

Community Based Service Provider Presentation Summary



Facilitator: Rick Van Wagoner
Provider Liaison, Contracts and
Provider Network Management

Date: February 9, 2021
Time: 11:00 am-12:30 pm
Location: Microsoft Teams
Next Meeting: March 9, 2021

Recorder: Conner Gibbons, Credentialing
Administrator
Link to recorded meeting
[here.](#)

Topic Description

Speaker

Agenda

- Welcome
 - Provider Kudos, Rick Van Wagoner
- Corporate Compliance Update, Ken Berger
- Genoa COVID-19 Vaccination Update, Jon Abbey
- 1. COVID-19, Rick Van Wagoner
 - PPE Distribution
 - Vaccination Overview – Courtney Sullivan
 - Daily Reporting
- 2. Residential Monitoring, Rick Van Wagoner
 - Bed Alarms and Wheelchair Alarms- Monitoring and Documentation
 - Staff meetings
 - Demonstrating on the job training
 - Notifying UM when a consumer vacancy occurs
 - Standing Medical Orders
 - CPI transition to QBS Safety Care
 - Drop-Ins
- Director of Network Contracts Updates – Michael Cupp
 - LEO
 - 2 factor authentications (2FA)
 - Provider Satisfaction Survey
 - CISM
- 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

- 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



February 9, 2021

Congratulate, support, and show appreciation for our Providers and their Staff!!

Submitted: Tony Thomas **Organization:** Christ Centered Home, Inc

Kudos: I would like to take a moment to celebrate Cheryl Howard & Connie Wilson of CCHI for their efforts in working over the last several months; ensuring that our consumers are supported during these most difficult times. They are passionate about the health and safety of the consumer.

Corporate Compliance Update-Adverse Benefit Notice and COVID-19 Scam

**Ken Berger, Corporate
Compliance/ Risk
Management/HIPAA
Privacy Officer**

- Power Point presentation by Ken Berger was shared. View power point [here](#).
 - Legal Reminder – Adverse Benefit Notice is a written notice that a benefit/service is being terminated and is required by federal law. The notice is to be sent by mail before the service/benefit is terminated. It can be hand delivered to the recipient of the service or guardian, or legal representative but must be documented, dated.
Backdating is UNETHICAL and ILLEGAL.
 - COVID-19 Scam Alert - Medicare and Medicaid, elderly and disabled, and those who LifeWays serve can be targeted. I.E. A telephone call informing of a COVID vaccination shortage that requires personal identifying information and credit/debit card info. How can we help? Providers must make the people they serve aware of this scam and how to report it if it happens to them. Questions? Contact Ken Berger at 514-796-4526, ken.berger@lifewayscmh.org

Genoa COVID-19 Vaccination Update

Jon Abbey, PharmD, Site
Manager, Genoa
Healthcare

- Genoa has COVID-19 vaccines and is working with the health department and MHA with their redistribution process involving the Walgreens and CVS initiatives. For homes that are positive, scheduling is recommended after quarantine is over. New Genoa consent forms must be completed when receiving vaccinations. Please contact Genoa for scheduling and/or questions at 517-789-8579.

Updates

Rick Van Wagoner,
Provider Liaison,
Contracts and Provider
Network Management

1. COVID-19

- PPE Distribution

PPE is available. Friday, February 12 from 2 – 4 pm is scheduled for distribution here at LifeWays. Please contact Rick Van Wagoner for more details. 517-780-3315, rick.vanwagoner@lifewayscmh.org

- Vaccination Overview – Courtney Sullivan

There is a decrease in numbers. Variants from other countries are being reported as more contagious. All precautions must be continued including mask wearing. Discussion with clients regarding the safety and effectiveness of the vaccinations is beneficial. The CDC provides the correct information to share. Courtney is available to talk to staff regarding the vaccination efficacy and possible side effects. Please contact her at courtney.sullivan@lifewayscmh.org to schedule.

- Daily Reporting

Daily reporting has been very helpful to keep track and subsequently provide support if needed. Daily reporting has been on the decline but is still necessary and LifeWays will follow-up with those providers who have not been providing the reports.

2. Residential Monitoring

- Alarms – Wheelchair and Bed

Make sure alarms are in working order and in good order, i.e. battery replacement when needed. When site visits are done these alarms will be checked as part of the review.

- Staff meetings

Clear communication, especially during COVID time, to staff is necessary and very important so that all are aware of what is happening in the homes. Staff meetings need to be documented and will be reviewed during the site visit.

- Demonstrating on the job training

On the job training is important and required. This is in addition to the Relias training.

- Notifying M when consumer vacancy

Please notify Britany Bragg, britany.bragg@lifewayscmh.org, in UM as well as Rick Van Wagoner, rick.vanwagoner@lifewayscmh.org, when a consumer vacancy occurs.

- Standing Medical Orders

Standing medical orders must be followed and documented by staff.

- CPI transition to QBS Safety Care

Last CPI class is Thursday, February 11. Organizations that requested residential trainers will be contacted regarding scheduling and details. Scheduling will be posted for all others requiring the new training. Safety Care is a six-hour long training and will be offered on Thursdays and Fridays at LifeWays.

- Drop – Ins

In person drop-in visitation is resuming.

Director of Contract Network Updates

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

- **Audit**
Multiple audits are being conducted concurrently. Requests for information are ongoing.
- **Provider Registry Update**
Lists all of LifeWays providers and information. Please fill out the online form to keep records up to date and accurate. This will be an annual request. This information will be shared via the LifeWays website.
- **The Provider Satisfaction survey has been sent out. Survey will end in February 28.**
A new survey, the Provider Satisfaction with LifeWays survey will be launched today and is open until March 5. Results of these surveys will be shared.
- **CISM**
Available is the Crisis Incident Stress Management at LifeWays. This team will provide supports for traumatic stress in a home, provider agency, or the community. You can call LifeWays at 517-789-1200 and ask for CISM response. The call will be forwarded to crisis clinicians who will work to dispatch a team based on need.
- **LEO**
 - 2 factor authentications (2FA)
Tokens can be ordered. Please contact your provider liaison for ordering information, usage instructions, and/or app set up.

Q and A

None

30 Second PSA

- On Wednesdays, certain Jackson schools have been giving away fresh vegetables and some frozen foods. [Farmers Box Flyer.jpg](#)
- Face to face provider meetings will resume this summer.

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 5 days prior to the Tuesday meeting you are submitting a request for.**

If there are not enough details in the request or the request is not submitted using this form it won't be included. You can access the request form [here](#).

If you have any documents or handouts to supplement your submission, please ensure you send this to the contracts email, contracts@lifewayscmh.org

Attendance

Present

Cheryl Howard
Melody Dixon - Northland
Tony Thomas – Christ Centered Homes
Ramon Beltran – Beacon Specialized Living
Kristen Wright
Tiffany Smith – Renaissance II
Angel Bail – Renaissance Community Homes
Ken Berger - LifeWays
Alexis Shapiro – LifeWays
Cassandra Watson
Amie Howes - Bunting
Roxie McUmber – LifeWays
Brittany Bragg – LifeWays
Elizabeth Pierce
Teri Miskowski – Rice Manor
Karrie Beilfuss - LifeSpan
Darlene Devine – Bunting
Connie Wilson – Christ Centered Homes
Christina Hoffman – Hope Network
Davis Better Care Guest
Angela Stiles – Cascades
Elizabeth Pierce – Sheffield Home
Melissa Frash – Community Living Network (FI)
Jamie
Rachel
Roderic Davis – Davis Better Care
Barb Freysinger – LifeSpan
Beth Cooley – Renaissance
Cindy Keyes – LifeWays
Lisa Monk – Tenacious Living
Courtney Sullivan – LifeWays
Tracie
Angie Bevier
Joseph Morris
Shelly Keinath
Neale Maske
Sara Johnson – Renaissance
Jon Abbey – Genoa Health
Paul
Jamie
Lisa Stewart
Pamela Griffith – Twin Maples