



**Professional Clinical Services Provider
Meeting Summary**

Facilitators:	Bobby Coleman , Provider Liaison, LifeWays Contract Management	Date: May 10, 2022 Time: 9:00 am-10:30 am Location: Microsoft Teams Next Meeting: June 14, 2022
Recorder:	Belle Black , Administrative Assistant, LifeWays Contract Management	

Agenda

Welcome

Virtual Meeting Protocol

Provider Kudos

- **Nancy McKittrick** – Hope Network
- **Terra Chall and Becky Womboldt** – Highfields

Job Fair – Tuesday, May 17 at 1:00 p.m.

New Community Living Supports Providers

- **Illuminate ABA Therapy**
- **Umbrellex Behavioral Services**

Website Provider Resources – Overview

- **Referral Lists – Website**
- **Provider Assistance Request (PAR)**

Transition

Psychiatric Services/Med Clinic Authorizations

LEO News/Updates

Power BI Presentation

Contracts Management Updates

- **Treatment Plans**
- **Timeline for Assessment/Preplans/TX Plans**
- **Lapsing Treatment Plans**
- **HCBS forms are not being completed reminder that this is part of the treatment plan for HCBS consumers**
- **Residential Rates – H2015**
- **Concord**
- **Reminder: Failure to bill a clean claim is not an appealable claim**
- **Next Meeting Date – June 14 (In Person)**
- **Referral Lists – Website**
- **Provider Assistance Request (PAR)**

Q & A

30 Second PSA

Bobby Coleman, Provider Liaison,
LifeWays Contract Management

Virtual Meeting Protocol was reviewed.

Provider Kudos

Nancy McKittrick – Hope Network

I wanted to send 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 our 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 the response back to MSHN. Looking forward to working with you more!

Terra Chall and Becky Womboldt – Highfields

I wanted to send 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!

Job Fair

Tuesday May 17 at 1:00 PM at LifeWays.

New Providers

Illuminate provides ABA Therapy, Behavior Treatment Planning and Community Living Supports services. Umbrellex is now adding Community Living Supports to their services.

Transition

Brittany Bragg, MA, NCC, LPC
Utilization Manager

Brittany Bragg was unable to attend. Bobby gave a brief update announcing Brittany Bragg has 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 the Med Clinic authorizations regarding psychiatric services.

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

LEO News/Updates Power BI Information

Michael Cupp, Director
LifeWays Contracts Management

LEO News/Updates

- Power BI

- Alexis was unable to attend. Michael demonstrated a detailed overview of the benefits of 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.

Q & A

None at this time.

30 Second PSA

Phillip Hoffman reminded providers that the Consumer Satisfaction Survey would be sent out soon. Please be sure to complete and return promptly.

June 14, 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. 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 Portal. <https://www.lifewaysmi.org/Provider-Portal>

Attendance:

Amber Blanton
Amber Blanton

Amy Cosgrovebridges
Andrew Murphy
Bianca Wilson
Bobby Coleman
Brenda Lewis
Brenda Lewis
Carol Gilbert
Christina Hoffman
Conner Gibbons
Courtney Sullivan
David Sprunger
Deanna
Denae Tracy
Diane Cranston
Emily Morrison
James Horrigan
Jennifer Fitch
Jim DeBruler
Jodie Smith
Julie Pratt
Katelynn Miller
Kelly Bigg
Kenneth Berger
Mark Weatherwax
Michael Cupp
Mike Jackson
Michael Thompson
Penny Mickel
Randy Evans
Rick Van Wagoner
Rick Van Wagoner
Sara Kolesar
Steve Sparks
Teresa Unger
Terra Chall
Tim Monroe
Tracy Roumell