



Professional Clinical Services Provider Group Meeting  
Tuesday, May 9, 2023, 9:00 a.m. – 10:30 a.m.  
**LifeWays Meeting Summary**

**General Updates**

**Bobby Coleman, Provider Liaison**

Bobby Coleman welcomed everyone and reviewed the Virtual Meeting Protocol.

**Provider Kudos**

Ashlee Griffes, B.A., Recipient Rights Officer –

- **Integro** – Specifically administrative staff Susan, as well as Emily and Andrea. A misunderstanding regarding scheduling a client occurred. Susan managed the client with dignity and respect. Emily and Andrea also collaborated with me in Access to reschedule the client. The teamwork and understanding from Integro staff was appreciated!
- **Dr. Mary Beljan** – Dr. Mary Beljan has been extremely supportive of our consumers. Both she and Dee have worked tirelessly to ensure that the needs of two consumers (we are investigating for these two, so we only know of the two) have been met and then some. Dr. Mary is even going to the consumer's home weekly to alleviate the stress that occurs for this consumer when they go to the hospital or doctor's office. Dr. Mary has truly gone above and beyond for this consumer and has continued to be heavily involved for the other consumer as well. Our office wanted to take time to make sure that Dr. Mary is recognized for her dedication for the welfare of our consumers.
- **All Providers** – 100 percent of our providers completed their Recipient Rights Orientation on time in the month of March. Kudos!!!

**Med's Only – Service Changes/Update**

Meds Only is now referred to as Outpatient Psychiatry. Jodie Smith, LifeWays Outpatient Services, spoke about this process and answered questions. Shirley Wilson, Case Management Supervisor, will now be the person to review the referrals.

**Treatment Plan Signatures**

Bobby Coleman reminded everyone that all Treatment Plans and Addendums need to be signed by a Guardian, or the Consumer if they do not have a Guardian. There are still forms being submitted without valid signatures. Michael Cupp stated that the standard existing procedures that were in place prior to COVID should now be followed. This means that a physical signature scanned in must be used, or an electronic signature signed through the shared portal. Exceptions include a court order, if a person cannot physically sign a document, or a temporary documented verbal consent may be used. The shared portal should only be used on a limited basis. Written/electronic signatures must be obtained as soon as possible. Referrals for Outpatient Psychiatry should go through Case Management of LifeWays.

### In-Services

Please remember that every time a Treatment Plan or an Addendum is completed there should be an In-Service for those consumers living in a specialized residential or semi-independent living facility for all Community Living Supports (CLS) staff.

### Referral Portals

CLS is still going through the Referral Portal but will be discontinued soon. Home-Based is still on the Referral Portal.

### Specialized Residential CLS

A communication was sent to providers late March 2023 stating that consumers living in Specialized Residential should be receiving CLS from their home going forward. However, those that do still receive a program like LifeSpan can continue to receive that until the end of their treatment plan. Then these will be reviewed and approved on a case-by-case basis.

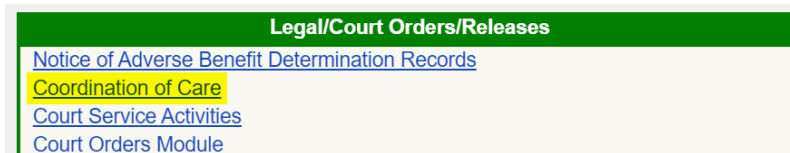
### Mission Audit Findings

**Kaitlin Burnham, MA, LPC, Clinical Trainer**

Kaitlin Burnham reviewed the information below regarding Mid-State Health Network (MSHN) Audit findings.

#### Coordination

- Care Coordination with the Primary Care Physician needs to occur at least annually (or sooner if there is a change in needs or services, change in medication, a psychiatric evaluation occurs, or there is a health/safety concern).
  - Staff can utilize the Coordination of Care form in LEO.



- Important note: For this document to be sent to the Primary Care Physician (PCP), the staff person will need to send an external copy to the PCP on the "Send Copy To" page of the document.



- Additional training: PCP 203: Care Coordination during Person-Centered Planning
  - Registration link: <https://lifewaysmi.training.reliaslearning.com/Learning/Catalog.aspx?CourseCode=LWPCP203CC>

### Intake Assessment

- Ensure that the Updated Assessment is being completed once annually (**every 365 days**)
- Trauma Screen
  1. Currently, there are two preliminary questions addressing trauma. If the consumer answers yes to either question, the clinician is prompted to complete the full trauma screen. Moving forward, the entire trauma screen will be required for completion.
  2. Finding: Trauma screening using a validated, population specific, trauma screening was not found in the assessment.
  3. Additional training: LifeWays Assessments

### Treatment Plan Interventions

- Interventions written into the individual's treatment plan need to include amount, scope, and duration.
  1. Amount: how often the service will occur (e.g., one hour every week)
    - i. Ranges are not permissible.
  2. Scope: the specific interventions the service will provide (e.g., Cognitive Behavioral Therapy (CBT), prescribe and monitor medications, link to housing resources within the community, etc.).
  3. Duration: how long the service will occur (e.g., for the next 90 days).
- Additional training: PCP 201: SMART Goals & Objectives Workshop
  1. Registration link:  
<https://lifewaysmi.training.reliaslearning.com/Learning/Catalog.aspx?CourseCode=LWPCP201SMART>

### Pre-Planning Activities

- Staff training will be provided on the requirement of pre-planning activities including:
  1. Identify any potential conflicts of interest or potential disagreements that may arise during the Person-Centered Planning (PCP) for participants in the planning process and make a plan for how to deal with them. (What will be discussed and not discussed).
    - Finding: No evidence of 'topics not to be discussed' was found.
  2. The specific PCP format or tool chosen by the person to be used for PCP.
    - Finding: No evidence of the specific PCP format or tool chosen by person to be used for PCP was found.
  3. Who will facilitate the meeting.
    - Finding: No evidence of who will facilitate the meeting was found.
  4. Who will take notes about what is discussed at the PCP meeting.
    - Finding: No evidence of who will take notes about what is discussed in the PCP meeting was found.
  5. When Applicable (Autism, Self-Determination, Habilitation Supports Waiver (HSW) Home-Based, Children's Waiver Program (CWP), Serious Emotional Disturbance Waiver (SEDW)): Evidence enrollee had an ability to choose among various waiver services.

- Finding: No evidence of individual being able to choose among various waiver services was found.

Michael Cupp advised that Southeast Dispute Resolution can address all of this for you if your staff uses Independent Facilitation

6. Every section on the 'pre-planning' form must be completed. Moving forward, staff will no longer be able to skip questions or leave questions unanswered.
7. Additional training: PCP 102: Person Centered Planning with MAPS and PATH

### Community Resources

- Ensure that community resources, as applicable and beneficial to the individual, are included in the treatment plan (i.e., consumer wants to main sobriety, locations of Alcoholics Anonymous (AA) are included). Additionally, if referral is needed due to a relapse ensure appropriate linkage to LifeWays Substance Use Disorder-Outpatient Therapy (SUD-OPT) occurs for a Substance Use Disorder (SUD) screening and referral.
  1. Finding: Pre-planning noted a consumer's desire to maintain sobriety and the treatment plan did not include any community resources.

Registration link for all trainings offered by the LifeWays Training Department:

[Relias - Lifeways, Inc. \(reliaslearning.com\)](https://reliaslearning.com)

The Training Department also provides consultation if staff needs assistance in writing treatment plans or any area that they need more one-on-one.

### **LEO News & Updates**

### **Alexis Shapiro, Assistant Director, EMR Systems**

Alexis Shapiro reported on the information below.

- **Barcode Scanning:** A pilot with a few organizations was initiated and there was mixed feedback received. The feedback was based on how the organization's operations are set up. If you would like this option added for your administrative staff, please enter a LEO help desk, and we will grant permissions and send instructions to users.
- Just a friendly reminder that the EMR-G meeting is tomorrow, May 10, 2023, from 9:00 a.m. to 10:30 a.m. in the Pine Room. We have a full agenda. If there is anything you wish to have added to a future meeting agenda, please email the EMR Team ([Alexis.Shapiro@Lifewaysmi.org](mailto:Alexis.Shapiro@Lifewaysmi.org) or [Connor.Gibbons@Lifewaysmi.org](mailto:Connor.Gibbons@Lifewaysmi.org)).
- **Electronic In-Service Form:** The Electronic In-Service Form is available in LEO. The EMR Team is working on completing a training this week that will be posted in Relias. A communication will be sent to users once it is available. Since the procedures already speak to the in-service form requirements, we hope the electronic form will create an efficiency for recording when in-services are completed as this has continued to be a common theme in audit findings.
- **Provider Performance Index:** We are in the last stretch of development for the measures, and fingers crossed, we will be rolling out the final report to all Primary Case Holders within the next two weeks. Keep an eye out for communication on availability.

We will be scheduling a meeting for some basic navigation training. Due to not being able to display details to everyone, we will work to carve out time in June to allow agencies to sign up for 30-minute time slots to give organization users some one-to-one navigation training if they wish.

### **Contracts Management Update Camperships**

**Michael Cupp, Director, Contracts Management**

Update on individuals who can benefit from a respite in the form of a camp:

Camps are available throughout the year. Utilization Management (UM) will be looking at the fact that these are intermittent and a benefit to give primary caregivers a break. A Serious Emotional Disturbance (SED) Waiver or public waiver can be used, and camps must be licensed. It is important that providers have a conversation with camp staff so that they are aware of an individual's needs. Please make sure that the camp is developmentally appropriate for the camper so that camp staff are aware of behavioral needs. The Case Manager will oversee all details of enrollment for the camper.

Courtney Sullivan stated that she received a request from the provider network for a doctor to write a prescription for the camperships. In the past letters have been written by doctors explaining the need for campership, however, she was told yesterday by a primary case holder that this was not good enough and that an actual prescription was needed. She asked can this be done in LEO, and what information needs to be included in the prescription? Michael responded that the prescription is only necessary for waiver children, and that it does need to be a legitimate prescription. The LifeWays Procedure Manual has a description of what must be included for legitimate prescription. A discussion followed regarding this. Courtney stated that she will further review this and reach out to Jennifer Fitch or Ryan Broughton. It was recommended that the LifeWays form be used.

### **Telehealth Changes**

The Public Health Emergency ends this week. This means the telehealth procedures will change from COVID-related telehealth allowances to permanent telehealth allowances. A meeting will be scheduled for billers later this week to review the changes to codes and procedures. Please make your billing staff is aware of this meeting. Telehealth should be a rare occurrence although audio is still allowed for a few situations. Peer supports cannot use telehealth effective May 12, 2023. Please work with Bobby Coleman if you are impacted by this. We will collaborate with providers with temporary allowances if needed. Telehealth records will be audited to ensure that they are only when it is clinically necessary in the consumers interest, and it is the consumers desire to receive services that way. The consumers consent to this must be noted in the documents.

Ken Berger reported that an audit was conducted on Case Management regarding telehealth for the first quarter of Fiscal Year 2022-23. Three providers were randomly selected. Twenty percent of the claims of each provider were audited. They used the revised policy regarding telehealth. Through the audit it was found that there was a 51 percent pass rate. He is concerned about these findings. He asks that providers consider this as we move forward.

Michael stated that it should be documented as appropriate clinically and that the family is concerned about the ability to meet in person.

### **Medicaid Post PHE Reminder**

With the end of the Covid related emergency the Michigan Department Health and Human Services (MDHHS) office will start to disenroll Medicaid patients if they do not reapply. This process has started. It is imperative that all case managers understand that they are impacted by this. Therefore, it is very important to work with consumers in assisting with Medicaid applications, and billing. It is also important that we verify that a person is still on Medicaid before providing services. If not, please follow up with Utilization Management (UM) right away. If a person is not on Medicaid and services are provided, we may need to take the money back, therefore, it is especially important to verify eligibility.

Robin Miller stated that Finance has created a report that shows clients that are due in June for redetermination. This will be sent to providers for their information. The Finance team will be randomly auditing anyone starting to receive services in June to be sure their Medicaid eligibility is in place.

Alexis Shapiro reported that updated client Medicaid eligibility information is available once a month around the fifth of the month. She reviewed the process to obtain this information. She also reviewed the various reports in LEO that are available to review the Medicaid information. If you need assistance, please reach out to Alexis or Conner Gibbons.

### **Provider Satisfaction Survey**

The Provider Satisfaction Survey has been sent out to providers. Please encourage all staff in the provider network to participate.

### **Annual Celebration**

The Annual Celebration will be held on May 11, 2023, at the Commonwealth Commerce Center. Hopefully, consumers have been signed up for this. Tickets are nearly sold out.

### **Next Meeting: June 13, 2023**

- **Questions & Answers**  
No questions or concerns currently.
- **30 Second Public Service Announcement**  
Ken Berger wanted to add Kudos for Devon Dombrowski, Recovery Technology. He brought an issue to Ken's attention in LEO. Alexis Shapiro reported that this issue has been resolved.
- **Meeting Adjourned at 10:30 a.m.**

**Attendance:**

Providers:

Amber Blanton, A.R.E.  
Diane Cranston, Genoa Healthcare  
Terra Chall, High Fields  
Jim DeBruler, Recovery Technology  
Carol Gilbert, Integro  
Allen Hawks, StoneCrest Center  
Tina Jenkins, Choices With Self-Determination  
Christy Johnson, Southeast Dispute Resolution  
Sara Kolesar, Illuminate  
Ann Monroe, A.R.E.  
Emily Morrison, Integro  
Sherry Riedel, Comprehensive Speech  
Mike Thompson, Segue

LifeWays Staff:

Kenneth Berger, Compliance  
Belle Black, Contracts Department  
Ryan Broughton, Case Management  
Kelly Burnett, Utilization Management  
Bobby Coleman, Contracts Department  
Amy Cosgrove-Evens, Integrated Health  
Michael Cupp, Contracts Department  
Randy Evans, Special Programs  
Jennifer Fitch, Utilization Management  
Sharon Hasen, Contracts Department  
Philip Hoffman, Quality Management  
Marcyan Irwin, Utilization Management  
Cindy Keyes, Quality Management  
Robin Miller, Outpatient Billing  
Andrew Murphy, Contracts Department  
Taylor Owens, Engagement Team  
Casie Schirer, Contracts Department  
Alexis Shapiro, EMR Systems  
Jodie Smith, Outpatient Services  
Courtney Sullivan, Integrated Health  
Jessica Tucelli, Director, Access Services  
Rick Van Wagoner, Contracts Department  
Aimee Williams, Utilization Manager