



Community Based Services Provider Meeting Summary

Facilitator: Rick Van Wagoner... Date: December 13, 2022... Recorder: Belle Black...

Agenda

11:00am Welcome Rick Van Wagoner... 11:30am Referral Portal Process - Review Bobby Coleman... 11:40am LEO News Alexis Shapiro... 12:10pm Contracts Management Updates Michael Cupp... 12:20pm Q & A... 12:25pm 30 Second PSA

Provider Kudos

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

Aimee Williams, Utilization Manager, Utilization Management –

- **Cornerstone AFC, LLC** recently went above and beyond providing residential care to an aggressive consumer they had to evict. Cornerstone kept providing services for three months after requested emergent notice to move due to barriers getting him accepted for placement by another provider. Cornerstone provided great communication and was willing to work with LifeWays to keep him despite pressure from licensing while all residential referral options were exhausted, and new providers found at a great cost to their staff and team. They continued to provide care with their management pulling weekend shifts to help with staffing until the consumer was able to be placed. Their patience and compassion are commendable, and LifeWays is incredibly grateful for their understanding and support for this consumer during this long and difficult transition. Good job to Cornerstone.
- **Kate Britts, and Chris Curtis, Recovery Technology**, submitted one of the best written Authorization Requests, Treatment Plan and PCLS for an initial Self-Directed CLS Auth for a new self-directed consumer. It was amazingly detailed and well written.

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

Agenda Items

Rick Van Wagoner,
Provider Liaison, LifeWays
Contracts Management

- **Direct Care Wage (DCW) Pay Stubs – All Providers Requirements**
Direct Care Wage pass through first quarter is due in January. Providers were asked to respond as soon as possible.
- **Personal Protective Equipment (PPE) - Staff Using in the Homes**
Reminder PPE is available through LifeWays. Please submit PPE orders to Rick.
- **Doctor Appointments**
Please make sure the consumer isn't missing Doctor appointments, labs, follow-ups, etc. Also, please make sure to get documentation. Residential forms will need to be entered into LEO. Please make sure staff are professional at various appointments.
- **Labs, appointments, follow-ups, medical supplies in home**
- **In-services**
Please be sure documentation is signed by the professional giving the in-service. Also, please be sure to get a signature. Need to make sure these are being completed in a timely manner. Everyone must attend In-services.
- **Community Living Supports (CLS) Outings**
Need to make sure consumers are getting out safely, and documentation is completed of the outing. The minimum number of outings per week should be two.
- **Safety Care Training**

All procedures for Relias Safety Care Training gets updated annually. Safety care requires a two-day class initially, and then annually after that.

- **Genoa Medication – In Person**

Please make sure training is completed. Sign up is in Relias.

- **Flu Shots**

A reminder that flu shot clinics are being offered. Please remember to get consent forms to and from all guardians as well as signatures. Please contact Genoa at (517) 789-8579 to schedule an appointment.

- **Holiday Ice Breaker** – Introductions were made, and everyone said their favorite Christmas movie.

- **Holiday Food Break**

Referral Portal Process - Review	Bobby Coleman , Provider Liaison, LifeWays Contracts Management
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It is very important that referrals for Community Living Supports (CLS) go through Bobby Coleman first to be approved. General placement telephone calls should be directed to the case manager or if they don't have a case manager, they should be directed to the Access Center. If a hospital calls, they should be referred to Bobby Coleman.

LEO News/LEO User Profile Form	Alexis Shapiro , Assistant Director EMR System, Lifeways Philip Hoffman , Supervisor, Quality Management
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Alexis Shapiro gave the following report. Examples are attached to these minutes.

1. Early Termination Authorizations: When an authorization is early terminated, all staff are notified via a LEO notification email, not a LEO message.
2. Staff notification of crisis with consumer: When an inpatient screening or crisis intervention is completed and signed, if the staff profile is marked "This staff should be notified of a crisis with one of their consumers."
3. Consumer of Parent/Guardian signature: It was discovered during a few internal audits that staff are not obtaining a consumer or parent/guardian signature on certain treatment plan documents. On or around November 19, 2022, there was an update to LEO to make the signature line titled "Digital Signature To Be Obtained By:" The person completing the document does not need to be the same person to obtain the signature, but there does need to be a staff identified to collect the signature prior to signing the document.
4. Electronic Medical Record Development Group (EMRG) Please make sure you have identified at least one individual that will be participating in this group and send the contact information to Belle Black, belle.black@lifewaysmi.org. She will send back a confidentiality agreement for those staff to sign and return. The group is set to go live in January, and Belle should be sending out a poll to determine the best day/time of the month for the reoccurring meeting to commence.
5. Provider Performance Index – Testing is in full swing! Row Level Security is working as needed and as anticipated! Thank you to Mike Thompson from Segue for the extreme patience as we've been

working to get this working, and for his honest feedback. The roll out should be live mid-January 2023.

a. Row level security is tied to LEO staff profile. Please make sure of two things:

- I. LEO staff profile has the same email address that the powerBI pro license is linked to. We are looking into a way to possibly host the PowerBi report in a way that providers won't have to purchase individual pro licenses, but that is currently in a research phase.
- II. All applicable provider locations are active in the staff profile assignment locations. If the staff profile isn't correct, that staff won't be able to access all the appropriate underlying data.

6. Some great available enhancements coming soon! These will be discussed in the January EMRG group. A few **AWESOME** additions that will be available soon are things like:

- a. Access to CC360 data directly from within LEO!
- b. Mobile Friendly version of the Consumer Electronic Health Record (CEHR) Portal!
- c. A global calendar, filter capabilities by enrollment and license of staff with insurance companies, insurance verification for third party insurance. Companies from within LEO, quick phrases, and some medication module changes!
- d. An Electronic Inservice form will be coming soon. Please keep an eye out for the notification when this is available.

Contracts Management Updates

Michael Cupp, Director
LifeWays Contracts Management

- **Reminder - LEO Update**

- Providers must update *All Staff* in LEO with full information including up-to-date credentialing and licensing. If someone signs a document, full credentialing needs to be included. LEO will be used to monitor credentialing in the future. This is very important as action will be taken on claims if accurate credential information isn't given. Alexis reported that staff profiles are obtained in LEO. It is highly recommended that billing staff have some sort of a way to make sure credentials are up to date on a regular basis.

- **Communication Expectations**

- The primary method for requests is to use the link on the LifeWays website called Provider Assistance Request. The name will be changed to CMR, Contracts Management Requests. This will include not only providers, but all staff. Emails are good for FYI's and Red emails (a major emergency). Another way to handle a Red email/emergency is to call the Contracts Department.
- Kudos were given to Casie Schirer for her prompt response to requests and her professionalism.

- **Next Meeting date is February 14, 2023.** (No meeting in January)

Questions

None currently.

30 second PSA

None currently.

Upcoming Meetings

Next meeting is February 14, 2023.

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@lifewaysmi.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 page of the LifeWays website. <https://lifewaysmi.org/>

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 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.

Meeting Attendance

Melissa	Frash	CLN
Pam	Griffith	Twin Maples
Teri	Miskowski	Rice Manor
Lisa	Monk	Tenacious Living
Barbara	Freysinger	LifeSpan Consultant
LaToshia	Baruti	Creekside
Karrie	Beilfuss	LifeSpan
Tina	Jenkins	Choices/SD
Rhonda	Perreault	Genoa
Sara	Johnson	Renaissance
Sara	Kolesar	Illuminate
Shanna	Flick	Lifespan
Pam	Griffith	Twin Maples
Angel	Bail	Renaissance
Barbara	Wright	Hope House
Melody	Dixon	Renaissance
Cathy	O'Niel	
Deanna	Hopkins	Alternative Choices
Georgia	Mason	Key Opportunities

Jason	Potter	Lifespan
Jessica	Hayden	Lifespan
Kendra	Avant	Lifespan
Kyle	Tripp	Renaissance
Darlene	Devine	Renaissance
Lisa	Stewart	Lifespan
Londa	Aube	Lifespan
Manny	Pennell	Lifespan
Melissa	Diaz	
Nancy	McKittrick	Hope Network
Pamela	McKessy	Hope Network
Tiffany	Smith	Renaissance
Kelly	Zantop	Lifespan
Judy	Reid	Lifespan
Kristen	Wright	Lifespan
Derek	Ball	Cornerstone
Beth	Cooley	Renaissance
Patricia	Grant	Hope Woodbridge
Alexis	Shapiro	LifeWays
Courtney	Sullivan	LifeWays
Mary	Scott	
Roderick	Davis	Davis Better Care
Sara	Johnson	
Andrew	Murphy	LifeWays
Casie	Schirer	LifeWays
Bobby	Coleman	LifeWays
Rick	VanWagoner	LifeWays
Belle	Black	LifeWays