

Professional Clinical Services Provider Meeting Presentation Summary



Facilitator: Makena L’Huillier Provider Analyst, Contracts and Provider Network Management	Date: March 09, 2021 Time: 9:00 am-10:00am Location: Microsoft Teams Next Meeting: May 11, 2021
Recorder: Susan Wood, Administrative Assistant	
Link to recorded meeting here.	

Agenda

- Welcome
- Provider Kudos
- CPNM Updates
- Genoa Healthcare Overview
- Adverse Benefit Letter
- Face to Face Expectations
- Q&A; Michael Cupp, Director, Contracts and Provider Network Management
- 30 Second PSA; Michael Cupp, Director, Contracts and Provider Network Management

Provider Kudos



March 09, 2021

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

Recognized by Conner Gibbons **Organization:** LifeWays-Self-D staff

Kudos: Everyone working with the self-directed services community and their flexibility with the many changes that have been occurring.

Reminder: Kudo's are submitted using the Provide Request Form

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

CPNM Updates

Conner Gibbons, Credentialing Administrator, CPNM

- **COVID-19 Reporting**
Submission of COVID-19 reports will be required weekly, not daily. If positive, symptomatic and/or exposure cases still need to be reported the same day.
- **COVID-19 Premium Pay Extension**
Extension of the premium pay will continue until July 9, 2021 and possibly extending past that date. We will keep providers updated.
- **Monitoring Data**
LifeWays will be sending out reports to address specific areas of performance, i.e. BHTEDS, overdue assignments, IPOS, documents not signed in 3 days, inactive staff assignment, provider assignment issues as well as other issues. The data provided is to be used to improve as much as possible. If you have questions reach out to your provider liaison to try to work out solutions.
- **CPCAN**
This is a training offer by the Council for Prevention of Child Abuse and Neglect. Continuing Education Credits are offered. Link to brochure [here](#).
- **AHPS (Arbor Hills Psychological Services) Auth Flow Chart**
This chart was created by AHPS and can be shared at this meeting. Conner reviewed the steps. You can access this form [here](#).
- **AFC Heritage House opening**
Two openings are available for ambulatory adults, male or female. Rooms are located upstairs. Please contact Peg Root at 517.283.3152. Heritage House is in Reading, MI.
- **QBS/Safety Care update, CPI training**
Safety Care is in full roll out. QBS is no longer being used. Staff training is occurring agency by agency and we are working to get staff trained. Please contact the CPNM department or Kaitlyn Burnham for more information and scheduling.

Genoa Healthcare Overview

Tiffany Becken, RPh, Director of Operations | Genoa Healthcare

- Tiffany Becken shared a PowerPoint regarding Genoa Healthcare, its history, its specialties, who they serve, the MED DROP program, and COVID vaccinations. View the PowerPoint [here](#).

tbecken@genoahealthcare.com
www.genoahealthcare.com

<p style="text-align: center;">Adverse Benefit Letter</p>	<p style="text-align: center;">Kaitlyn Burnham, Network Clinical Trainer, Utilization Management, LifeWays</p>
<ul style="list-style-type: none"> The Adverse Benefit Letter is in LEO. It is completed whenever an Advanced Notice is required and being submitted. This form will take effect on March 22, 2021. The changes and updates were based on a PCE wide workgroup and based on recommendations and/or findings from the HSAG audits that were completed last year. If issues arise after implementation of the form, please submit a LEO helpdesk ticket. View the form here. 	
<p style="text-align: center;">Face to Face Expectations</p>	<p style="text-align: center;">Kaitlyn Burnham, Network Clinical Trainer, Utilization Management, LifeWays</p>
<ul style="list-style-type: none"> Face to Face Expectations Complaints have been received by MDHHS-Behavioral Health & Developmental Disabilities Administration from consumers, beneficiaries, and families and other state agencies that CMH's have been denying or not offering Face to Face services and supports. View the letter here. The BHDDA states that Face to Face services must be provided unless they cannot be provided safely, or the family specifically requests telehealth services. Essential elements of the PCP process and requirements can be seen by viewing the PowerPoint here. 	
<p style="text-align: center;">Q and A, Michael Cupp</p>	
<ul style="list-style-type: none"> None 	
<p style="text-align: center;">30 Second PSA, Michael Cupp</p>	
<ul style="list-style-type: none"> Southeast Dispute Resolution Services is available for facilitation for the behavioral plan meetings. Please contact Joni Bibler at jbibler@sedrs.org or Marc Stanley marc.stanley75@gmail.com for more information. Reminder: Community Based and Professional Clinical provider meetings are separate and meet on the second Tuesday of these months: Feb, Mar, May, Jun, Aug, Sept, Nov., and Dec. When adding new LEO user requests please remember to allow for 5 days for responses/updates. Always check your LEO messages for responses to your LEO helpdesk ticket. 2 factor authorizations will be turned on for new users. Staff need to be aware of the use of a token or using the authenticator app. There is a DIG sheet in the LEO help menu to assist staff in set up and a DIG sheet with instructions on how to submit a help desk ticket. Thank you for help with the surveys. The provider satisfaction survey is closed. The consumer satisfaction survey will close this Friday, March 12. 	

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

Randy Evans	LifeWays
Penny Mickel	LifeWays
Cindy Keyes	LifeWays
Roxie McUmber	LifeWays
James Horrigan	LifeWays
Alexis Shapiro	LifeWays
Ken Berger	LifeWays
Courtney Sullivan	LifeWays
Emily Morrison	Integro
Catrina Crane	SEDRS Intern
Markeis Burch	Momentum, Clinical Director
Sarah Sabin	FSCA
Lara Hewson	Highfields
Joni Bibler	SEDRS, Behavioral Health Facilitation Coordinator
Deanna Hopkins	Alternative Choices
Courtney McIntosh	HFAH
Michael Thompson	Segue
Tiffany Becken	Genoa
Linda Langhann	Alternative Choices
Chloe Melick	Centria
Vicki Kime	LifeWays
Amber Blanton	A. R. E., Inc.
Carol Gilbert	Integro
Jim DeBruler	Recovery Technology
Tracy Roumell	Healthy Dimensions
Kate Jimenez	Momentum
Amy Cosgrove-Bridges	LifeWays, CSM/SC Supervisor
Christina Tindal	LifeWays
Dianna Nelson	Alternative Choices
Tim Monroe	Highfields
Susan Allan	Segue
Matthew Smith	Arbor Hills Psychological Services
Ann Monroe	A. R. E., Inc.
Julie Pratt	Comprehensive Speech & Therapy
Marc Stanley	SEDRS
Amy Jehnzen	JCDOA
Tiffany Stanley	Guest-SEDRS
Kate Jimenez	Blue Sprig Pediatrics-Operations Manager
Susan Wood	LifeWays
Makena L'Huillier	LifeWays
Conner Gibbons	LifeWays
Tony McMurtry	LifeWays
Rick Van Wagoner	LifeWays