

Community Based Services Provider Meeting Presentation Summary



Facilitator:	Rick Van Wagoner Provider Liaison, Contracts and Provider Network Management	Date: May 11, 2021 Time: 11:00 am-12:30pm Location: Microsoft Teams Next Meeting: June 08, 2021
Recorder:	Susan Wood, Administrative Assistant	
Link to recorded meeting here		

Agenda

- Welcome
- Provider Kudos
- Healthy Dimensions Dietary Presentation
- ClubLife Informational Presentation
- Rick's Review
- CPNM Updates
- Q&A; Michael Cupp, Director, Contracts and Provider Network Management
- 30 Second PSA; Michael Cupp, Director, Contracts and Provider Network Management

Provider Kudos



May 11, 2021

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

Submitted by: Phillip Hoffman **Organization:** Highfields

- **Kudos:** I would like to give kudos to Highfields, specifically Terra Chall, Lara Hewson, Liesel Chivington and Keanna Mendez for taking time out of their busy schedule to prompt help with making necessary revisions as part of the MDHHS 90-Day Follow Up review for the 2020 Waiver Audit. Your strategic partnership is much appreciated and again serves as another example of great work executed. Thank you again!

Submitted by: Jennifer Wireman, LifeWays **Organization:** LifeWays Provider Network

- **Kudos:** I would like to thank the Provider Network for their prompt response in addressing monthly DD Proxy Measures. You are all greatly appreciated!

Submitted by: Ken Berger, LifeWays **Organization:** Multiple

- A special thank you to:
 - Kristen Wright (LifeSpan)
 - Stephanie Rice (A.R.E.)
 - Julie Pratt (Comprehensive Speech)
 - Becky Womboldt (Highfields)
 - Heather Fischer (Segue)
 - Tony Thomas (Christ Centered Homes)
 - Amy Drummond (Momentum)
 - Saman Deweesha (St. Louis Center)

They are part of the network “Compliance Officers Learning Collaborative”. We meet to learn with one another about what is going on in behavioral health care compliance so we can increase the quality of compliance in our own organizations. Compliance is all about integrity and I appreciate what I am learning from these people of integrity.

Submitted by: Ken Berger **Organization:** Segue

- Thank you, Jessica Croff (Segue) for going above and beyond to navigate numerous “speed bumps” and get a child the services they need at a very difficult time in their life. You made a difference!

Submitted by: Kristen Wright, LifeSpan **Organization:** LifeWays

- I have a kudos to share regarding Ken Berger on creating the Compliance Collaborative group. I attended my first meeting and already feel this is a huge benefit for providers to share and grow with compliance. Ken's positivity, enthusiasm, and desire for us all to learn from one another as a team is refreshing and motivating.

Submitted by: Tony Thomas, Christ Centered Homes **Organization:** Christ Centered Homes

- Cheryl Howard and Connie Wilson, Christ Centered Homes
I would like to take a moment to celebrate both of them for their efforts in working over the last several months ensuring that our consumers during this most difficult time. They are passionate about the health and safety of the consumer. I want to thank them publicly...

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. 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

Healthy Dimensions Dietary Presentation

Tracy Roumell, RDN
Healthy Dimensions, LLC

Tracy Roumell is a registered dietician and works with Healthy Dimensions. Her primary population served is located within the group homes of Jackson and Hillsdale Counties. A dietician’s presence within the consumers home is important. Some physicians prescribe diet plans and dieticians make sure the diet plans are followed through. You can listen to her presentation through the CBS Provider meeting recording.

ClubLife Informational Presentation

David McKnight and
Lindsey Psychas,
ClubLife
Owners/Founders

Lindsey Psychas presented. The video share is attached [here](#). ClubLife’s website has a lot of information regarding the club’s events. Fliers are available for each event and will be attached to these notes. ClubLife also has a Facebook page which contains information and great photos. You do not need an open case with LifeWays to partake in ClubLife activities. ClubLife’s goal is “to establish a series of programs and activities that support adults with disabilities, all while creating an environment where participants can discover new potentials, increase self-confidence through lessons, and be engaged through community outings and enrichment activities.” Contact ClubLife at contact@theclublife.org.

Rick’s Review

Rick Van Wagoner
Provider Liaison,
Contracts and Provider
Network Management

- Rick will be doing in-person drop-ins.
- CLS – Specialized Residential Providers
As COVID restrictions lift and people are vaccinated CLS can begin to get out in the community and attend events if it is safe to do so. These outings need to be documented for each consumer.
- Provider Tracking – Denial of Referrals
Denial of referrals will be tracked per provider (previously only monitored)
- COVID-19 Vaccination follow-up
The majority of our consumers received COVID vaccinations. COVID 19 vaccinations are encouraged. Please make sure consumers are presented with proper information regarding the vaccinations and process.
- Review of Residential COVID-19 procedures for visitors
Make sure the proper protocol is being followed when someone visits the homes. If a suspected or direct exposure to COVID is presented, providers are still required to complete COVID forms on Monday.
- Communication of individuals moving when requested by licensing consultant – documentation.
LifeWays needs requests for moving consumers in writing from the Licensing Consultant.
- Medical appointments at LifeWays

Please make sure individuals are prepared for their doctor appointments. Many individuals have not been keeping their appointments or when presenting at appointments they are not prepared, i.e., missing medication lists, blood pressure readings, behavior reports, staff not familiar with individual (not knowing the individual's name) and other documents pertinent to the individual's care.

- Medical communication follow-up with home provider

Please make sure the medical information that is provided is getting back to the home providers/managers. Make sure a process is in place for receiving this information.

- Required utilization of QuickMars by providers deadline is October 1st.
- Recipient Rights Trainings/Incident Report Writing

New hires must complete their on-boarding process as it relates to Relias. Please remember it is a Mental Health Code requirement that all LifeWays and LifeWays Network Provider employees receive Recipient Rights training **within 30 days of hire**. New hires must be enrolled in the Recipient Rights Orientation training plan, which consists of these **three** modules:

1. LifeWays Recipient Rights
Code: LWRR
2. Writing Effective Incident Reports
Code: REL-IDD-OADSP-WEIR
3. Incident Reporting
Code: REL-HHS-0-IR

Not on agenda:

- ✓ If a consumer falls in the home, there is a fall report form that is required by the Recipient Rights and can be found in the LifeWays website Recipient Rights section.
- ✓ Confidentiality of virtual meetings in the home must be monitored for compliance.

CPNM Updates

Michael Cupp, Director,
Contracts and Provider
Network Management

- Happenings at LifeWays

1. The new Crisis Center at LifeWays continues its planning/preparing. We do not have a definitive date for 24/7 services. The goal of the 24/7 Crisis Center is to try to divert as many people as possible from the emergency room to LifeWays if they are in crisis. Reeducating the community will be part of the planning process as to when it is appropriate to refer people to our crisis center verses the emergency room.
2. LifeWays applied for a grant over a year ago and was informed of the award being granted earlier this year. A CCBHC (Certified Community Behavioral Health Clinic) [grant](#) was awarded to LifeWays with instruction that the CCBHC needed to be up and running by June 14, 2021. The CCBHC is a nationwide process advanced by the federal government to provide a one stop facility for the community to access mental/behavioral/referral services. It must have a 24/7 component and the ability to accept, treat, or refer all people regardless of insurance status. Providers in general should plan on business as usual and we will bring you in when/if appropriate for your type of services. There is no intent by LifeWays to end any contracts for any services relative to CCBHC. For providers who want to learn more about the grant please note there are two different types of CCBHC grants. A CCBHC state demonstration grant is not the type of grant LifeWays was awarded. Lifeways received a grant directly from the federal government that expands CCBHC in the country. For the next 2 years LifeWays will be focused on expanding our ability to function as a CCBHC and to cover the cost of being a CCBHC. In the future, providers who provide services under this CCBHC will participate in a designating collaborating organization contract, this means that the services are

provided by LifeWays but through a contract for the provider to provide the staffing. The claims, costs, and oversight are the responsibility of the CCBHC as opposed to the provider, who under a managed care contract submits claims and has more accountability and responsibility over the services it provides. Discussions with the State and Federal government are ongoing and transition for certain services may come about regarding what is needed for the CCBHC.

- Extension of requirement to use H2015 Overnight Modifier until May 1

The state has implemented the use of a separate, additional, H2015 claim is to be filed for nighttime hours using the UJ modifier. The UJ modifier gets used in addition to the number of individuals modifier. An informational meeting was held on April 2, 2021. LifeWays will be reviewing claims for this modifier.

- F & F Respite Case Managers are to begin submitting authorizations for services in full month increments and to add 1-unit T2025 Administrative fee for each full month

- Clarification of Expectations for the Provision of Face-to-Face Home Community Based Services and Supports

Reminder: Unless a person has a very clear clinical reason or is very insistent that they do not want face-to-face services we must provide face-to-face services. We continue to move to face-to-face services being provided and will continue to monitor claims for the telehealth modifier. Providers need to talk about face-to-face services at their individual agencies to make sure everyone is getting face-to-face services who requests them. We do not encourage people to go with telehealth option as it is not the primary option. Agencies need to plan for restrictions being lifted in the state and a full return to face-to-face services.

- Process Alert Open Stats

Stats for opening Provider Alerts/Notifications rates from January 2021 to the present are low and are at 22%. Only 10% of the 22% click through to read the alert. We will be tracking opening rates and at who does not open the alerts and can result in removing your name from the contact lists. We are working on targeting sending alerts to specific groups. Please send any ideas or suggestions to Susan Wood susan.wood@lifewayscmh.org as we work to make our communications more relevant and useful.

- Cost reporting directly to MDHHS

The state may be asking, via surveys, for voluntary submission information to help them understand costs and rates. The State's actuary is Milliman and is studying developing fairness and standardization when setting capitation rates for the PHIP's. The information collected is not intended to be used to change what providers negotiate with their CMH or their PIHP.

Q and A, Michael Cupp

- COVID reports submission are continuing at 1 time per week.

30 Second PSA, Michael Cupp

1. Alexis Shapiro for Phillip Hoffman-We are hoping to host an Improving Outcomes Conference to bring LifeWays and the Provider Network together. The focus of the conference would be Quality Improvement, Finance, IT, and the Provider Network. The plan is to send out a survey to our providers in LifeWays to gauge the interest in hosting an Improving Outcomes conference in the fall.

- Alexis Shapiro – There is a new enhancement to the Treatment Plan in LEO, which now offers a designated area specifically for interventions. The new section can be found directly in the Treatment Plan, but it also pulls through to the Authorizations and Progress Notes. Multiple interventions can be added for each objective if there are multiple provider activities to support the objective. In the past, staff members were including Interventions in all Treatment Plans, but unfortunately had to place them in the Objective area. With the new feature, all Interventions now have their own defined area, which will allow a more organized flow to the plan. Current treatment plans do not need to be immediately amended to add the interventions to the new section of the plan. The expectation is that at the next time an addendum or new treatment plan (whichever is soonest) is completed, the intervention section will be utilized from that point forward. For training purposes, please feel free to contact LifeWays Network Clinical Trainer, Kaitlin Burnham, kaitlin.burnham@lifewayscmh.org if you or your staff have any questions.

Attendance

<i>Alexis Shapiro</i>	<i>LifeWays</i>
<i>Amanda Plumb</i>	<i>Hope Network</i>
<i>Angel Bail</i>	<i>Renaissance Comm. Homes</i>
<i>Angie O'Dowd</i>	<i>LifeWays</i>
<i>B. J. Write</i>	<i>Hope House LifeSpan</i>
<i>Barb Wright</i>	
<i>Beth Cooley</i>	<i>Renaissance Comm. Homes</i>
<i>Brittany Bragg</i>	<i>LifeWays</i>
<i>Cassandra Howard</i>	<i>LifeSpan</i>
<i>Cheryl Howard</i>	<i>Christ Centered Homes</i>
<i>Cindy Keyes</i>	<i>LifeWays</i>
<i>Conner Gibbons</i>	<i>LifeWays</i>
<i>Connie Wilson</i>	<i>Christ Centered Homes</i>
<i>Darlene</i>	<i>Renaissance</i>
<i>Hannah Annabel</i>	<i>LifeWays</i>
<i>Joseph Brad Morris</i>	<i>Renaissance</i>
<i>Julie Jahn</i>	<i>LifeSpan</i>
<i>Kimberly Rawlings</i>	<i>Beacon, VP of Operations</i>
<i>Kristen Wright</i>	<i>LifeSpan</i>
<i>LaToshia Baruti</i>	<i>Creekside</i>
<i>Lisa Monk</i>	<i>Tenacious Living</i>
<i>Lisa Steward</i>	<i>LifeSpan Hampton Home</i>
<i>Makena L'Huillier</i>	<i>LifeWays</i>
<i>Melissa Hulbert</i>	<i>LifeSpan</i>
<i>Michael Cupp</i>	<i>LifeWays</i>
<i>Philip Hoffman</i>	<i>LifeWays</i>
<i>Rachel Minix</i>	<i>Renaissance Homes</i>
<i>Rick Van Wagoner</i>	<i>LifeWays</i>
<i>Roxie McUmbur</i>	<i>LifeWays</i>
<i>Stephanie Justice</i>	<i>LifeWays</i>
<i>Susan Wood</i>	<i>LifeWays</i>
<i>Teri Miskowski</i>	<i>Rice Manor</i>

<i>Tiffany Smith</i>	
<i>Tony McMurtry</i>	<i>LifeWays</i>
<i>Tony Thomas</i>	
<i>Tracy Hernandez</i>	<i>Cornerstone</i>
<i>Tracy Roumell</i>	<i>Healthy Dimensions</i>