



**Community Based Services Provider  
Meeting Summary**

<b>Facilitator:</b>	Rick Van Wagoner, Provider Liaison, Contracts Management	<b>Date: February 14, 2023</b> <b>Time:</b> 11a.m. - 12:30 p.m. <b>Location:</b> Microsoft Teams <b>Next Meeting: March 14, 2023</b>
<b>Recorder:</b>	Belle Black, Administrative Assistant, Contracts Management	

**Agenda**

11:00 a.m.	<b>Welcome</b> <ul style="list-style-type: none"><li>• Virtual Meeting Protocol</li><li>• Provider Kudos</li><li>• Direct Care Worker (DCW) Pay Stubs</li><li>• First Quarter Proof of DCW Passthrough</li><li>• Personal Protective Equipment (PPE) – staff using in the homes</li><li>• Doctor Appointments (Professionalism), Labs, appointments, follow-ups, medical supplies in home</li><li>• In-services</li><li>• Community Living Supports (CLS) Outings</li><li>• CLS Referral Portal Reminder</li><li>• Safety Care Training</li><li>• Genoa Medication – In Person</li><li>• Adverse Benefits – Relias Training</li><li>• LEO Progress Notes</li></ul>	<b>Rick Van Wagoner,</b> Provider Liaison, LifeWays Contracts Management
11:10 a.m.	<b>Incident Reports in LEO</b>	<b>Misty Sines,</b> Administrative Assistant, Quality Management, LifeWays
11:15 a.m.	<b>Recipient Rights Investigations</b>	<b>Ashlee Griffes, BA</b> Recipient Rights Officer, LifeWays
11:20 a.m.	<b>Continuation of Service</b> <ul style="list-style-type: none"><li>• Authorizations, expired and new</li><li>• When to start service</li></ul> <b>Supports Intensity Scale (SIS) Assessment</b>	<b>Jennifer Fitch,</b> LMSW Director, Utilization Management
11:30 a.m.	<b>Leo News &amp; Updates</b>	<b>Alexis Shapiro,</b> Assistant Director, Electronic Medical Record (EMR) Systems Administrator
12:00 p.m.	<b>Contracts Management Updates</b> <ul style="list-style-type: none"><li>• March 1 is DEADLINE FOR Electronic Documentation for H2016 &amp; T1020</li></ul>	<b>Michael Cupp,</b> Director, LifeWays Contracts Management

- “Same Time Services”
- Communication Guidelines & Expectations
- Next Meeting Date – March 14, 2023

12:20 p.m. Q & A

12:25 pm. 30 Second PSA

### Provider Kudos

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

Randy Evans, Special Programs Supervisor/Vietnam Navigator, LifeWays

- **Illuminate ABA Services, LLC** – Kudos to them for coming onboard and their help in catching up the Behavioral Treatment Plan (BTP) waiting list. They are very open and responsive to communications; they take the Behavioral Treatment Committee (BTC) technical requirements and make sure they are included in every behavioral plan and are quick to ask questions if needed. They are wonderful to work with.

Julie Y. Pratt, Speech – Language Pathologist, Comprehensive Speech and Therapy Center, Inc.

- **Stephanie Lyerla, LifeWays CSM** – Kudos for going above and beyond with a consumer receiving Applied Behavioral Analysis (ABA). She coordinated school, physician, and consumer/family and the ABA provider to make sure the consumer could continue to receive the best service delivery model for them.

Kelly Burnett, Utilization Manager, Utilization Management, LifeWays

- **Sophia Kinard, Recovery Technology, LLC** – Kudos for her admirable work ethic and proactive communication with Utilization Management (UM) to ensure continuity of care for consumers.
- **Jessica Smith, Segue, Inc.** – Kudos for communicating and assisting her staff to ensure discharges and authorization requests are processed smoothly for her department. The communication and follow up with UM are appreciated.
- **Michelle Mann, Segue, Inc.** – Kudos for her prompt responses and communication with UM for continuity of care for consumers.
- **Sarah Passow, Segue, Inc.** – Kudos for coordination with UM on authorization requests and prompt responses to get things taken care of in a timely manner.
- **Johanna Janson, Recovery Technology, LLC** – Kudos for the communication and proactive approach to complex cases. I appreciate the phone call and that she laughs with me when I make mistakes, and she politely lets me know I'm incorrect.
- **Taylor Voris, Segue ACT** – Kudos for the telephone calls to discuss some difficult cases. I appreciate your hard work and dedication to Assertive Community Treatment (ACT) consumers. Please reach out to LifeWays if we can be of support at any time.

Aimee Williams, Utilization Management, LifeWays

Commented [SW1]: Spell out LifeWays

- **Teresa Hubbell, Case Manager, Recovery Technology, LLC** – Shout out! She recently managed a stressful residential eviction case like a champ when there were multiple delays, denials, and barriers. When the consumer ended up being placed out of county and had to transfer to another Client Services Manager (CSM) provider who services that area, Teresa requested a slow transition. She facilitated a lengthy meeting with the new case manager prior to the transition to explain the consumer's history, preferences, needs, and to set the new CSM up to be successful. Teresa's passion for her job and her genuine care for the wellbeing of her current and past consumers just shines. I wish every caseworker had her heart, kindness and compassion. Kudos for going above and beyond! You are so appreciated.
- **Renaissance Community Homes** – Kudos for their patience during an eviction when the consumer was almost accepted, and then unexpectedly denied. Also, for working with us despite multiple barriers to finally getting the consumer placed. They were willing to keep the consumer much longer than hoped and were willing to transport him and his items to the new home. Thank you for working so well with us during this process despite the barriers and delays. I appreciate you!
- **Umbrellex Behavioral Services, LLC** – Kudos for recently accepting an influx of many referrals in a short time period and doing your best to accommodate each one. I appreciate your great communication and great willingness to work with very challenging and behavioral consumers. Thank you for all that you do!
- **Rick Van Wagoner, Provider Liaison, LifeWays** – Kudos! I couldn't be successful in the Residential UM position without your support. Your job is busy, hectic, and behind the scenes, but you always make time for me to discuss challenging cases, brainstorm solutions. Also, you are an amazing advocate for residential consumer and provider needs. Thank you for all you do!

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@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

Agenda Items	Rick Van Wagoner, Provider Liaison, LifeWays Contracts Management
<ul style="list-style-type: none"> <li>• <b>Virtual Meeting Protocol</b> was reviewed.</li> <li>• <b>Direct Care Wage (DCW) Pay Stubs</b> Direct Care Wage pass through first quarter (October, November, and December) of Fiscal Year 2023 is due. Providers were asked to respond as soon as possible.</li> <li>• <b>First Quarter Proof of DCW Passthrough</b> It is very important that the First Quarter Proof of DCW Passthrough be submitted as soon as possible.</li> <li>• <b>Personal Protective Equipment (PPE) - Staff Using in the Homes</b></li> </ul>	

Reminder PPE is available through LifeWays. Please submit PPE orders to Rick Van Wagoner. PPE will continue to be handed out until it runs out. However, it is expected that this will be discontinued now that everything is getting better.

- **Doctor Appointments (Professionalism), Labs, appointments, follow-ups, medical supplies in home**

Please make sure the consumer isn't missing doctor appointments, labs, follow-ups, etc. Also, please make sure to get documentation. Residential forms will need to be entered into LEO. Please make sure staff are professional at various appointments. Also, make sure the proper medical supplies and equipment in your facility is up to date, cleaned, and available in the home.

Courtney Sullivan, Supervisor, Integrated Health Clinic Services, LifeWays, reported that the psychiatry is limited, and gave an update on the department staffing. She also gave instructions on how to handle medication refills. She further asked that the number of people involved in an appointment be limited.

- **In-services**

Please be sure documentation is signed by the professional giving the In-service. We need to make sure these are being completed in a timely manner. Everyone must attend In-services. In-services should be made available to those that cannot attend in person.

- **Community Living Supports (CLS) Outings**

Please make sure consumers are getting out safely, and documentation is completed of the outing. The minimum number of outings per week should be two. It is very important that consumers are getting out in the community.

- **CLS Referral Portal Reminder**

Bobby Coleman, Provider Liaison, reported that the Consumer Living Supports (CLS) Referral Portal is open. Any CLS referrals must go through that process. If you receive a referral from a primary case holder for CLS, but it didn't come from Bobby, then it shouldn't be included in that referral. Bobby reviewed the correct process to follow. If a provider is unsure of a referral, then please contact Bobby Coleman at bobby.coleman@lifewaysmi.org.

- **Safety Care Training**

Please make sure that all staff get training in all procedures for Relias Safety Care Training and that it is updated annually. Safety care training requires a two-day class initially, and then annually after that.

- **Genoa Medication – In Person**

Please make sure Genoa Medication training is completed for staff.

- **Adverse Benefits – Relias Training**

Please be sure all staff are receiving the Adverse Benefits Relias training.

- **LEO Progress Notes**

Please make sure staff are trained on LEO Progress Notes available in LEO. Michael will report on the upcoming deadline. Also, all staff that use LEO Progress Notes and other residential forms must be credentialed in LEO, given LEO permissions, and signed up. LEO will be looking for at least two shifts that are documented daily.

Commented [SW2]: Awkward sentence structure.

<b>Incident Reports in LEO</b>	<b>Misty Sines,</b> Administrative Assistant, Quality Management, LifeWays
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**Misty Sines** reported on Incident Report (IR) requirements:

- Quality Management is having issues with IRs not being signed. This causes them to not move through the process as required. They are also seeing an ongoing issue with supporting documentation NOT being attached to the IR. This includes the fall report form, discharge summaries, as well as physical intervention type and length of time used. All these things are very important for the IR to fully process and be signed.

Please remember that EVERY LINE on the Incident Report Form MUST BE COMPLETED. All signatures must be filled in. Please verify check boxes are filled in when applicable.

- Providers have 24 hours to report to their supervisor and the supervisor has 48 hours to have all supporting documentation and IR fully submitted in LEO. When the supervisor signs off on the IR, this is their verification that it is fully complete with all the supporting documentation.
- If there are any questions at all on how to process an IR, the LEO HELP tab is a great resource.

Misty will do a Teams call with any group that wants to go over the process further and is available by phone (517) 240-0617 or email, [misty.sines@lifewaysmi.org](mailto:misty.sines@lifewaysmi.org).

Rick reported that this process will be going digital soon. It is very important that everything is completed and returned as soon as possible.

**Recipient Rights Investigations**

**Ashlee Griffes, BA**  
Recipient Rights Officer, LifeWays

**Ashlee Griffes** thanked the Providers for their commitment in protecting those we serve by supporting their staff with tough situations and ensuring that their staff are receiving the required training. She thanked them for their exceptional status with completing recipient rights training. We are very close to 100 percent.

There are some providers who do not encounter the Office of Recipient Rights (ORR) often, and understandably, it can be frightening for you or your staff when a complaint is made and our office starts asking questions. The ORR wants to make sure you understand that the office is committed to being fair during an investigation. The ORR will never berate or disrespect your staff, they never start investigations with "guns blazing." The goal is to share ORR's objectives with your staff, and to help you understand your part in cooperating with an investigation.

How to cooperate with an investigation –

- It starts with understanding people's rights, which means rights cannot be restricted. Certain rights such as legal counsel can never be taken away. Additionally, all recipients have the right to access the Office of Recipient Rights regardless of any phone/mailling restriction. This is another communication that can never be restricted, even in a behavioral plan.
- Additionally, your staff have the rights to make complaints without fear that there will be repercussion. They are protected from retaliation for anything they say during an interview. Your staff are expected to report any potential recipient rights violations.
- Retaliation is defined as an intentional act in response to a protected action. The forms of retaliation were reviewed. Retaliation requires disciplinary action. Michigan Department Health and Human Services Office of Recipient Rights categorizes retaliation linear with abuse. Retaliation needs to be reported.
- Retaliation creates a hostile work environment and fosters resentment. It prevents growth and creates major trust concerns.
- Impeding is another concern. Impeding is any outside discussion, suggestion, or coaching that could be considered impeding. Please make sure that group discussions are not taking place within your agency about an incident.

- The ORR will communicate with your staff. A telephone number may be requested, and if staff does not respond to the request, assistance scheduling an interview may be required. If the staff no longer works for you, we will need their last known address. We also need access to records and documentation. Always give **copies** to the requestor, **do not** give **originals** to any entity that may not return it such as the hospital, Adult Protective Services, or even the ORR.

The ORR is always available for questions or consults. Ashlee invited everyone to feel free to contact herself or to stop by her office at LifeWays. Ashlee's email address is [ashlee.griffes@lifewaysmi.org](mailto:ashlee.griffes@lifewaysmi.org).

**Continuation of Service and Supports Intensity Scale Assessment (SIS)**

**Jennifer Fitch, LMSW**  
Director of Utilization  
Management, LifeWays

**Authorizations, expired and new, when to start service:**

**Jennifer** reported that if a service is already in place and a request for a new authorization is received, then that current service should continue while the new authorization is being reviewed. The new authorization is given 14 days once it is requested for review.

If a new service is requested, then hold off providing services until the authorization has been reviewed and approved.

**Supports Intensity Scale (SIS) Assessment:**

Starting in Fiscal Year 2024, October, the State requires that anyone 16 years and older who have Specialized Residential, Consumer Living Support (CLS), and/or Habilitation Supports Waiver (HSW), to have a SIS assessment. If the individual has Intellectual and Developmental Disabilities (I/DD), the consumer needs to have at least three or more functional impairments because of that specific diagnosis to qualify.

Please reach out to Rachel Butler, Supports Intensity Scale Assessor, [Rachel.butler@lifewaysmi.org](mailto:Rachel.butler@lifewaysmi.org), to schedule SIS appointments.

**LEO News & Updates**

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

**Alexis** reported the following:

The first Electronic Medical Record – Group (EMR-G) meeting was on February 8, 2023. It was well attended, especially considering the Community Mental Health Association of Michigan (CMHA) Board conference was meeting at the same time. The workgroup was formed to connect users of the Electronic Medical Record (EMR) to the EMR team for understanding system use, training, and improvement needs.

This is a very collaborative group. Some of the key points of the committee are:

- Eliminate barrier to EMR use.
- Communicate with users about needed advancements.
- Identify areas for improvement in process, functionality, and training, including the use of data.
- Improve the reputation of the EMR with users.

The next EMR-G meeting will be March 8, 2023.

Now available for use in LEO are:

- *Scanned Document with Service Activity Logs (SAL)* – we now have the ability to attach a scanned document with SAL for supporting documentation check for claim adjudication. We are currently

testing for Community - based Services Support Notes (e.g., CLS in community, Pre-Vocational and Non-Vocational, Skill Building). Communication to come out this week on this update.

- A reminder – *Appointment reminders* are available for your clients for location for first service appointments. Appointments need to be in the LEO calendar and the consumer needs a current "consent to contact" on file. If you want to have appointment reminders for all appointments, please reach out to your provider liaison for more information.
- There is nothing more to report on *MichiCANS*. You will be updated as information is available.
- *Consumer Electronic Health Record (CEHR)* portal is now mobile friendly. It's been configured to be more convenient on mobile devices. This should increase access for consumers and guardians without computer access.
- *Document delegates* allow a staff person to be assigned to sign documents for staff who may be out on leave or vacation. If you want this turned on for a staff, please enter a LEO Help Desk Ticket.
- *Take over Amendment* allows staff to take over a document with changes in progress for instances where a staff may be on leave, vacation, or inactive due to termination.
- A reminder – *Flag as Unsignable*. When a LEO help desk ticket is entered to delete a document, we carefully review to ensure deletion of the document is appropriate, or if using the flag as Unsignable feature is the appropriate action.
- *Medical Chart updates*
  - Lab results can now be scanned and have the values of the results manually entered into the chart.
  - Medication History – with the consent of the consumer, prescribers can view medication history from external providers that processed a prescription through SureScripts. It also can be added as an "Non-Community Mental Health Medication".

Coming soon will be:

- Client photo to be uploaded in the chart.
- Signature groups on documents.
- Document workflow for psychiatric visits, and initial/annual workflow.
- Care Connect 360 Integration. This is all Medicaid claims data.
- Electronic In-Service Form. This will allow every staff trained to sign the In-Service Form electronically.

The EMR team will continue to send out notifications that documents need to be signed to pay a claim.

#### Contracts Management Updates

**Michael Cupp**, Director,  
LifeWays Contracts Management

- **March 1 is the DEADLINE FOR Electronic Documentation for H2016 & T1020.** The deadline for electronic documentation has now been changed to **March 6, 2023**. This way February can be billed without electronic documentation. March will need to be billed electronically using the forms in LEO, unless you have been given a special waiver. **March billing documentation must be put into LEO electronically beginning March 1, 2023.**

- **"Same Time Services"**

Services can't be provided at the same time to the same person or family by different providers. An exception is if someone is in a licensed residential where they are receiving a per diem to be there. The per diem should be able to overlap other services the individual is receiving. It appears that the billing system may have a barrier regarding this, and this is currently being investigated.

A second situation is if direct care staff is providing services through a treatment plan or medical plan, and another staff requires the assistance of that direct care staff. Both need to document this in their notes and put it in the notes to claims so whoever is processing claims knows that the second staff was needed to be in the room to actually help. Otherwise, if proof isn't given in the document, then the claim will be overridden and not paid.

There was some discussion on this.

- **Billing and Claims**

Michael clarified the billing window. The billing window for most providers, except hospitals, is 30 days past the end of the month of service. He strongly recommends that provider billing staff be aware of the end of the month of service rule that is stated in the individual contract. Please follow only what is in your contract.

Questions were taken and a discussion followed.

- **Communication Guidelines & 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 FYI's and Red emails (a major emergency). Another way to handle a Red email/emergency is to call the Contracts Department. Help Desk Tickets will be prioritized over emails. This will begin in March.

- **Next Meeting Date – March 14, 2023. Everyone is encouraged to attend in person.** There will be food and prizes available for those attending.

Rick asked that all Providers have a person attend EMR-G meetings as well as be ready to use LEO for all digital information.

Questions	
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None currently.

30 second PSA	
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J-Town Fund Raiser – Melissa Diaz reported that next Tuesday, February 21, 2023, from 4:00 p.m. to 8:00 p.m. at Culvers all takeout and dine-in meals will have a portion of the meal total applied to J-Town for a fund raiser.

Upcoming Meetings	
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**Next meeting is March 14, 2023.**

**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 minutes, supporting documents, and the provider manual on the Provider page of the LifeWays website. <https://lifewaysmi.org/>

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 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.

**Meeting Attendance**

Cheryl	Howard	CCH, Inc.
Misty	Sines	LifeWays
Teri	Miskowski	Rice Manor
Tina	Jenkins	Choices/SD
Melody	Dixon	Renaissance
Melissa	Diaz	J-Town
Pamela	McKessy	Hope Network
Tiffany	Smith	Renaissance
Kristen	Wright	Lifespan
Amy	Bragg	LifeWays
Brenda	Sears	
Jean	Wireman	LifeWays
Georgia	Mason	
Jeni	Lockhart	
Connie	Wilson	
Diane	Cranston	Genoa Healthcare
Kim	Rawlings	Beacon Specialized Living
Damon	Daniels	
Breanna	Goodlock	Renaissance Community Homes
Jennifer	Lockhart	Hope Network
Robin	Miller	LifeWays
Shelley	Keinath	Beacon Specialized Living
Ashlee	Griffes	LifeWays
Shirley	Wilson	LifeWays
Aimee	Williams	LifeWays
Jennifer	Fitch	LifeWays
Alexis	Shapiro	LifeWays
Courtney	Sullivan	LifeWays
Andrew	Murphy	LifeWays
Casie	Schirer	LifeWays
Bobby	Coleman	LifeWays
Rick	VanWagoner	LifeWays
Belle	Black	LifeWays