



**Professional Clinical Services Meeting Summary  
February 13, 2024, 9:00 a.m. – 10:30 a.m.**

**Bobby Coleman, MBA, BSW, Provider Liaison  
LifeWays Network Performance**

**Provider Kudos**

From:

Name: Lauri Maes, CEO and Home-Based Supervisor  
New Direction Counseling Center

Person Being Honored: Mardelle Robb, Supervisor at Recovery Technology

I want to thank my dear friend Mardelle for helping me to understand the changes in LEO that I was not familiar with (since not using it in over 5 years) and helping me through a very overwhelming time with transitioning in as a new home-based provider this past December. You ROCK Mardelle!

Person Being Honored: Kate McCully, Case Manager at Recovery Technology

I want to thank Kate for her help on a mutual case of ours and her willingness to assist with what could have been a very messy situation. Thank you!

Person Being Honored: Kari Chesher, Provider Liaison at LifeWays

Thank you so much for your patience with getting New Direction rolling and for all the challenging work you did to connect us with the right people to get things up and running faster. I personally have enjoyed our talks and connection. Thank you.

Person Being Honored: Terra Chall, Supervisor at Highfields

To my new sister from another mister, thank you for your insight and assistance given with bringing me up to speed on the ins and outs of parts of home-based services that I had been unfamiliar with and getting me caught up with recent changes. I look forward to collaborating more with you in the future!

From:

Beth Cooley, Pathlight (Renaissance)

Person Being Honored: All Integro Staff

To all Integro staff that have provided caring and quality services for nursing, dietary and occupational therapy to our residents residing in Renaissance/Pathlight homes.

## H0032-TX23

As Primary Providers you will get Authorization requests for H0032 and TX23 codes. These are for Treatment Plan Meetings for providers either bachelor or above and for non-Bachelor level you will use TX23.

A provider requested more information on H0032 and TX23 Philip Hoffman shared that as a primary provider, authorizations will come in for secondary services providers.

There is not an authorization for the TX23, that is for uncredentialed staff. We previously sent out a guide on how to do a TX23 within your claims menu. There is a how-to guide. Follow these instructions to complete the claims process. One per agency per meeting for Residential.

## Physicians orders

Physicians Orders need to include IPOS start and end dates. See the graphic below.

A form with three horizontal lines. The first line is labeled "Amount or length of time service is needed:". The second line is labeled "Service Start Date:" followed by a text input field. The third line is labeled "Service End Date:" followed by a text input field. Below these fields is the text "Order(s): please check applicable".

### B. Per MDHHS, a prescription must contain the following:

1. Individual's name
2. Individual's date of birth
3. Individual's LEO (LifeWays' Electronic Health Record system) identification number or Social Security Number
4. Prescribing physician/physician assistant's name, address, and telephone number
5. The date the prescription was written
6. The specific item prescribed
7. The amount and length of time that the service is needed
8. Service Start and end date

## Discharges

LifeWays is discharging consumers who are at 60 days of non-engagement instead of waiting for 90 days of non-engagement. Be sure that the consumer cases are taken off the case load so new consumers can be added.

## In-services

In-services must be done by every plan with CLS or Residential staff.

## **Medicaid Redetermination**

Lists are coming out each month to all providers of consumers that have or are coming off Medicaid. It is necessary for all primary providers to let all other providers in the network working with that consumer know that their Medicaid has ended or is ending. This will help to prevent billing for uncovered services.

## **Independent Facilitation/Pre-Plan**

As a reminder, the Pre-Plan must be started by the Primary Case Holder in LEO and then left for the Independent Facilitator to go in and complete it. Always use the Independent Facilitator.

## **Claim Submission Process Change**

The payout for the claim submission process is as follows:

14 days currently  
21 days starting in April 2024  
30 days starting in July 2024

There was a memo sent out regarding this and it will be sent again before the 21-day deadline and again before the 30-day deadline.

## **First Services Appointments Updates**

Schedule First Services appointments throughout the month. Please remove availability in the LEO Calendar if an employee is on PTO.

## **Matt Owens, Supervisor, Contracts & Procurement Technology Fees Update**

Matt introduced himself.

In your contracts is listed a quarterly fee for Technology and Administration Fees. This is \$245.60 per Clinical or Direct Care Full Time Employee (FTE). This was temporarily put on hold. You will be receiving an invoice from us for this in the next couple of weeks. These are fees for training, Recipients Rights, Corporate Compliance, Claims, and overall administration fees. Please take some time to review them. These are based on some data we have. If you have concern, please reach out to me directly by email at [matt.owens@lifewaysmi.org](mailto:matt.owens@lifewaysmi.org) or call 517-789-1273.

As a reminder, in October 2022, there was a 3% rate increase provided to help to offset these fees to make it a cost neutral situation for providers.

LifeWays will invoice you and there will be a credit memo to return the money to LifeWays. The FTEs are calculated, we will send this in an invoice, please review and then we can make corrections and resend.

This is regarding LifeWays associated staff only.

At this time, we closed the virtual meeting and began the Break-out Session.

**Joshua Williams, LMSW**  
**Executive Director of Quality Management**  
**Break-out Session**

Joshua Williams introduced himself and explained the Break-out Session purpose and directions. The purpose is to find the value to providers in the Professional Clinical Services meeting.

The Questions:

How do we make the provider meetings the most valuable use of your time?

Topics to include on the agenda.

What would you like in the Provider Newsletter?

Technical Assistance.

Any other Feedback.

Those attending the meeting on-line were sent a survey and instructions so they could also participate.

**Attendance in Person:**

Aimee Williams

Belle Black

Bobby Coleman

Carly Coxon

Casie Schirer

Christian Johnson, Southeastern Dispute Resolutions Services

Diane Cranston, Genoa Healthcare

Jennifer Fitch

Jessica Aldrich

Jessica Tucelli

Jim DeBruler, Recovery Technology

Joshua Williams

Julie Pratt, Comprehensive

Kari Chesher

Kaylene Armstrong

Kelly Bailey, Residential Options, Inc.

Kelly Burnett

Matt Owens

Mike Thompson, Segue, Inc.

Misty Sines  
Philip Hoffman  
Rick Van Wagoner  
Ryan Broughton  
Sara Kolesar, Illuminate ABA Services, LLC.  
Sarah Webb, Christ Centered Homes, Inc.  
Sherry Ridel, Comprehensive  
Stephanie Justice  
Tabata Zuniga  
Tenicia Hoaglan  
Tina Miller, Choices with Self Determination  
Tina Jenkins, Choices with Self Determination

**Attending Virtual:**

Allen Hawks  
Amy Cosgrove-Evens  
Andrew Murphy  
Brianna Kast  
Brianna Neill  
Caleb Ashby  
Carol Gilbert, Integro  
Catherine Szlachtowicz  
Cindy Keys  
Emily Morrison, Integro