



## Professional Clinical Services Provider Meeting Summary

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

### Agenda

9:00am	<b>Welcome</b> <b>Provider Kudos</b> <b>Introduction – Brenda Lewis</b> <b>Power BI</b> <ul style="list-style-type: none"><li>• Primary Case Holder</li><li>• Timeframe</li><li>• Cost</li></ul> <b>Durable Medical Equipment (DME) Process</b> <b>Wage Study Survey</b> <b>Job Fair Survey</b> <b>Integro Cases</b> <ul style="list-style-type: none"><li>• Assign</li><li>• Option to change</li></ul> <b>New Providers and BTP Services</b> <ul style="list-style-type: none"><li>• Illuminate Therapy</li><li>• Sparks Behavioral</li></ul>	<b>Bobby Coleman</b> , Provider Liaison LifeWays Contracts Management
9:40am	<b>Integrated Health Care Coordination</b>	<b>Courtney Sullivan</b> , Supervisor Integrated Health Clinic Services Clinical Care Division
9:50am	<b>LEO News/Updates</b> <ul style="list-style-type: none"><li>• Add Staff (how-to)</li><li>• Calling LEO Help Desk</li><li>• Disabled LEO Account (Automatic – 45 days)</li></ul>	<b>Alexis Shapiro</b> EMR System Administrator
10:10am	<b>Contracts Management Updates</b> <ul style="list-style-type: none"><li>• Contract Amendments</li><li>• Next Meeting Date – May 10<sup>th</sup></li></ul>	<b>Michael Cupp</b> , Director LifeWays Contracts Management
10:20am	<b>Q &amp; A</b>	
10:25am	<b>30 Second PSA</b>	

<b>Welcome</b>	<b>Bobby Coleman</b> , Provider Liaison LifeWays Contracts Management
<p>Bobby welcomed providers and general guidelines for the virtual meeting were shared.</p> <p>There were no Provider Kudos at this time.</p> <p>Bobby introduced Brenda Lewis, Claims Specialist. She gave brief instructions for her new position.</p> <ul style="list-style-type: none"> <li>• Submit Claims to Brenda.</li> <li>• When submitting claims with an issue, please include a note at the bottom.</li> <li>• Call (517) 789-2497 with any questions.</li> <li>• Contact Brenda through LEO as well.</li> </ul> <p>Power BI Database</p> <ul style="list-style-type: none"> <li>• Primary Case Holder</li> <li>• Timeframe – within the next few months</li> <li>• Cost is \$9.99 per person</li> </ul> <p>Durable Medical Equipment</p> <ul style="list-style-type: none"> <li>• The new process was discussed, and directions will be emailed to everyone.</li> </ul> <p>Wage Study Survey</p> <ul style="list-style-type: none"> <li>• Please complete the survey. It is not mandatory, but LifeWays supports this.</li> </ul> <p>Job Fair Survey</p> <ul style="list-style-type: none"> <li>• The Contracts Management Department would like to know what providers would like to be part of the Job Fair. Please email <a href="mailto:Bobby.coleman@lifewaysmi.org">Bobby.coleman@lifewaysmi.org</a>.</li> </ul> <p>Integro Cases</p> <ul style="list-style-type: none"> <li>• Primary Case Holders will contact consumers and let them choose which provider they prefer or stay on the wait list.</li> <li>• If no choice is made, LifeWays will assign consumer, but they will have the option to change at any time.</li> </ul> <p>New Providers and BTP Services</p> <ul style="list-style-type: none"> <li>• Illuminate Therapy</li> <li>• Sparks Behavioral</li> </ul>	

<b>Integrated Health and Care Coordination</b>	<b>Courtney Sullivan</b> , Supervisor Integrated Health Clinic Services Clinical Care Division
<p>Courtney introduced Kelly Bigg, a second Integrated Health Care Coordinator. She is helping to transition cases to Primary Care Physicians for medications and may assist with other things. We are opening that up within the Provider Network. If you would like Kelly to assist you in coordinating with a primary care physician request this should be submitted in a consultation note with a response required by Kelly and</p>	

add Courtney as well. She will help with coordination of documents to physicians, have conversations with them, and take care of some of the back-and-forth communication between providers and physicians.

Kelly Bigg  
(517) 262-1478  
[Kelly.bigg@lifewaysmi.org](mailto:Kelly.bigg@lifewaysmi.org)

### LEO News/Updates

**Alexis Shapiro**  
EMR System Administrator

#### LEO News/Updates

- Add Staff (how-to)
  - LEO user form is to be used to add users and attached to a help desk ticket.
  - LEO user form is found under the help menu in LEO.
  - You can add multiple users at one time by completing a LEO user form for multiple users, and submitting one LEO Help Desk Ticket, attaching the user forms.
  - Adding staff to your directory can be completed by going to the provider management page. There should be at least one person in each agency that has permissions to do this. If you want more than one person to be able to do this, then submit a help desk ticket.
- Calling LEO Help Desk – (517) 780-3330.
  - Locked out of LEO/Account Disabled
  - 2-Factor Authentication isn't working, or you've gotten a new phone or upgraded it
  - E-Prescribing is not working
- Disabled LEO Account (Automatic – 45 days)
  - All user accounts will now be automatically disabled after 45-days of inactivity. This will happen daily, rather than a manual process once a month. Please make sure to set a reminder (e.g., Outlook calendar), to log in to your LEO account at least once every 30 days. This includes referral accounts!

### Contracts Management Updates

**Michael Cupp**, Director  
LifeWays Contracts  
Management

- **Contract Amendments** – Contract Amendments have all been sent out. If you did not receive yours, please check your spam folder. This amendment is for an across-the-board increase in our rates. The exception is for the residential codes H2016 and T1020 and in some cases H0032. Outside of these codes rates are increasing by 7.5%. This is effective as soon as April 1. This is a temporary increase to address the extraordinary costs that many companies are facing today. When the government announces that the public health emergency has ended, we will continue these rates for six months. At that time, the rates will reset to the previous amount. The money is available to you as a Medicaid rate. There is still COVID-19 special money available for some expenses. This money can be utilized in whatever way makes the best sense for your business. Here is a strong word of caution, the money is temporary, so be cautious about using it for salary increases, or wages. This might be best used as incentives, recruiting, or supporting the infrastructure. Your

company is asked to put in writing your plan, so we have a record. If you have questions about this, please contact me at [Michael.cupp@lifewaysmi.org](mailto:Michael.cupp@lifewaysmi.org).

Another note, the amendment needs to be signed by March 29, to get the increase by April 1. You will not get the increase until the amendment is signed, and it will not be retroactive. If not signed by March 29, then the new rate won't go into effect until April 15.

- **Next Meeting Date – May 10**

## Q & A

Denae Tracy announced:

### **Lunch and Learn**

**Monday, March 14, 12:00 p.m. to 12:30 p.m.**

### **MyPlate Guidelines**

**Jessica Balmer**

This training will be a 30-minute segment on a physical health care topic. These trainings will continue on various topics every second Monday of every month at the same time.

## 30 Second PSA

### **May 10, 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@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 notes, supporting documents, process alerts, and the provider manual on the Provider page of the LifeWays website. <https://www.lifewaysmi.org/>*

**Attendance:**

Michael Cupp  
Rick Van Wagoner  
Conner Gibbons  
Andrew Murphy  
Carol Gilbert  
Randy Evans  
Penny Mickel  
Jennifer Fitch  
Katelynn Miller  
Tim Monroe  
Mark Weatherwax  
Emily Morrison  
Kelly Bigg  
Jim DeBruler  
Tracy Roumell  
Brittany Bragg  
Amy Cosgrovebridges  
Terra Chall  
Julie Pratt  
Amber Blanton  
Jodie Smith  
Michael Thompson  
Alexis Shapiro  
Amber Blanton  
Courtney Sullivan  
Brenda Lewis  
Bobby Coleman  
Denaë Tracy  
Christina Hoffman  
Brenda Lewis  
James Horigan  
Kenneth Berger  
Rick Van Wagoner  
Deanna  
Diane Cranston