

# Professional Clinical Services Provider Meeting Presentation Summary



<b>Facilitators:</b>	<b>Conner Gibbons</b> , Credentialing Administrator, LifeWays Contract Management	<b>Date: February 8, 2022</b> <b>Time: 9:00 am-10:30 am</b> <b>Location: Microsoft Teams</b> <b>Next Meeting: March 8, 2022</b>
	<b>Bobby Coleman</b> , Provider Liaison, LifeWays Contract Management	
<b>Recorder:</b>	<b>Belle Black</b> , Administrative Assistant, LifeWays Contract Management	

## Agenda

9:00am	<b>Welcome Provider Kudos Provider Meetings 2022</b>	<b>Conner Gibbons</b> , Credentialing Administrator, LifeWays Contracts Management
9:10am	<b>Introduction</b>	<b>Bobby Coleman</b> , Provider Liaison LifeWays Contracts Management
9:15am	<b>Let's Revisit Telehealth</b>	<b>Ken Berger</b> , MA, LPC Corporate Compliance Officer LifeWays Community Mental Health
9:30am	<b>HSW/SEDW Audit</b>	<b>Andrew Murphy</b> , Provider Analyst LifeWays Contracts Management
9:40am	<b>Contracts Management Updates</b> <ul style="list-style-type: none"> <li>• Referral Portals</li> <li>• Durable Medical Equipment (DME) Process</li> <li>• Verbal Signatures</li> <li>• Mandatory Vaccination Rules</li> <li>• Telehealth Codes and Encounters Codes Parameters</li> </ul>	<b>Conner Gibbons</b> , Credentialing Administrator, LifeWays Contracts Management
10:20am	<b>Q &amp; A</b>	
10:25am	<b>30 Second PSA</b>	

<b>Kudos</b>	<b>Conner Gibbons, Credentialing Administratrator, LifeWays Contracts Management</b>
--------------	--

**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**

**Organization: Recovery Technology**

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: LifeWays

**KUDOS: Andrea Brinker**

**Organization: Integro**

**KUDOS: Emily Morrison**

**Organization: Integro**

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: LifeWays

<b>Introduction</b>	<b>Bobby Coleman, Provider Liaison, LifeWays Contracts Management</b>
---------------------	---

Our former Professional Services Provider Liaison, Makena L’Huillier, recently left LifeWays. Conner Gibbons introduced Bobby Coleman, the new Provider Liaison.

Bobby greeted everyone and introduced himself and gave some of his background. He has been in the LifeWays network for almost 11 years in various capacities and at other agencies. He is looking forward to getting to know all the providers and will be scheduling introductory meetings soon. LifeWays is glad to have Bobby; he will be a great asset to the Contracts Management Department.

<b>Let’s Revisit Telehealth</b>	<b>Ken Berger, MA, LPC, Corporate Compliance Officer, LifeWays Community Mental Health</b>
---------------------------------	--

Ken Berger shared a power point presentation on Telehealth. He gave a brief history of Telehealth and the increased use during COVID-19. Ken has assessed the use of

Telehealth over the last five months and there are some questions that have come up regarding the standard of care and the quality of care. Some examples of areas of concern are an annual assessment person centered planning and formal reviews. When these services take five minutes or less there is cause for concern. Some of these examples have been three minutes or even less. There is cause for concern for clients and for Federal Regulators. In the future there will be an audit of Telehealth for Medicare and Medicaid recipients.

Here is a portion of the criteria that will be considered:

- Is Telehealth necessary for this encounter, is there specific documentation justifying the encounter, did the documentation of the encounter meet the medical necessity and are interventions aligned with the goals and objectives?
- If the interventions are necessary and the report says they were done, could they reasonably be accomplished in the time frame that is documented?
- Moving forward it is important to address these questions to strengthen the quality of care and to mitigate risks.
- The procedure for Telehealth is undergoing revision right now. You will be notified of the revisions when they are complete.

**Habitation & Supports Waiver (HSW)/  
Serious Emotional Disturbance Waiver (SEDW) Audit**

**Andrew Murphy,  
Provider Analyst,  
LifeWays Contracts  
Management**

Audits will be:

- Conducted in LEO
- Required quarterly
- Sample of your cases
- Submitted electronically or scan the document and uploaded
- LEO, provider column, audits tab, audit templates.
  - Options for SEDW review, paper version also provided.

Audits in unsigned state:

- Updates coming to audit module within a few weeks.
- Module update to include allowing signatures.
- No helpdesk tickets needed, Lifeways is aware of the situation of unsigned audits
- If a staff does not have permission for audits, submit help desk ticket

Alexis Shared information regarding First Service Appointments:

- Calendar function
  - Appointments for calendars by agency or group of dummy calendars.
  - Please put in notes where there might be only certain staff available that can only take specific populations.
  - If there's an instance where you have multiple different appointments available for different population types, you won't be able to set the availability from eight to five because it won't break up like that.
  - Overbooking can happen, so if you have two staff that are available at the same time for a first service appointment you can put that in the notes so

that we can go in and essentially over book that calendar, you will only need to set up availability once.

- Reference the calendar DIG sheet in LEO help menu.
- Alexis suggested that if your agency has different programs and you would like to have a dummy calendar created, just put in a LEO helpdesk requesting that a dummy calendar be created, what you want them titled and what locations they need to be assigned, then that can be created for you.
- LEO can send a calendar notification for any appointment that is scheduled on a LEO calendar to the email address associated with your LEO account.

### Contracts Management Updates

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

- **Referral Portals** – The referral portals are still active on the LifeWays website. There are currently four portals. Home-based, Behavior Treatment Plan, Psychological Testing and Community Living Support referral portals. Those are located on the LifeWays website as forms. That is where those should be submitted. They are not waitlists. If you have any questions use the contracts email [contracts@lifewayscmh.org](mailto:contracts@lifewayscmh.org), submit a PAR (Provider Assistance Request) request or contact Belle Black, [belle.black@lifewayscmh.org](mailto:belle.black@lifewayscmh.org). Do not contact the service provider until those forms have gone through our process. We will reach out to you when that is done and ready to move on.
- **Durable Medical Equipment (DME) Process Updated** - This process has recently changed. A handout was presented. Steps are listed here.
  1. Person Centered Planning (PCP) meeting determines that DME/modification is needed and adds to Integrated Plan of Service (IPOS).
  2. Primary Case Holder (PCH) gathers needed medical necessity documents (Occupational Therapy (OT), physician, etc.) and uploads to LEO.
  3. DME packet is reviewed, reviewer notifies (UM) Utilization Management of approval to enter authorization.
  4. DME reviewer notifies Contracts and forward's packet.
  5. Contracts works with PCH to identify vendors and to send Request for Quote (RFQ)/Request for Proposal (RFP) to at least three vendors with timeframe for return.
  6. Vendors submit quotes/proposals. (If all vendors do not respond, we have still met our obligation.)
  7. Contracts selects vendor and negotiates rate.
  8. Provider Analyst sets up vendor file in LEO and with Accounts Payable.
  9. Contracts sends contract, down payment, etc. and notifies vendor to proceed.
    - Include invoice for down payment
  10. Vendor invoices submitted when work is complete, and claim is entered. Vendors close out is completed.

This process was discussed. Conner, Andrew, and David Lowe had additional suggestions that will be considered, and this process will be updated and presented when it is finalized. The main goal is to streamline this process to better serve the client. Belle will be a contact point to update Case Managers as to the place their client is in the process.

- **Verbal Signatures** - As of September 28, 2021, LifeWays returned to the pre-COVID-19 process for signatures. In person signatures are the standard now. Options for the signature to be obtained externally, print the signature page, then scan as an attachment.
- **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.
- **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.

## Q & A

Question in the chat – the eight-minute rule. It is a minimum of eight minutes to bill for a 15-minute encounter claim as of March 1, 2022.

## 30 Second PSA

Authorizations and Units and current Treatment Plan documents that might be unsigned

- Submit LEO helpdesk for any unsigned documents (due to removal of generic unbillable X code), to be administratively resolved due to either no authorization or no units left.
  - With the exception of treatment plans, interim plans, pre-plans, and formal review of progress
  - UM has requested that you enter an authorization for units, state in provider notes the purpose of the authorization, and request back dated to the date needed for ACTIVE plans only. (UM will not approve for lapses in plans.)
  - IF a document is completed but is not face to face AND client was not available, you can still select the proper authorization code, mark SAL page as “unbillable, not face to face”, and it will not take away from available units.

Discharge Summaries

- Discharges no longer requires supervisor signature, unless your agency does.
- If discharge is waiting on supervisor signature, the supervisor signature can be removed, unless agency policy states otherwise.

Provider dashboard

- Pilot testing phase-with a provider agency for a walk through and technical assistance with Power BI dashboard
- Phase one-specific data to each provider as applicable. Will be rolled out within two weeks
- Phase two-summary by provider and overall provider compliance
- To gain access, purchase PowerBI Pro License through Microsoft Office account, cost approximately \$9.99 a month as an addon feature

**March 8, 2022, at 9:00 a.m. – next meeting**

*This is the meeting for all LifeWays providers of Professional Clinical Services (PCS) and is separate from the meeting of providers that have Home and Community Based Supports. 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. The Professional Clinical Services Provider Group meeting occurs the second Tuesday of the months Feb, Mar, May, Jun, Aug, Sept, Nov, and Dec from 9:00 AM to 10:30 AM. 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.*

### **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>*

---

### **Attendance:**

*Carol Gilbert  
Randy Evans  
Penny Mickel  
Katelynn Miller  
Tim Monroe  
Mark Weatherwax  
Emily Morrison  
Tracy Roumell  
Jennifer Fitch  
Brittany Bragg  
Amy Cosgrovebridges  
Terra Chall  
Julie Pratt  
Amber Blanton  
Jodie Smith  
Susan Allen  
Michael Thompson  
Marc Stanley  
Alexis Shapiro  
Linda Langhann  
Angie O'Dowd  
Erin Wallace  
Conner Gibbons  
Andrew Murphy  
Amber Blanton  
Courtney Sullivan  
Sarah Sabin  
Cassandra Watson  
Cindy Keys  
Audra Hornbeck  
David Lowe*

*James Horrigan  
Kaitlin Burnham  
Kenneth Berger  
Philip Hoffman  
Michael Cupp  
Rick Van Wagoner  
Vicki Kime*