

Professional Clinical Services Provider Meeting Presentation Summary



Facilitator:	Makena L’Huillier Provider Liaison (PCS), Contracts and Provider Network Management	Date: December 14, 2021 Time: 9:00 am-10:30am Location: Microsoft Teams Next Meeting: February 8, 2022
Recorder:	Belle Black, Administrative Assistant	

Agenda

9:00am	Welcome Provider Kudos Provider Meetings 2022	Makena L’Huillier Provider Liaison, LifeWays Contracts and Provider Network Management
9:20am	Burnout Presentation <ul style="list-style-type: none"> Stay Well CCP Project 	Erin Wallace <i>Founder and Managing Director</i> <i>Bright Leaf Consulting</i>
9:40am	CPNM Updates <ul style="list-style-type: none"> Reorganization of LifeWays and Communications Unbillable Documents 10-02.03 Out of Network Contracting Policy Integro BTP Changes 	Michael Cupp , Director, LifeWays Contracts and Provider Network Management
10:20am	Q & A	
10:25am	30 Second PSA	

Kudos

Makena L’Huillier,
Provider Liaison,
Professional Providers,
LifeWays

- KUDOS: Brittany Bragg, UM** **Organization: LifeWays**
I wanted to give a Kudos to Brittany Bragg in UM for being very helpful and responsive the past few months!
Submitted by: Sara Moreno Organization: Segue
- KUDOS: Emily Morrison/Kyle Rasmussen** **Organization: Integro**
KUDOS: Devin Dombrowski **Organization: Rec. Tech**
Kudos to Emily Morrison/Kyle Rasmussen (Integro) and Devin Dombrowski (Recovery Technology) whose "eagle eyes" discovered a potential security glitch for LEO users. Thanks to you, PHI is even more secure.
Submitted by: Ken Burger Organization: LifeWays
- KUDOS: Cassidy Taylor** **Organization: Rec. Tech**
You're an amazing advocate for the individuals you serve!

Submitted by: Ken Burger

Organization: LifeWays

KUDOS: Stephanie Rice

Organization: ARE

KUDOS: Devin Dombrowski

Organization: Rec. Tech

KUDOS: Becky Womboldt

Organization: Highfields

A big thank you to Stephanie Rice (ARE), Becky Womboldt (Highfields), and Devin Dombrowski (Recovery Technology) for meeting with me individually to share your Corporate Compliance plans. I appreciated the opportunity to learn from you. It's great to have compliance colleagues like you.

Submitted by: Ken Burger

Organization: LifeWays

KUDOS: Alexis Shapiro

Organization: LifeWays

Healthy Dimensions thanks Alexis for her dedication to the providers for going above and beyond to make sure all our claims were paid. She worked over the weekend to handle all the LEO Help Desk requests entered and went one step further with a phone call on Sunday night to help me understand and avoid future system glitches. Thank you, Alexis, for all your hard work and dedication to the Provider Network. You are very much appreciated.

Submitted by: Tracy Roumell

Organization: Healthy Dimensions

Burnout Prevention

**Erin Wallace
Bright Leaf Consulting**

• **Stay Well CCP Project**

The Stay Well CCP Project was presented.

Along with the minutes I have included the power point to share with the group.

Erin made suggestions to:

- set guidelines/boundaries
- acknowledge your limitations
- create space for yourself
- be active
- find non-work outlets
- utilize your network
- implement mindfulness practice
- consider speaking with someone
- self-care is a disposition and or an attitude to do daily

Erin extended an invitation to LifeWays to partner with her organization. This is free of charge and is just a resource to help stave off potential Burnout.

Contact information:

Erin Wallace

CCP Grant Project Manager for Stay Well Grant Program, MPHI (Contracted)

Founder and Managing Director

Bright Leaf Consulting

brightleafllc@gmail.com

CPNM Updates

**Michael Cupp, Director,
LifeWays,
Contracts and Provider
Network Management**

- Reorganization of LifeWays and Communications

Michael greeted everyone and discussed the recent LifeWays reorganization.

Executive Director over Integrated Health – Cassie
Executive Director over Crisis and Access – David Lowe
Executive Director over Quality – Josh
Executive Director of Finance - vacant

The Finance Department has been reorganized as well. Lisa Waldron and Trisha Walsh no longer work for LifeWays. They both work for Raymond under Rich Carpenter. They will work directly with Laurie and Brenda for claims. From this time forward you need to contact Laurie and Brenda for claims, not Trisha or Lisa.

Your pay process is your provider liaison and Andrew Murphy. If there is a problem with LEO, use the help desk (Alexis and the system team there). For our Providers, your primary contact is your provider liaison.

- Unbillable Documents

Alexis is addressing these. She shared her screen with the group. The use of X codes will be going away – internal and contract providers. There are instances of unsigned documents and you may have had to use this in the past. The purpose is to close out if they cannot not be completed due to termination of employment - this will be resolved as an inactive user by the administration. You do not need to put in a help desk for these.

For active users, unable to sign and/or refuse to sign, or times when you are unable to close out documents because of any of the following (no units in authorization or no authorization, or lab results, psychiatrist, etc.,) enter a LEO help desk and include the reason, there are probably more than a handful, put in one help desk and attach an excel sheet. There are exclusions, this cannot be used if the current employee is on temporary leave, or to resolve an unsigned plan. No units available or no authorization for service date, administrative used to sign without sale, flag un-signable or unwilling to sign.

Alexis discussed a lot of issues. She also showed her screen and the documents and demonstrated what to do, etc. The progress note, no show note, date and begin and end time will stay, this narrative box is where you will document your engagement.

If you can get an authorization and the document signed, you should, this is only to be used if you can't get authorization or signatures. Reports and downloads, unsigned documents, unsigned document area is a way to see what is out there. In the LEO help menu, is where the copy for the dig sheet is located. If it is not there, then Alexis will get it updated.

There is a new organizational restructure that is happening; Alexis and Matt will move under Amon in IT. Holly is going to help resolve some help desk tickets during transition, she will not be the first point of contact. LEO help Desk ticket is always preferable and always needed. Please use this process. It needs to be tracked and this will help keep track of it. There were changes to the help desk, PJ spoke for a minute to address these.

Kaitlin asked the question in chat regarding deleted documents. A lot of help desks have come thorough regarding a deleted document. Any treatment plan addendum, that currently has a sale, is where you will bill from. There is no need to also add a progress note. Michael Cupp responded, stating guidelines – they don't require the preplan. This would be a separate person-centered plan; you have to offer them to invite people and set up a separate meeting. Kaitlin asked if you do a treatment plan and then do a treatment plan addendum, are you billing two different treatment plans? There are codes available to use in this case – monitoring and non-TS code – where those two codes fit are H0032 for both of those.

Michael Cupp – said we would get back to you on that – there are a couple of ways this is getting done but we need to consider this and send this out after we work through the committee - In the meantime leave these documents unsigned and wait on this question.

Emily – we do something similar – we bill under the case rate for the same time of service – progress note, addendum, and treatment with a sale – they would still use their homebased code to sign all of these.

When you start breaking up sessions by unit – this causes units to be used by chunking up documents – Michael’s advice is to try to be conscious of what you want in the session and try not to break it up. You can offer preplanning, and set up a meeting, it makes sense. You walk into more than is anticipated when you walk into a home.

Alexis mentioned that you are allowed to bill a whole unit – because of the pandemic, if it is under 15 minutes you can round up. This is in effect indefinitely at this point. Try to use the least number of documents as possible. At this moment you can bill any number of minutes under telehealth as one minute – the caveat – is that the need has to be met.

- 10-02.03 Out of Network Contracting Policy

Michael gave the group a reminder:

Out of Network Contracting Policy

If you want a service there must be a good rationale, then this goes to Utilization Management as a first stop to start that conversation, do not promise this to clients. This is not something we want to do; it is a federal requirement that we not go out of network unless there is a real need.

- Integro BTP Changes

There are staffing changes that Integro is now moving out of. We have no issues with Integro. Soon there will be additional information about this. Wait for the letters to come out from Integro. They will monitor through January. We do have some psychologists that can handle those cases. If there is a routine change, this will have to be on hold for a while. Randy and Michael will help to work with this for the consumers as we go through the transition period.

- Makena is leaving LifeWays at the end of the month – We will miss her greatly.

- Announcements

Mark with Southwestern Dispute Resolution – marketing was shared with them will be included with the minutes.

February 8, 2022, at 9:00 a.m. – next meeting

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@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>

Attendance:

*Carol Gilbert
Randy Evans
Penny Mickel
Katelynn Miller
Tim Monroe
Mark Weatherwax
Emily Morrison
Tracy Roumell
Jennifer Fitch
Brittany Bragg
Amy Cosgrovebridges
Terra Chall
Julie Pratt
Amber Blanton
Jodie Smith
Susan Allen
Michael Thompson
Marc Stanley
Alexis Shapiro
Linda Langhann
Angie O'Dowd
Erin Wallace
Conner Gibbons
Andrew Murphy
Amber Blanton
Courtney Sullivan
Sarah Sabin
Cassandra Watson
Cindy Keys
Audra Hornbeck
David Lowe
James Horrigan
Kaitlin Burnham
Kenneth Berger
Makena L'Huillier
Philip Hoffman
Michael Cupp
Rick Van Wagoner
Vicki Kime*

