEO. This has always been a large part of the help desk request. We want to keep these to a minimum. Supervisors need to be in on this process. We have 7 days to resolve from the date it is entered in system.

That metric will be changing the parameters to look at a percentage of the overall documents completed.

Appeals

Provider claim appeal rates have been changed. The fiscal year 2022 rates those modifications will be done internally, and Michael and Alexia will work to address these. You will not need to do appeals on these claims 2022. Please follow the process for any other claims up to that point. And after the retro claims are handled.

Supplemental payments – Michael and Alexis will take care of this.

Codes on claim lines

You can interchange other claim numbers you must put them in in the proper order. If not, then they won't be paid out right. Bill on the code on the line. You would have to data enter the code in a blank box. It will process correctly.

2022TED – some of us will be working those, some will receive documentation that changes have been made. They can see the changes if they look at the document.

H0031 & 90971

Master level clinician can only use the 90971 code not the H0031 code. Dave stated that he could change those of you send an email to him so they can update them.

Treatment code modifiers – other than those talked about not sure what you are asking Barb.

There seems to be trouble adjudicating the rate. Angel types in and it tells her she has an invalid modifier. Andrew stated that HN should work. Kristin

Other

Add barcode information here

Still working on the roll out of the new residential forms in December. This is a great thing, all information will be in LEO this will help

Not have to scan, this will be helpful. Medical information for all to see.

CPNM Updates

Michael Cupp, Director,
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.

Q and A

Michael Cupp, Director,
Contracts and Provider
Network Management

N/A

30 Second PSA

Michael Cupp, Director,
Contracts and Provider
Network Management

David made and announcement

Discharge documents and questions.

Be sure the adverse benefit information is included. There are documents still sitting in the que, until this is completed, we can't process the discharge. You must complete it. There is a policy and update where I will no longer require a supervisor comment to close these. You will work out your own internal process. Please help to clean these up.

If you make decisions or your company has recommendations, we would like the ED or CEO to communicate directly with Michael.

There was a large meeting with MDHHS for those in psychiatric treatment or forensic center. Each CMH is getting bombarded, individuals will need to transition into the state for this.

You may see and uptick from those settings with a few of those discharging. It may be difficult to get them into a hospital as they hospitals are backlogged. For the foreseeable future this process will be highly scrutinized. We will pass this information on as we get it.

Courtney Sullivan wants a report from each house on flu vaccines, or covid cases, or flu cases, etc.

Make sure they are attending all appointments and getting all medical directions, plans and needs met.

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 evaluation 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.

Upcoming Meetings

December 14th at 11:00 a.m. – next meeting

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>

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 11:00 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.

Attendance

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| Angel | Bail | Renaissance |
| Kim | Cole | Integro |
| Beth | Cooley | Renaissance |
| Melody | Dixon | Renaissance |
| Melissa | Frash | Community Alliance |
| Brenna | Goodlock | Renaissance |
| Patricia | Grant | Hope Network SE |
| Pam | Griffith | Twin Maples |
| Sara | Johnson | Renaissance |
| Stephanie | Justice | LifeWays |
| Shelly | Keinath | Beacon |
| Teri | Miskowski | Rice Manor |
| Lisa | Monk | Tenacious Living |
| Emily | Morrison | Integro |
| Joseph | Morrison | Renaissance |
| Rhonda | Perrault | Genoa |
| Amanda | Plumb | Hope Network |
| Kim | Rawlings | Beacon |
| Tiffany | Smith | Renaissance II |
| Courtney | Sullivan | LifeWays |
| Tony | Thomas | Christ Centered Homes |
| Rick | Van Wagoner | LifeWays |
| Connie | Wilson | Christ Centered Homes |
| Susan | Wood | LifeWays |
| Kristen | Wright | LifeSpan |