

Professional Clinical Services Provider Meeting Presentation Summary



Facilitator:	Makena L'Huillier Provider Analyst, Contracts and Provider Network Management	Date: February 09, 2021 Time: 9:00 am-10:30am Location: Microsoft Teams Next Meeting: March 09, 2021
Recorder:	Conner Gibbons, Credentialing Administrator	

Link to recorded meeting [here](#).

Agenda

- Welcome
- Provider Kudos
- Director of Network Contracts Updates; Michael Cupp, Director, LifeWays Contracts and Provider Network Management
- Corporate Compliance Update; Ken Berger, Corporate Compliance/Risk Management/HIPAA Privacy Officer
- Utilization Management; Kaitlin Burnham, Network Clinical Trainer, Utilization Management
- Genoa COVID-19 Vaccination Update; Jon Abbey, PharmD, Site Manager, Genoa Healthcare
- Medical Service Referrals; Cassandra Watson AND, BS, MPH, Director, Integrated Health and Courtney Sullivan, RN, BSN, Supervisor, Medical Services
- Q&A; Michael Cupp, Director, Contracts and Provider Network Management
- 30 Second PSA; Michael Cupp, Director, Contracts and Provider Network Management

Provider Kudos



February 09, 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.

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*

Director of Network Contract Updates

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

- COVID Reporting update
 - 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 Factor Authentication
 - LifeWays does not provide tokens for 2 Factor authorization. Providers will need to contact their provider liaison for further instruction on ordering and how to use the 2 Factor authorization app.
- 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.
- QI Audit Update
 - Thanks to all within the provider network for their assistance with the current audits.
- 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.
- BTP Waitlist process
 - Referrals should come to LifeWays by contacting the contracts department or by using the PAR form.
- Provider Registry Update
 - Lists all of LifeWays providers and information. Please fill out the online form to keep records up to date and accurate.

<p align="center">Corporate Compliance Update</p>	<p>Ken Berger, Corporate Compliance/Risk Management/HIPAA Privacy Officer</p>
<ul style="list-style-type: none"> • Power Point presentation by Ken Berger was shared. View power point here. <ul style="list-style-type: none"> ➤ <u>Legal Reminder</u> – 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 but must be documented, dated. Backdating is UNETHICAL and ILLEGAL. ➤ <u>COVID-19 Scam Alert</u> - 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. Providers must make the people they serve aware of this scam. Contact Ken Berger at 514-796-4526, ken.berger@lifewayscmh.org 	
<p align="center">Utilization Management Updates</p>	<p>David Lowe for Kaitlin Burnham, Network Clinical Trainer, Utilization Management,</p>
<ul style="list-style-type: none"> • Editing and changing documents <ul style="list-style-type: none"> ➤ In clinical documentation, changes must be appropriately documented explaining the reason for the change or edit. Not providing an explanation can become a legal issue while affecting the care/support a consumer receives. 	
<p align="center">Genoa COVID-19 Vaccination Update</p>	<p>Jon Abbey, PharmD, Site Manager, Genoa Health</p>
<ul style="list-style-type: none"> • Genoa has COVID-19 vaccines and is working with the health department and MHA with their redistribution process involving the Walgreens and CVS initiatives. Please contact Genoa with questions at 517-789-8579. 	
<p align="center">Medical Service Referrals</p>	<p>Cassandra Watson, Director Integrated Health and Courtney Sullivan, Supervisor, Medical Services</p>
<ul style="list-style-type: none"> • Power Point Presentation was shared by Cassandra Watson and Courtney Sullivan. View power point here. <ul style="list-style-type: none"> ➤ The presentation was shared to give providers information regarding changes in completing referrals, authorizations, and transitions. Primary services that are provided is a psychiatric evaluation, a medical review, and a nursing assessment. LifeWays does not offer Neuropsychological Evaluations. This very informative power point is available here for review. 	
<p align="center">Q and A, Michael Cupp</p>	
<ul style="list-style-type: none"> • None 	
<p align="center">30 Second PSA, Michael Cupp</p>	
<ul style="list-style-type: none"> • KUDOS from David Lowe to the Lifeways network, thank you for your work with high risk residential placements. • Updated provider manuals should be out soon. 	

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 you have any documents or handouts to supplement your submission, please ensure you send this to the contracts email. 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](#).

Attendance

Present

Michael Cupp - LifeWays
Cindy Keyes – LifeWays
Cassandra Watson – LifeWays
Amy Jehnzen – JCDOA
Ken Berger – LifeWays
Danielle Pequet – JCDOA
Jon Abbey – Genoa Health
Ann Monroe – ARE
Joni
Susan Allan - Segue
James Horigan – LifeWays
Tim Monroe – Highfields
Emily Morrison – Integro
Alexis Shapiro – LifeWays
Jodi Smith – LifeWays
Randy Evans – LifeWays
Penny Mikel – Hillsdale Hospital
Roxie McUmber – LifeWays
Tracie Roumell – Healthy Dimensions
Sarah Sabin – Family Service & Children's Aid
Angie O'Dowd – LifeWays
Olivia Ramirez-Roberts - ROI
Amy Cosgrove-Bridges – LifeWays
David Lowe – LifeWays
Courtney Sullivan – LifeWays
Jim DeBruler – Recovery Technology
Lara Hewson – Highfields
Rick Van Wagoner – LifeWays
Makena L' Huillier – LifeWays
Kate Jimenez – Momentum
Mike Thompson – Segue
Marc Stanley – SEDRS
Teresa Unger-Branson – Case Management of Michigan
Chloe Melick
Julie Pratt – Comprehensive Speech Therapy
Carol Gilbert - Integro
Sherry Reidel – Comprehensive Speech Therapy
Conner Gibbons - LifeWays

Landria Green
Philip Hoffman - LifeWays

