

# Community Based Service Provider Presentation Summary



<b>Facilitator:</b>	Rick Van Wagoner Provider Liaison, Contracts and Provider Network Management	<b>Date: December 08, 2020</b> <b>Time: 11:00 am-12:30 pm</b> <b>Location: Microsoft Teams</b> <b>Next Meeting: February 9, 2021</b>
<b>Recorder:</b>	Susan Wood, Administrative Assistant	
<b>Link to recorded meeting <a href="#">here</a></b>		

## Topic Description

## Speaker

### Agenda

- Welcome
- Office of Recipient Rights – Angie O’Dowd, LifeWays Recipient Rights Officer
  - Alternative ways to submit Recipient Rights Check Requests
- LEO – Rick Van Wagoner
  - 2 factor authentications will begin 1/1/21
  - Provider Assistance Requests
  - H2015 Code
  - COVID-19
  - Daily Reporting
  - PPE Distribution
- Director of Network Contracts Updates – Michael Cupp
  - 2020 Reconciliation
  - Face 2 Face Services and Suspending or Terminating Services for COVID-19
  - Assessment Process
  - Stabilization Funds
  - COVID-19 Reporting update
  - BTP process
- Q&A – Michael Cupp
- 30 Second PSA

### Provider Kudo’s

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

If you would like to publicly recognize someone with a kudos at the upcoming Clinical Services Provider Group meeting, please send to the Contracts Department Email at [contracts@lifewayscmh.org](mailto:contracts@lifewayscmh.org)

- 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



Linda Belcher, LifeWays OBRA Coordinator – “I would like to recognize multiple people, but all for the same general reason. Completing OBRA assessments via telehealth has been extremely challenging during this time. Coordinating with hospital and nursing home staff, in order to interview the individual and gather documentation has been very difficult and adds a whole new dimension to completing the OBRA evaluations. I would like to recognize Kim Cole, Donna Hoffman, Annette Wegman, and Craig Crawford from Integro, Mike Thompson from Segue, Kimberly Jayne, Andy May and Tracy Roumell from Healthy Dimensions, and Sarah Goodell from LifeWays. I appreciate your continued dedication to the nursing home population, your patience when dealing with referral sources and the excellent assessments you all continue to produce given the challenges you face. I appreciate each and every one of you and thank you so much for all that you do.

Jennifer Wireman, LifeWays Quality Improvement Specialist – “I would like to recognize Terra Chall (Highfields) Mardelle Robb and Donna Howard (Rec Tech). I would like to send a BIG THANK YOU to Terra, Mardelle, and Donna for their continued efforts in the gathering of evidence and plans of correction from the 2020 MDHHS Waiver Audit.

Barb Freysinger, LifeSpan – “Rick VanWagoner has been extremely supportive and helpful as he possibly can be during these incredibly difficult times. Much appreciated.”

**Office of Recipient Rights Update**

**Angie O’Dowd, LifeWays Recipient Rights Officer**

- Alternative ways to submit Recipient Rights Check Requests  
Please use the Rights Check form located on the LifeWays Recipient Rights website. You can send this form via email or simply send an email with the information to [recipientrights@lifewayscmh.org](mailto:recipientrights@lifewayscmh.org).
- There has been a rise in complaints in consumers not being seen. Documentation needs to be entered when a person does not want to be seen or if you have attempted to see them and received no response.
- The incident report policy and procedure has been updated and will include the fall form. It will go out for a 21-day comment period.
- Incident Report (IR) Process-IR reports should be completed in LEO. Do not fax.

**Updates**

**Rick Van Wagoner, LifeWays Liaison**

**LEO**

- 2 Factor Authentications will begin 1/1/2021
  - The phone app use is encouraged
  - Providers need more tokens

**Provider Assistance Requests**

- Usage of this form is highly encouraged. It will allow LifeWays to better assist providers in a more timely and accurate manner.

**H2015 Code**

- If you are having difficulties transitioning from H0043 to H2015 code reach out to your liaison for assistance.

- **COVID-19 Daily Reporting**

- Daily reports must be sent in using the reporting forms found in the Provider website regarding your staff and consumers.
- PPE is available from LifeWays. Contact Rick Van Wagoner to arrange distribution at [rick.vanwagoner@lifewayscmh.org](mailto:rick.vanwagoner@lifewayscmh.org) or 517-780-3315.

**Director of Network Contracts Updates**

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

- **Person Centered Planning**

- There is a push in the state that we want to make sure independent facilitation moves from an option to be the primary option for person centered planning. More person-centered planning meetings will be run by an independent facilitator as is a right of every individual. An independent facilitator is someone other than the case manager. Anyone can be an independent facilitator and training is available. LifeWays has contracted with Southeastern Dispute Resolution Services (SEDRS) and there are others available for these facilitation services.
- Melissa Divan, who was the primary dispute resolution facilitator at SEDRS, left the agency to pursue other endeavors. We welcome Joni Bibler, as the new primary resolution facilitator at SEDRS. Please contact her at [jbibler@sedrs.org](mailto:jbibler@sedrs.org).

- **2020 Reconciliation**

- Preliminary information is to go out to chief officers of each provider by December 9. The report includes the supplemental reports, the supplemental resources available, claims and premium pays, etc.
- The window is closed for claims submission/payment for FY2020. It is encouraged to submit FY2020 claims but know there will be no payment.

- **Face to Face Services and Suspending or Terminating Services for COVID-19**

- Healthcare facilities are not impacted and can continue to provide face to face services, utilizing current guidance regarding infection control.
- When needs of the individual can be adequately address with telehealth, that remains an appropriate option
- When needs of the individual require face to face services, providers must remember that Behavioral Health services are essential and must still be provided according to the IPOS.
- Services cannot be reduced, suspended or terminated due to COVID-19 except for the following:
  - ❖ Individual/Guardian request documented on an Advance Benefit Notice in LEO and update to IPOS.
  - ❖ Temporary suspension to address suspected or confirmed COVID exposure in coordination with LifeWays.
  - ❖ Should staffing availability become an issue, providers must contact their Provider Liaison as early as possible to consult. Providers must provide written notice of the intent to suspend operations and receive notice back from LifeWays.
- To ensure the safety of individuals we serve, please train your staff who work via Telehealth to use video whenever possible. In congregate settings, please take a “virtual tour” of the surroundings when possible for monitoring care. All In-network AFC homes have the ability for video-based telehealth. If there are any concerns noted with quality of care, home conditions, denial of referrals, suspension of services, etc. please ensure they are reported for resolution.
- Please reinforce to all staff the necessity of using PPE/ handwashing/ distancing and other precautions. LifeWays continues to have PPE available for distribution to providers. Please contact your Provider Liaison if needed.
- LifeWays will be collecting data regarding the percentage of face to face claims verses telehealth.

- **Assessment Process**
  - LifeWays is holding transitioning the assessment process to the provider network and having the primary case holder agencies complete the initial assessment. More information will be available after the 1<sup>st</sup> of the year.
- **Stabilization Funds**
  - Funds have been extended through January. You are encouraged to submit your costs from October 2020 through January 2021 relating to COVID-19. Please reach out to your liaison for more information. Documentation will be required that indicates the need for additional funds.
  - Please make sure your staff is receiving the increase. Documentation will be requested that shows your staff has been paid.
  - If you feel you are not getting enough premium payment, communicate your need to Rick Van Wagoner. There have been complaints that individual staff have not been paid and were told it was due to LifeWays not paying. In these situations, more staffing was provided than what was authorized. The state expects that you continue to provide the premium pay to your existing staff. Please work with LifeWays for additional staffing needs.
  - Premium pay is paid within the first week or two for the previous month. November per diems will be paid as well as a prospective pay for December this month.
- **GENOA and COVID-19 Vaccine**
  - GENOA has received an approval to from the federal government to receive a phase one shipment for COVID-19 vaccines for long term care and community mental health type services. We will not receive vaccines for everyone with this shipment, but we will work on prioritizing those with increased risks in both residences and staff in long term care and adult foster care homes and then expand out.
  - **Post Meeting Update – GENOA will now be getting the vaccine in phase 2 or 3 and we are reviewing options available and will keep the Network updated on status**
- **Vaccination Surveys**
  - A vaccination survey will be sent out requesting information to include who agreed to become vaccinated. This will include staff and consumers. We are hoping for a quick turn-around for information submitted to assist in future distribution planning.
- **COVID-19 Reporting update**
  - Effective immediately, all CLS providers are required to complete a daily COVID-19 report to LifeWays using the link below. The report must be completed for each program or group home by Close of Business each day that the program is operating. Providers also need to report each staff or recipient with COVID-19 exposure, likely symptoms, or confirmation using the links below (also available on the Provider website). This report replaces the need to contact Courtney/Rick and must be completed even if there are no cases to report. All other providers can use the link below to report whenever a staff or consumer is suspected, exposed, tested or confirmed with COVID but are not required to complete a daily report at this time. This form can be located on the LifeWays Provider website and at the links below.

[LifeWays COVID Report Form](#)

[LifeWays COVID Staff Report](#)

[LifeWays COVID Recipient Report](#)

- **BTP Process**
  - The waitlist process is continued for behavioral treatment plans and will continue for several month. Referrals need to be sent to [contracts@lifewayscmh.org](mailto:contracts@lifewayscmh.org). A Process Alert will be sent out with details of the process.

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<b>Q &amp; A</b>	
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None
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<b>30 Second PSA</b>
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- Alexis – There is a recent update to the billing screens under claim processing. There was a small glitch where claims could not be viewed for processing. This has been addressed. Please enter a LEO helpdesk if there are issues.
- Alexis – If a staff member leaves, their token for two-factor authentication can be reused/reassigned. A change will need to be processed by Alexis to update staff information in LEO. Please send in changes as a LEO HelpDesk. Please refer to the DIG sheet. Attachment
- Marcus from Creekside – Thank you to LifeWays for working with Creekside to provide various holiday activities for youth.

***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 link below, **no later than the Friday 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. If there are not enough details in the request or the request is not submitted using this form it won't be included.

<https://forms.office.com/Pages/ResponsePage.aspx?id=xVg1eNLP30y9MovGh5pi8gjG6oresJpPsgEZuOC-yPdUMEGwSVVSMFk5R1BCNVA5S0dHUIJWWkFUQy4u>

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