

# Community Based Services Provider Meeting Presentation Summary



<b>Facilitator:</b>	Rick Van Wagoner Provider Liaison, Contracts and Provider Network Management	<b>Date:</b> December 14, 2021 <b>Time:</b> 11:00 am-12:30pm <b>Location:</b> Microsoft Teams <b>Next Meeting:</b> February 8, 2022
<b>Recorder:</b>	Belle Black, Administrative Assistant	

## Agenda

- Welcome
- Provider Kudos
- Qualified Specialized Placement
- DCW Pay Stubs
- Doctor Appointments
- Labs, appointments, follow-ups,  
medical supplies in home
- In-services
- CLS Outings
- Annual Influenza Vaccination
- Covid Boosters
- HCBS Consumers Choice Forms
- Claims
- Burnout Webinar
- CPNM Updates
- Q & A
- 30 Second PSA

## Provider Kudos

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

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@lifewayscmh.org](mailto:contracts@lifewayscmh.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

**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

**Qualified, Specialized Placements**

**Brittany Bragg,**  
Utilization Management

• **Brittany Bragg Presented**

This information is for Qualified, Specialized Placements.

Once it is determined that clients qualify all referrals must come through Brittany Bragg. Any moves that need to occur need to go through Brittany. All moves must be approved including lateral moves. The procedure must be followed and there must be medical necessity.

**Agenda Items**

**Rick Van Wagoner,**  
Provider Liaison, LifeWays  
Contracts and Provider  
Network Management

• **DCW Pay Stubs**

DCW must be reported on your pay stubs the employees know that the \$2.35 increase is there, and it was approved. Proper documentation.

• **Doctor Appointments**

Make sure our consumers appointments are kept and that all information the doctors need in regard to customer care be brought to the appointment.

Rick mentioned that the staff who takes the consumer to the Doctor needs to be very knowledgeable about the consumer and the information that the doctor or specialist needs in regard to total consumer care. Also be sure that labs and specialist appointments are being kept and that they are documented in the consumer charts.

- **Labs, appointments, follow-ups, medical supplies in home**

Courtney Sullivan added that all monitoring data and information needs to be brought with the consumer to each doctor appointment along with any data that is requested. For example, an updated medication list, weights, blood pressure charts, medication charts, and blood sugar charts, etc.

There have been staff statements saying they did not know they were required to bring the information. At this point, it is important to note that everyone has been notified. It is the responsibility of the home staff to bring the needed information with the consumer to the appointment every time.

It is very important that appointments are being kept, we have had quite a few no shows from the residential network in the last several months and it is important that if your person is hospitalized or cannot attend for any reason, that you are calling ahead of time and letting us know. Also, it is very important ~~that~~ if your van is in the shop or if you are short staffed that you make arrangements ahead of time to make sure the consumer gets to their appointment because it is for their health and safety.

Also, it is very important to bring a "Go Bag" for the consumers or leave one in the van for them. This is to ensure that we preserve their dignity and respect and ensuring that they be brought into the appointment changed and clean. We want them to have the opportunity to be changed if necessary. So, including a change of clothes, briefs and sanitary cloths, and other items that may be needed. It is important and best practice to bring these items with you to each appointment.

The staff bringing the consumer must be well versed with the name, any new thing that is going on at the home, any health status, but also ensuring that their dignity and respect is preserved. Some ways to do this are to be sure their clothes are fitted; be sure their hygiene is completed. There has been room to grow in this area.

Covid restrictions must be followed, hand washing, masks, etc. Report Covid on Monday.com as usual.

- **In-services**

Make sure that whenever you have an in-service in your home by a professional person that you are documenting this. Make sure that the staff that are there sign off on that form and make sure that the other staff get the in-service for what they missed as soon as possible.

- **CLS Outings**

Make sure that consumers are getting out in a healthy way and have access to the community. You must continue to be cautious following the Covid procedures, etc.

- **Annual Influenza Vaccination**

They were supposed to be scheduled and that this be documented in LEO, with either the denial or the consent and when they have received the vaccination.

- **Covid Boosters**

This is very important in the follow up and be sure to schedule the booster. Make sure you are looking at information and keeping logs about who has and who has not had the boosters.

- **HCBS Consumers Choice Forms**

These are forms that the case managers need to fill out. These are completed annually and usually just before the Person-Centered Planning Meeting. We need to have one for each consumer. Choice needs to be well documented.

- **Claims – Please contact**  
**Andrew Murphy**  
**Phone 517-789-2487**  
[Andrew.murphy@lifewayscmh.org](mailto:Andrew.murphy@lifewayscmh.org)

All claim information that you need to follow up on please contact Andrew Murphy, he has worked very diligently to get codes and billing claim issues taken care of. He must be contacted first. You can also contact Rick and he can get you with Andrew. They we will work on solutions and seek other assistance as necessary.

We appreciate your patience with the changes with codes and modifiers. It has been a trying time and Andrew is working diligently on this.

### **Remittance Statements**

Some are receiving these statements; the new system is producing a new document.

Michael does not have a new document; he will send out special communication.

### **Residential Forms Training**

We are still on the road to new forms in LEO – we plan to do a training in January then implement in February.

Call the LEO help desk ~~and then~~ if you are locked out of your account call in on the help desk – then someone can help you out.

## **Burnout Webinar**

**Erin Wallace,**  
Stay Well PPC Project  
Manager

- **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*

## CPNM Updates

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

Michael expressed that LifeWays appreciates you, and you are important and the work that you do is important. The provider and residential networks have suffered significantly during this challenging time, and you still have been able to serve your clients well. Though it is not over yet we definitely appreciate you all.

### CPNM Updates

- Reorganization of LifeWays and Communications

Michael greeted everyone and discussed the recent LifeWays reorganization.

LifeWays announced the resignation of Gina Costa, Chief Clinical Officer earlier this fall and with her departure and the vacancy of that position, LifeWays looked at its organizational needs and structure going forward and chose to create two Executive Director positions and a Quality Management Director position. If there is something that Gina was working on for you reach out to Rick and we will get you the help you need.

Executive Director over Integrated Health – Cassandra Watson  
Executive Director over Crisis and Access – David Lowe  
Executive Director over Quality – Josh Williams  
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 through your provider liaison and Andrew Murphy. If there is a problem with LEO, use the help desk (Alexis and Matt and the system team there). Amon Hodge is the Executive Director for IT now.

For our Providers, **your primary contact is your provider liaison, Rick Van Wagoner** and he can connect you with the person who can help you.

### Question for claims

There is an issue that the new modifiers scheme has brought forward. Treatment planning codes the service must be provided by a QIDP or QMHP, so a bachelor's level staff or higher. If you have someone below this level, the system will not allow you to do this because it is not an allowable service. This is considered an indirect activity if you choose to participate in treatment planning and we are looking at how to address that for the providers who have been doing that.

You cannot bill for treatment level planning if you are not a bachelor level. Even if LEO would allow you, you cannot bill for treatment planning if you don't meet that bachelor's level qualification. Be sure that you are not doing that even if you were before. If you were before then please reach out to Rick and we can assist you to address that situation and the obvious cost impact of that situation for you.

There was some discussion on this issue further. If LEO won't let you save it then reach out to Andrew, it may require a help desk through Alexis. There is an issue with Renaissance. They cannot save the billing; it may require a help desk for Alexis's help and also try to talk to Andrew.

If you use the provider assistance form, then we can get you a response and it will document your response. We are making exceptions past the 45 days at this point. We recognize that there is an issue and are working on this.

Rick and Andrew are your primary contacts.

Several providers have received remittance statements. It seems to not have all the information that is needed. We are aware of this and that the new system is not presenting the documents like it did previously. We are working on this, but do not have an update at this time. There are several things we are working on due to the new general ledger program, etc. We will send out special communication as we have answers for you.

An update on the new Residential Forms in LEO. Our goal is to schedule a training in January with a plan of implementing these in February. There will be multiple options due to the amount of people signed up for the last one.

Please continue to see that your direct care staff are current and active in LEO with their accounts. Log in to LEO on a regular basis and make sure they are accessing incident reports, charts, etc. to keep active. If you have issues, then call the LEO Help Desk. If locked out or can't access you will get help here.

### 30 Second PSA

Cindy Keys from QI is getting ready to roll out the customer satisfaction survey within the Provider Network. This will be sent out soon, a paper survey can be provided for those who need it. Please enter this into the LEO link. Thank you for completing the survey.

**Rick wished everyone a Merry Christmas and a Happy New Year**

### Upcoming Meetings

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

#### February 8<sup>th</sup> at 11:00 a.m. – next meeting

##### ***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](mailto: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>

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 11:00 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.

#### **Attendance**

Angel	Bail	Renaissance
Kim	Cole	Integro
Beth	Cooley	Renaissance
Melody	Dixon	Renaissance
Melissa	Frash	Community Alliance
Brenna	Goodlock	Renaissance

Patricia	Grant	Hope Network SE
Pam	Griffith	Twin Maples
Sara	Johnson	Renaissance
Stephanie	Justice	LifeWays
Shelly	Keinath	Beacon
Teri	Miskowski	Rice Manor
Lisa	Monk	Tenacious Living
Emily	Morrison	Integro
Joseph	Morrison	Renaissance
Rhonda	Perrault	Genoa
Amanda	Plumb	Hope Network
Kim	Rawlings	Beacon
Tiffany	Smith	Renaissance II
Courtney	Sullivan	LifeWays
Tony	Thomas	Christ Centered Homes
Rick	Van Wagoner	LifeWays
Connie	Wilson	Christ Centered Homes
Susan	<del>Wood</del>	<del>LifeWays</del>
Kristen	Wright	LifeSpan