



Community Based Services Provider Meeting Summary

Facilitator:	Rick Van Wagoner Provider Liaison, Contracts Management	Date: March 8, 2022 Time: 11am - 12:30 pm Location: Microsoft Teams Next Meeting: May 10, 2022
Recorder:	Belle Black, Administrative Assistant	

Agenda

11:00am	Welcome <ul style="list-style-type: none">• Provider Kudos• Direct Care Worker (DCW) Pay Stubs• Personal Protective Equipment (PPE) – staff using in the homes• Doctor Appointments• Labs, appointments, follow-ups, medical supplies in home• In-services• Community Living Supports (CLS) Outings• Salary and Wages Survey• Sparks Behavioral and Illuminate Therapy - Behavioral Treatment Plan (BTP)• LifeWays Logo	Rick Van Wagoner, Provider Liaison LifeWays Contracts Management
11:40am	Integrated Health Care Coordination	Courtney Sullivan, Supervisor Integrated Health LifeWays Clinical Care Division
11:55am	LEO Updates <ul style="list-style-type: none">• Add Staff (how-to)• Calling LEO Help Desk• Disabled LEO Account (Automatic – 45 days)	Alexis Shapiro EMR System Administrator, LifeWays
12:15pm	Contracts Management Updates <ul style="list-style-type: none">• Next Meeting Date – May 10	Michael Cupp, Director LifeWays Contracts Management
12:20pm	Q & A	
12:25pm	30 Second PSA	

Provider Kudos

Provider Kudos – Congratulate, support, or show appreciation for our Providers and/or their Staff!!

There were not any Provider Kudos this month! We look forward to next month.

If you would like to publicly recognize someone with some kudos at the upcoming Community Based Services Provider Group meeting, please send to the Contracts Department Email at contracts@lifewaysmi.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
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Agenda Items	Rick Van Wagoner, Provider Liaison, LifeWays Contracts Management
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- **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)**

LifeWays will provide Personal Protective Equipment as needed. Let your Provider Liaison know your need.

- **Doctor Appointments**

It is important to keep scheduled doctor's appointments for clients. If you cannot attend, please communicate with the doctor's office and reschedule the appointment.

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

Please make sure consumers get their labs on time and complete every medical requirement 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.

- **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**

Please be sure your consumers are getting out in the community doing things they would normally do again. Be sure to follow the Home and Community Based Services rules regarding the CLS outings.

- **Salary and Wages Survey**

The Michigan Department of Health and Human Services has requested that all providers fill out the Salary and Wages Survey. You all have received the information via email several times. It is due March 31.

- **Sparks Behavioral and Illuminate Therapy – Behavior Treatment Plan (BTP)**

LifeWays has added two new BTP providers, Sparks Behavioral and Illuminate Therapy.

- **LifeWays Logo**

LifeWays new logo is going live April 1.

Integrated Health Care Coordination

Courtney Sullivan, Supervisor
Integrated Health Clinic Services
LifeWays Clinical Care Division

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 add Courtney Sullivan 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

LEO Updates

Alexis Shapiro
EMR System Administrator,
LifeWays

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 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

- 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.

30 Second PSA

Michael Cupp, Director
LifeWays Contracts Management

- Michael commended Rick Van Wagoner for not only completing his regular duties as Provider Liaison for Community Based Services but also going above and beyond in his work to cover shifts as a direct care worker involving a particularly difficult case. This went on for several weeks. Rick did a great job.

Upcoming Meetings

Michael Cupp, Director
LifeWays Contracts Management

There is no meeting in April, the next Meeting Date is May 10 at 11 am.

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. 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 page of the LifeWays website. <https://lifewaysmi.org/>

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 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.

Meeting Attendance

Melissa	Frash	CLN
Pam	Griffith	Twin Maples
Beth	Cooley	Renaissance
Teri	Miskowski	Rice Manor
Patricia	Grant	Hope Network
Diane	Cranston	Genoa Healthcare

Lisa	Monk	Tenacious Living	
Barbara	Freysinger	LifeSpan Consultant	
Karmen	Ball	Cornerstone	
LaToshia	Baruti	Creekside	
Shelly	Keinath	Beacon Specialized Living	
Karrie	Beilfuss	LifeSpan	
Kristen	Wright	LifeSpan	
Angie	Bevier	LifeSpan	
Tiffany	Smith	Renaissance	
Karrie	Wiel		
Joseph	Morris	Renaissance	Twin Maples