



Community Based Services Provider Meeting Summary

Facilitator:	Rick Van Wagoner Provider Liaison, Contracts Management	Date: May 10, 2022 Time: 11am - 12:30 pm Location: Microsoft Teams Next Meeting: June 14, 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 	Rick Van Wagoner, Provider Liaison LifeWays Contracts Management
11:15am	Transition	Brittany Bragg, MA, NCC, LPC Utilization Manager
11:25am	Psychiatric Services/Med Clinic Authorizations	Jennifer Fitch, LMSW-Clinical & Macro Director, Utilization Management
11:35am	LEO News/Updates Power BI Presentation	Alexis Shapiro EMR System Administrator, LifeWays
11:55pm	Contracts Management Updates <ul style="list-style-type: none"> • Treatment Plans <ul style="list-style-type: none"> – Timeline for Assessment/Preplans/TX Plans – Lapsing Treatment Plans • Residential Rates – H2015 • Concord • Reminder: Failure to bill a clean claim is not an appealable claim • Next Meeting Date – June 14 	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!!

Nancy McKittrick – Hope Network

Kudos to Nancy Mckittrick from Hope Network for her help and prompt responses for action with the MSHN Interim Review. While I hadn't formally met Nancy until LifeWays new provider orientation on 4/7/22, she made working together very easy and much appreciated! Thank you again for taking time away from your busy schedule to provide resolution to the action needed for response back to MSHN. Looking forward to working with you more!

Terra Chall and Becky Womboldt – Highfields

Kudos to Terra Chall and Becky Womboldt for their help and prompt response for action relating to the MSHN Interim Review. While audits are always stressful and take away from other responsibilities, it is refreshing to work with Terra and Becky for resolution that is needed for audits. They swiftly resolved the issue needed for the case that MSHN had reviewed. Plus, we identified some things that need to be updated in the WRAP treatment plans that print and as a result will get fixed by PCE. Thanks again and you both rock!

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

Agenda Items	Rick Van Wagoner, Provider Liaison, LifeWays Contracts Management
---------------------	--

- **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.

Transition

Rick Van Wagoner, Provider Liaison

Brittany Bragg was unable to attend so Rick gave a brief update that Brittany Bragg transitioned to Utilization Manager.

Psychiatric Services/Med Clinic Authorizations

Jennifer Fitch, LMSW-Clinical & Macro, Director, Utilization Management

Bobby introduced Jennifer as the new Director of Utilization Management. Jennifer discussed Med Services and Med Clinic Authorizations regarding psychiatric services.

- Be sure to enter the correct codes for evaluation and ongoing services.

LEO Updates

Michael Cupp, Director LifeWays Contracts Management

LEO News/Updates

- Power BI
 - Michael Cupp gave a brief overview of how Power BI works and the benefits of using this program.
 - Each LifeWays provider will be required to have at least one account.

Contracts Management Updates

Michael Cupp, Director LifeWays Contracts Management

- Treatment Plans
 - HCBS forms need to be filled out, specifically if the individual has any HCBS related services.
- Residential Rates – H2015
 - H0032 will be discontinued soon.
- Concord
 - Providers now have access to Concord to view and sign contracts. We will reach out to you and set up training for this.
- Reminder: Failure to bill a clean claim is not an appealable claim
 - There was some discussion on clean claims. Billing error on LifeWays part is an appealable claim. If claim was billed incorrectly, wrong dates, no notes, etc. it is not appealable.
- Next Meeting date is June 14

30 Second PSA

Michael Cupp, Director LifeWays Contracts Management

- Nothing at this time.

Upcoming Meetings

Michael Cupp, Director LifeWays Contracts Management

No meeting in April

Next meeting is May 10, 2022

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
Teri	Miskowski	Rice Manor
Diane	Cranston	Genoa Healthcare
Lisa	Monk	Tenacious Living
Barbara	Freysinger	LifeSpan Consultant
LaToshia	Baruti	Creekside
Karrie	Beilfuss	LifeSpan
Tina	Jenkins	Choices/SD
Sam	Dixon	Creekside
Rhonda	Perreault	Genoa
Akrum	Eidelsfy	Blue Lakes
Connie	Wilson	CCHI
Sara	Johnson	Renaissance
Sara	Kolesar	Illuminate
Andrew	Rhodes	
Tony	Thomas	CCHI
Terry	Ogg	
Michael	Thompson	Segue