



**Professional Clinical Services Provider  
Meeting Summary**

<b>Facilitators:</b>	<b>Bobby Coleman</b> , Provider Liaison, LifeWays Contract Management	<b>Date: December 13, 2022</b> <b>Time:</b> 9:00 am-10:30 am <b>Location:</b> Microsoft Teams
<b>Recorder:</b>	<b>Belle Black</b> , Administrative Assistant, LifeWays Contract Management	<b>Next Meeting: February 14, 2023</b>

**Agenda**

**Welcome**

**Virtual Meeting Protocol**

**Provider Kudos**

**Treatment Plan Signatures**

**Referral Portals – Important Update**

**Clublife CLS Presentation**

**Hullabaloo**

**Holiday Food Break**

**Holiday Ice Breaker**

**LEO News**

**Contracts Management Updates**

- **Reminder – Providers must update All Staff in LEO with full information, credentialing, etc.**
- **Reminder – Guardian/Consumer signatures are required on all Treatment Plans**
- **Communication Expectations**
- **Enterprise Meeting – January**

**Next Meeting Date – February 14, 2023**

**Special Guest and Presents**

**Q & A**

**30-Second PSA**

**Bobby Coleman**, Provider Liaison,  
LifeWays Contract Management

**Virtual Meeting Protocol was reviewed.**

**Provider Kudos**

**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 Professional Clinical Services Provider Group meeting, please send to the Contracts Department Email at [contracts@lifewaysmi.org](mailto: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

**Treatment Plan Signatures**

Please be sure that all Treatment Plans are signed by the consumer or their Guardian. It is very important that all files be reviewed and to have the signature page attached in the LEO file for each consumer. These will be audited periodically to make sure that each consumer has a complete file.

**Referral Portals**

The Referral Portals are still being used for a few of the services. This includes behavioral treatment plans, Community Living Supports (CLS) Home-Based Referrals, and Psychological Testing. Please go to the Lifeways website and fill out the forms when using. 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.

**Clublife CLS Presentation**

**Lindsey Psychas**, Clublife  
**David McKnight**, Clublife

**Lindsey Psychas and David McKnight**, Clublife, gave a brief presentation about what they offer to the community. They will be starting some group, Community Living Supports (CLS), including planned activities.

## Holiday Hullabaloo

**Holiday Food Break and Ice Breaker** – Holiday food was enjoyed by all. Each person in attendance introduced themselves and shared their favorite Christmas movie.

### LEO News

**Alexis Shapiro**, Assistant Director  
EMR Systems Administration

**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 (EMERG): 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 In-Service 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.
- **Reminder – Guardian/Consumer signatures are required on all Treatment Plans**
  - Michael reminded all that signatures need to be obtained before submitting a claim and ideally before authorization is submitted. Michael further reviewed the process.
- **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 FYIs and Red emails (a major emergency). Another way to handle a red email/emergency is to call the Contracts Department.
- **Enterprise Meeting – January**
  - A meeting will be held in January with Enterprise Car Rental to share the program. If a larger group of the whole network wants to participate, this may be a way of cost savings for the network.
- **Next Meeting Date – February 14, 2023**
  - No meeting in January.
- **Special Guest and Presents**  
A good time was had by all. Happy Holidays.

**Q & A**

None currently.

## 30-Second PSA

**Mike Thompson: Segue** is planning to provide services for overflow for Interfaith Shelter at night between 9 p.m. and 7 a.m. This will be provided at St. Paul's Episcopal Church.

### **February 14, 2023, at 9:00 a.m. – next meeting (No meeting in January)**

*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@lifewaysmi.org](mailto: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 notes, supporting documents, process alerts, and the provider manual on the Provider Portal. <https://www.lifewaysmi.org/Provider-Portal>

#### **Attendance:**

<b>Aimee</b>	<b>Williams</b>	<b>LifeWays</b>
Alexis	Shapiro	LifeWays
<b>Amanda</b>	<b>Felty</b>	<b>LifeWays</b>
Amber	Blanton	A.R.E.
<b>Amy</b>	<b>Cosgrove-Bridges</b>	<b>LifeWays</b>
<b>Ann</b>	<b>Monroe</b>	<b>A.R.E.</b>
<b>Arlene</b>	<b>Hanks</b>	<b>Stone Crest Center</b>
<b>Brenda</b>	<b>Lewis</b>	<b>LifeWays</b>
Caleb	Ashby	Centria Healthcare
Courtney	Sullivan	LifeWays
<b>Daniel</b>	<b>McKnight</b>	<b>Clublife</b>
<b>Diane</b>	<b>Cranston</b>	<b>Genoa Healthcare</b>
<b>Emily</b>	<b>Morrison</b>	<b>Integro, Inc.</b>
<b>Jim</b>	<b>DeBruler</b>	<b>Recovery Technology</b>
Julie	Pratt	Comprehensive Speech and Therapy
<b>Kelly</b>	<b>Burnett</b>	<b>LifeWays</b>
<b>Kevin</b>	<b>Adair</b>	<b>Forest View Hospital</b>
<b>Lindsey</b>	<b>Psychas</b>	<b>Clublife</b>

<b>Matthew</b>	<b>Smith</b>	<b>Arbor Hills Psychological Services</b>
<b>Michelle</b>	<b>McAllister</b>	<b>LifeWays</b>
<b>Mike</b>	<b>Jackson</b>	<b>Segue, Inc.</b>
<b>Mike</b>	<b>Thompson</b>	<b>Segue, Inc.</b>
<b>Randy</b>	<b>Evans</b>	<b>LifeWays</b>
<b>Rhonda</b>	<b>Perreault</b>	<b>Genoa Healthcare</b>
Robin	Miller	LifeWays
<b>Sara</b>	<b>Moreno</b>	<b>Segue, Inc.</b>
<b>Sarah</b>	<b>Sabin</b>	<b>Family Services Children's Aid</b>
Shirley	Wilson	LifeWays
Teresa	Unger-Branson	Case Management
<b>Tracy</b>	<b>Roumell</b>	<b>Healthy Dimensions</b>

*Those highlighted attended in person.*