



Community-Based Services Provider Group Meeting
Tuesday, December 12, 2023, 11:00 a.m. – 12:30 p.m.

Meeting Summary

Meeting called to order at 11:01 a.m.

General Updates

Rick Van Wagoner, Provider Liaison

Rick Van Wagoner welcomed everyone to the Community-Based Services Provider Group meeting.

Provider Kudos

Rick encouraged all Providers to submit Kudos recognizing the hard work and cooperation of their peers.

Mike Thompson, CEO, Segue

Kudos: I would like to thank Taylor Owens, Talanda Spencer, and Laura Smith for their assistance in helping a consumer access and reenter into services. This person has many pressing needs including housing, medications, and medical needs and without their due diligence in meeting her in the community and adjusting schedules without much notice, the consumer would not have made it back into services. Your work is very much appreciated. Good job!

Jessical Tucelli, LMSW, Director, Access Services, LifeWays

Kudos: To Recovery Technology from Access for being great about First Service appointments. Phenomenal about seeing consumers and overall being very flexible and great at communicating in helping us get people seen.

Kudos: To Integro from Access for being willing to add 0-3 Infant Mental Health assessment times. We appreciate your help.

Jennifer Fitch, Director, Utilization Management

I would like to send a HUGE KUDOS to Bianca and Damon from Umbrellex, Tracy Meade from Recovery Technology, Aimee Williams from Utilization Management and Rick Van Wagoner from Network Performance. They all worked together on an emergency move for a consumer with some very challenging situations. Thank you all for your commitment to Person-Centered Care and using a collaborative approach to the work you do! You are all appreciated!

Community-Based Services Updates

Rick Van Wagoner, Provider Liaison, Network Performance

- In-Services – Electronic in-service forms are now being used. Rick stated that this is now the official process, and it must be used. If you need help, contact him at rick.vanwagoner@lifewaysmi.org or call (517)780-3315.

A Question came up about who is required to sign these. The provider is required to be sure the in-service is completed and signed. The provider is required to monitor this. It was suggested that the home managers track this.

- Community Living Supports (CLS) Outings, Documentation – There are two outings a week required. If the consumer is unable or is refusing to participate, then be sure this is documented in the paperwork. IT should be included in the notes where they go, their interactions with others, etc.
- Residential Forms

LEO Progress Notes

Record of Residential Physician Contact

Please use these forms to record when and how these services are completed. These situations need to be documented electronically. There was some discussion on this.

Residential Vital Signs – must be documented electronically. There was some discussion on this.

Use available electronic forms for Residential Funding Accounts and Residential Funding Accounts Transaction Report.

- Remember to add new employees and remove inactive users in LEO.
- Electronic Incident Reports – there was some discussion on this, and several situations were discussed.
- New Hire Recipient Rights Checks must be completed for each employee.
- Claim Submission Process Change - This is a reminder that claims information was sent out in the last Provider Newsletter and a Process Alert. The notice states that all claims will be paid out 30 days after they are submitted. There is a 30-day turn-around starting January 1, 2024. If there is an issue with this, please email your Provider Liaison.

CCBHS Presentation

Chris Singer, Project Director

Chris gave a CCBHS Presentation (Please see the attached Power Point).

1915i State Plan Amendment Questions & Answers

Dave Lowe, M.A., LPC, CCTP

Executive Director, Access & Crisis Services

David Lowe was available to answer questions. (See attached documents for original presentation).

- Retroactive or back dating a 1915i eligibility is not an option as per the State of Michigan.

- Emergency request – Provider will send the referral document to the waiver coordinator then record/document that it is an emergency request. It must be a viable emergency.
- Providers need to respond to the discussion thread on these submissions.
- The form has been updated and each line needs to be filled out. What is on the form is what gets submitted. It will be marked as complete pending WSA review. Then, if approved, it will be marked WSA approved, and you can provide services from that date of approval.
- There is an increase of individuals that are not Medicaid eligible. We are trying to work on this. We are not disenrolling but are having the waiver coordinator work with staff to get a good timeline and help those without Medicaid.

Network Performance Updates

Philip Hoffman, MBA, Supervisor, Network Performance

- Meeting Style – Will start Fully In-Person Meeting starting in February, no virtual option will be available.
- Communication with Provider Liaison – Reach out to your Provider Liaison first before anyone else in Lifeways. Please follow the process. This works best for everyone.
- Communication – Email Color Code (see attached handout) and
- Specialized Residential Referral Packet - PJ discussed the process. The form has been streamlined. This has been sent to providers. After providers review the form, we will update the procedure, have Utilization Management review it, then send it out to providers.

Next Meeting: Tuesday, February 13, 2024

Questions & Answers

30-Second Public Service Announcement

Nothing at this time.

Meeting Adjourned at 12:26 p.m.

Attendance:

Providers:

Alicia Williams, Christ Centered Home
Anastasia Nelson, PCH
Angel Bail, Pathlight
Beth Cooley, Pathlight
Breanna Goodlock, Pathlight
Cathy O'Neil, Pathlight
Cheryl Howard, Christ Centered Home
Deanna Hopkins, Alternative Choices

Diane Cranston, Genoa Healthcare
Georgia Mason, Key Opportunities
Kristen Wright, LifeSpan
LaToshia Baruti, Creekside
Lisa Monk, Tenacious Living
Lori Reed, Pathlight
Melissa Diaz, J-Town
Melissa Frash, Community Alliance
Melody Dixon, Pathlight
Nicole Turpin, Golden Years
Pamela McKessy, IPS – Hope Network
Sara Johnson, Pathlight
Sarah Webb, Christ Centered Home
Teri Miskowski, Rice Manor
Tiffany Smith, Pathlight
Tina Jenkins, Choices

LifeWays Staff:

Aimee Williams, Utilization Management
Belle Black, Contracts Procurement
Bobby Coleman, Network Performance
Casie Shirer, Contracts Procurement
Cindy Keyes, Quality Improvement
Jennifer Fitch, Utilization Management
Kari Chesher, Network Performance
Matt Owens, Contracts Procurement
Philip Hoffman, Network Performance
Rick Van Wagoner, Network Performance
Robin Miller, Supervisor, Outpatient Billing Services
Ryan Broughton, LifeWays, Case Management
Stephanie Justice, Contracts Procurement