



Professional Clinical Services Provider Group Meeting  
Tuesday, December 12, 2023, 9:00 a.m. – 10:30 a.m.

**Meeting Summary**

**Meeting called to order 9:02 a.m.**

**General Updates**

**Bobby Coleman, Provider Liaison**

Bobby Coleman welcomed everyone to the Professional Clinical Services Provider Group meeting and introduced Matt Owens, Supervisor, Contracts and Procurement Department.

**Matt Owens, Supervisor**

**Contracts and Procurement Department**

Matt introduced himself, he gave a brief overview of his history in the Human Services field. He encouraged providers to reach out if they need anything.

**Provider Kudos**

Bobby 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, LMSW, Director, Utilization Management, LifeWays**

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!

## **Professional Clinical Services Updates**

### **Bobby Coleman, Provider Liaison, Network Management**

- Discharges – Please remember to remove people from your caseload if they are not responding to you. Please complete a discharge and be sure it is well documented.
- In-Services – All staff are required to attend In-services and documentation must be signed by the professional giving the In-service. Especially regarding consumers with behavioral issues, the in-service must happen before the treatment plan starts.
- Medicaid Eligibility and Redeterminations – This is a reminder to be proactive helping consumers with eligibility and redeterminations. Robin Miller, PCP, Supervisor, Outpatient Billing Services, sends notices out to Providers when Medicaid comes up for redetermination. Also, Primary Case Holders (PCH) need to let Ancillary Providers know that they are not providing services that will not be covered by Medicaid.
- Independent Facilitation/Pre-Plan –LifeWays is working on a process flow, and we will get this finalized and sent out to everyone. This applies to Southeastern Dispute Resolution Services (SeDRS). SeDRS will complete the Pre-plan and will enter it in LEO and sign it under their name. The Primary provider should start the plan in LEO through the link at the top of the page but don't start the Pre-Plan. SeDRS will complete the Pre-plan.

This process needs to happen well in advance of the Treatment Plan so they can plan for these, there have been a lot of last-minute notices about Treatment Plans and then Independent Facilitation has not been able to do what they do best.

The Independent Facilitator will complete the form and send a copy to the PCH so that they are aware of it. Make sure you close SeDRS when you are done with that Treatment Plan.

Philip Hoffman, Supervisor, Network Performance, encouraged Providers to use the Independent Facilitators on their eligible cases. This is a way to make things easier for the Case Holders. The primary intent is that you don't have to do Pre-planning anymore, and during the Person-Centered Planning meeting the Case Holder can go through and complete the Person-Centered Plan while the independent Facilitator conducts the meeting. This is an underutilized service.

- First Services Appointments – Please continue to schedule these. There are still a lot of people waiting for services, especially children. Also please make note of staff PTO and remove that availability from the calendar.
- Claims Submission Process – 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 2024. If there is an issue with this, please email your Provider Liaison.

**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 document the referral to the waiver coordinator then 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.

**J-Town Clubhouse**  
**Melissa Diaz, Director**

Melissa handed out a brochure and gave a brief overview of the program.

**CCBHS Presentation**  
**Chris Singer, Project Director**

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

**Medical Consents**  
**Emily Purdey, LBSW, Assistant Compliance Officer**  
**Corporate Compliance**

LifeWays Compliance Office recently received evidence that several direct care staff had signed consents for recipients' medical treatment or procedures in place of their guardians. When a recipient has a guardian and is brought to a medical provider for treatment or a procedure, only the guardian may give consent. If the guardian is unavailable and there is an urgent need for treatment or a procedure, the medical provider is responsible for making the decision to render care as needed, even if the guardian is unable to give consent. Please advise your staff that they must never provide consent for treatment when a recipient has a guardian.

## **Network Performance Updates**

### **Philip Hoffman, MBA, Supervisor, Network Performance**

#### **Provider Performance Index**

- Meeting Style – Will start Fully IN-Person Meeting starting in February.
- 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 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

Allysa Waidelich, Centria Healthcare  
Ann Monroe, A.R.E.  
Ashley Niesyto, Centria Healthcare  
Catherine Szlachtowicz, Centria Healthcare  
Christy Johnson, Southeastern Dispute Resolutions  
Diane Cranston, Geona Healthcare  
Emily Morrison, Integro  
Jenn O'Connor, Centria Healthcare  
Jim DeBruler, Recovery Technology  
Julie Pratt, Comprehensive Speech and Therapy Center  
Kiosk Jackson, Unknown  
Lauri Maes, New Direction Counseling  
Lionel Clements, Residential Options  
Matthew Smith, Arbor Hills Psychological Services  
Melissa Diaz, Hope Network  
Mike Thompson, Segue  
Rachelle Seymour, Residential Options  
Renee Evans, Alternative Choices  
Sara Kolesar, Illuminate ABA Services  
Sara Moreno, Segue  
Sherry Riedel, Comprehensive Speech and Therapy Center  
Terra Chall, Highfields  
Tiffany Stanley, Southeastern Dispute Resolution

Tina Jenkins, Choices

Tracy Roumell, Healthy Dimensions

Sarah Webb, Christ Centered Homes

LifeWays Staff:

Aimee Williams

Amber Blanton

Belle Black

Bobby Coleman

Carly Coxon

Casie Schirer

Chris Singer

Cindy Keys

David Lowe

Jessica Tucelli

Josh Williams

Kari Chesher

Kaylene Armstrong

Kelly Burnett

Linda Belcher,

Matt Owens

Philip Hoffman

Randy Evans

Rick Van Wagoner

Robin Miller

Ryan Broughton

Shirley Wilson,

Stephanie Justice