

# Community Based Services Provider Meeting Presentation Summary



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

## Agenda

### Welcome

- Provider Kudos
- Direct Care Wage (DCW) Pay Stubs
- Personal Protective Equipment (PPE)
- Doctor Appointments
- Labs, appointments, follow-ups, medical supplies in home
- In-services
- Community Living Supports (CLS) Outings
- Home and Community Based Services (HCBS) Consumers Choice Forms
- Claim Process – February billing for submitting in March
- Telehealth and Encounter Codes Parameters
- Claims

### Contracts Management Updates

- Verbal Signatures
- Mandatory Vaccination Information

## 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 Clinical 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: Kate McCully**

She is pulling out all of the stops to assist with the guardianship appointment for a minor child whose only parent recently died. Kate’s energy and dedication to those she serves is evident. Thank you, Kate.

Submitted by: Ken Burger

**Organization: Recovery Technology**

Organization: LifeWays

**KUDOS: Andrea Brinker**

**KUDOS: Emily Morrison**

Emily and Andrea reported a serious glitch in the LifeWays EMR system that would compromise the protected health information. Because of them, the problem was able to be fixed. Thank you, Andrea, and Emily.

Submitted by: Ken Burger

**Organization: Integro**

**Organization: Integro**

Organization: LifeWays

**Agenda Items**

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

• **Direct Care Wage (DCW) Pay Stubs**

Direct Care Wage pass through pay stubs require a separate line item on pay stubs to indicate the Direct Care or Wage Passer amounts to indicate to staff they are receiving that pay.

• **Personal Protective Equipment (PPE)**

Personal Protective Equipment complaints have surfaced indicating some employees in homes and apartment situations are not consistently wearing their mask. This is for the safety of the consumers and the staff. Please follow and enforce guidelines. Some providers are requiring temperatures be taken of staff and visitors and recorded. It is very important to make sure that this is being monitored as requested. Rick encouraged providers to do some drop in visits to make sure that this procedure is followed as well as providing the education required.

• **Doctor Appointments**

It is important to keep scheduled doctor’s appointments for clients. If you cannot attend, then please communicate with the doctor’s office.

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

There are several instances of consumers not getting their regular labs during this COVID-19 time period. Please make sure to complete every medical requirement that you can for our consumers. This is standard practice. Residential providers have their own internal measures in place to make sure that consumers are going to their appointments. If a consumer misses an appointment, they should be scheduled for the next available appointment.

If you are experiencing COVID-19 issues in one of your homes, be sure that information is sent out to case managers and to ancillary providers. There have been several complaints that this is not being done.

As you are aware, LifeWays has the Monday.com portal for reporting COVID-19 for both staff and consumers.

- **In-services**

Please make sure that In-services are properly documented. Make sure all staff are trained by the clinician who is the professional or by provider management staff that have been trained successfully by that specialist. Please make sure the In-service form is completed and document the presenter doing the In-service. This information is needed for the July audit.

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

It is important to complete the CLS Outings when it is safe and available for our consumers.

- **Home and Community Based Services (HCBS) Consumers Choice Forms**

The case manager should ensure that the HCBS Consumer Choice form is completed prior to the annual Person-Centered Planning meetings for each consumer. Providers, please make sure the form is available and completed. This information is needed for the July audit.

- **Claim Process – February billing for submitting in March**

The claims process for February billing should be submitted by the first three days of March. For some of you this might be a change. This will ensure that if your billing claims are loaded into Leo by March 3<sup>rd</sup>, you will actually be paid on the 5<sup>th</sup>. This is the standard process going forward.

- **Telehealth Codes and Encounter Code Parameters**

These parameters are changing as of March 1, 2022. There will be no more 15-minute claims billed for under eight minutes. Encounter Codes under eight minutes will no longer be allowed. This change comes from the state.

- **Claims**

If you have any claims questions, contact Andrew Murphy, Provider analyst, Contract Management.

**Andrew Murphy**

**Phone 517-789-2487**

[Andrew.murphy@lifewayscmh.org](mailto:Andrew.murphy@lifewayscmh.org)

**Questions:**

Angel had a question about LEO not billing for H0032, Andrew recommended a LEO help desk ticket. PJ included in the comments that billing issues require a LEO helpdesk ticket every time you cannot bill.

Cindy Keyes, Quality Improvement, indicated changes with the LEO helpdesk. Calls to the LEO help desk only help with password or two factor authentication, everything else requires a LEO helpdesk ticket.

- **Verbal Signatures** - As of September 28, 2021, LifeWays returned to the pre-COVID-19 process for signatures. In person signatures are the standard now. An option for the signature to be obtained externally is to print the signature page, then scan as an attachment. In cases where documents were signed after September 28, 2021, with a verbal signature, you are required to contact client to get either a written or electronic signature on those documents.
- **Mandatory Vaccination** – LifeWays is not making any specific requirements concerning the vaccination mandates coming from the federal government. LifeWays advises all providers to contact your own legal counsel to figure out what will work best for your agency.

**Recipient Rights Note:** A quick reminder of the importance to maintain client confidentiality. do not let guardians pressure providers to get specific information regarding clients. Follow the Plan.

Courtney Sullivan reminded people to continue safety precautions regarding COVID-19.

### 30 Second PSA

None at this time.

### Upcoming Meetings

**Michael Cupp, Director,**  
Contracts Management

#### March 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
Kristen	Wright	LifeSpan