

# Provider Meeting Minutes



<b>Facilitator:</b>	Makena L’Huillier Provider Analyst, Contracts and Provider Network Management	<b>Date:</b> May 12, 2020 <b>Time:</b> 9am-10:30am <b>Location:</b> Relias Virtual Classroom <b>Next Meeting:</b> June 9, 2020
<b>Recorder:</b>	Tia Truitt Administrative Assistant II, Contracts Dept.	

Topic Description	Speaker
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## Introductions & Welcome

- Welcome
- Provider Kudos
- Director of Network Contracts Updates; Michael Cupp
- Jackson Care Hub Upgrade. Joshua Williams, Access Project Manager
- Provider Satisfaction Survey & Provider Network Consumer Satisfaction survey. Cindy Keyes, QI Specialist
- Relias Trainings. Conner Gibbons, Credentialing Coordinator
- Monthly Provider Process Alerts. Rebecca Calkins, Public Relations Coordinator
- Q&A – Michael Cupp
- 30 Second PSA

## Provider Kudos

If you would like to publicly recognize someone with a kudos at the next provider meeting, please complete the Digital form:

<https://forms.office.com/Pages/ResponsePage.aspx?id=xVg1eNLP30y9MovGh5pi8gjG6oresJpPsgEZuOC-yPdUMEGwSVVSMFk5R1BCNVA5S0dHUIJWWkFUQy4u>

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

*“I would like to give a big shout out to the following people: From Integro- Kim Cole, Craig Crawford, Donna Hoffman, and Annette Wegman; From Segue- Mike Thompson; from Healthy Dimensions Kimberly Jayne and from LifeWays, Sarah Goodell. All of these individuals have done an incredible job completing OBRA assessments during this pandemic. They have all had to adjust the way these assessments are done and coordinate with nursing homes to ensure one of our most vulnerable populations continue to get the mental health services they need. I greatly appreciate the innovation, dedication and persistence of all of these professionals. Thank you all so much!!”*

-Linda Belcher, LifeWays

*"I would like to recognize Deanna Hopkins and all of the Alternative Choices staff who agreed to provide in home services during the Covid-19 emergency. Their willingness to provide support and assist the consumer during this time is both humbling and inspiring. They are to be commended for their dedication to the consumer's needs despite challenging and potentially risky behavior. Thank you very much!  
Kudos to Barb Freysinger for her TV support of residential staff and United Way. Great Job!"*

-Mike Thompson, Segue

*"I also want to give Kudos to LifeWays staff who have provided sessions on Facebook. Very nice!"*

-Diane Reynolds, Segue

*"I want to give a kudos to Barb Freysinger for the television spot where she acknowledges support for the residential workers and asks for support for United Way during this difficult time. It was very nice."*

-Diane Reynolds, Segue

### Director Updates

Michael Cupp

- The last of the Supplemental Payments have been sent out. This concluded at the end of April. We will do one last reconciliation for March and April.
- We may be able to do additional supplementals if needed on a case by case basis. Please communicate this with your contract manager.
- LEO Help Desk request was received regarding the billing module and possibly adding a warning to confirm batch is ready to be submitted, to keep from accidentally submitting batches. Comments received in the chat box were in support of this addition.
- If you have questions or challenges, please be in communication with your contract managers.
- We have an expectation that face-to-face services are a last resort unless it is medically necessary. If there is staff providing a face-to-face service, it needs to be documented that it is medically necessary.
- If you are in need of Personal Protective Equipment (PPE) for those providing face-to-face services and you have not been able to locate any, please communicate with your contract manager.
- Michael thanked the network for their communication of positive COVID tests and any presumptive tests as Courtney is keeping a log.

### COVID-19 Results in LEO

Alexis Shapiro

- We are working on receiving COVID-19 test results from Michigan Health Information Network (MIHIN) in LEO. We have not received any as of yet.
- If a consumer received a COVID-19 test and the results are shared with us from a hospital, or participating provider, we will have the positive or negative test result shown in LEO. Primary case holder and Courtney will also receive a message of the test result.

### COVID Updates

Courtney Sullivan

- Thanked the network for helping to keep our consumers free of COVID-19 as currently there are no residential consumers testing positive.
- Please make sure if a consumer is out for a Dr. appointment or out in the community, that their adaptive equipment is cleaned when they return home.
- Please continue messaging Courtney of any positive tests, presumed positive, or anyone being tested. Also please include in the message when they started showing symptoms and if anyone in the consumer's home has also tested positive for the virus. If a consumer is tested for COVID, please also include the date they were tested.

### Provider Satisfaction Survey & Provider Network Consumer Satisfaction survey

Cindy Keyes

### Consumer Satisfaction Survey

- There were 1,048 consumer responses which is a 50% increase from last year.
- This year we used an adjusted scoring system to remove any score with a neutral response. You will see both the unadjusted and adjusted scores in the report. We used the adjusted scores in our analysis.
- The report indicated that all of the statements scored All 7 statements were 97% or higher.
- We hope to improve participation for next year.
- There were 26 out of 35 providers that responded to the survey.
- We heard the survey was not user friendly to our consumers. There was some confusion on who “staff” are for the survey. The Consumer Advisory Council (CAC) reviewed 3 survey variations and selected the updated survey which includes the words “staff (people who worked with me)” as well as an answer line per question with facial expressions and a description below each face. This will be distributed for the 2021 Consumer Satisfaction Survey.

### Provider Satisfaction Report

- There were 26 statements answered and an adjusted scoring system and removed any responses of *No experience with this issue*.
- We had 52 participants which is an increase of 10 participants from 2019.
- Network providers were either satisfied to very satisfied with all 26 statements about LifeWays.
- Opportunities for Improvement: Improve communication flow with Providers, Improve training opportunities for Providers, Improve Provider access to LifeWays Policies and Procedures that impact Network Providers
  - Increase the number of participants from the Provider Network to obtain feedback from staff directly working in the field.
- Recommendations and Next Steps:
  - LifeWays Customer Service to provide training on Grievance and Appeals process/procedure.
  - For Case holders to be notified when a consumer is in crisis, LifeWays QI will review at Case Holder Supervisor meeting that within staff’s profile in LEO, they can receive instant notification if the “this staff should be notified of a crisis with one of their consumers”, is selected.
  - Develop a one-time workgroup with providers on how we can improve communication methodologies.
  - Extend Relias training to provider to offer more provider training and development.
  - LifeWays to develop an internal work team to strategize a way to add Network Providers to PolicyStat.
- A time for feedback will be available at the June provider meeting.

### Relias Trainings

Conner Gibbons

- Many residential staff have completed their Relias training plans.
- We are working on rolling out the training plans for the rest of the network.
- Any staff that have not been enrolled in the training; the trainings are now available in Relias and your agency training coordinator can assign them.
- If you have any questions, please email Conner or speak with your training coordinator.

### Jackson Care Hub Upgrade

Joshua Williams

- Tabled until June 2020 Meeting

### Monthly Process Alerts

Rebecca Calkins

- Strategic Relations proposes renaming the Monthly Provider Process Alert to Monthly Provider Newsletter to better reflect the content of the email.
- Feedback was requested and attendees used chat function for responses.
- We will limit the information to only new information each month.
- We will create a separate LW staff directory and remove that information from the monthly email.
- Only staff changes will be included in the monthly newsletter.

## Q & A

- Will the window be extended for the billing and the dispute process?
  - We will not be formally extending the window, though due to the COVID situation, we may make some exceptions on a case by case basis if there is a reasonable delay.
- Are we requiring COVID testing for Direct Care Workers?
  - It is and has been our recommendation that if someone is exposed or is showing symptoms of COVID that before they return to work in the residential settings that they get tested.
- Question on obtaining signatures on the plan of service, particularly with mail delivery delays.
  - We continue to highly recommend the use of electronic signature options available in LEO.
  - Be sure to document this in the chart that signature was unable to be obtained and the process being used to upload the signature as soon as possible.
  - Reminder from Alexis that we are able to obtain signatures via the Share Portal for multiple document signatures such as Treatment Plans, Consent to Participate, Consent to Release. There are DIG sheets in the Help menu in LEO on how to set up a Share Portal account.
    - If signature is obtained externally, please ensure it is uploaded as an attachment and signature is marked as “Obtained Externally”

## 30 Second PSA

- Emily Morrison, Integro- Integro Hillsdale location is no longer located in the LifeWays building. They are moving to a new location the week of May 11<sup>th</sup>.
  - New Address: 1340 S. Hillsdale Rd. Hillsdale, MI 49242

## Contracts and Provider Network Management Contact Information

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Director

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# LifeWays Contact and Communication

## Day-to-Day Operations

Providers are encouraged to contact LifeWays' departmental staff for regular day-to-day operations as defined in LifeWays procedure (i.e., provider case management supervisor contacts Utilization Management staff about authorizations, etc.).

## Problems and Concerns

If provider staff have problems with LifeWays processes or issues with LifeWays staff members, concerns about another provider or if they are not sure how to address a situation, they should first discuss the matter with their supervisor and then the LifeWays' Contract and Provider Network Management staff for assistance. Providers are invited to contact their assigned Contract Manager and/or Michael via Conner as needed.

All network staff are encouraged to contact the Office of Recipient Rights and/or the LifeWays Compliance Officer *whenever* needed for compliance or when a recipient's rights are a concern.

## Contacting LifeWays Chiefs

LifeWays' Chief Executive, Operations, Finance, and Clinical/Quality Officers are available when needed. When a provider's attempt to work with Contract and Provider Network Management staff to problem solve concerns has been unsuccessful, their agency leadership is encouraged to contact the appropriate Chief.

## Formal Contract Notifications

Provider contracts with LifeWays have specific notification requirements. Please note that conversations with or emails to LifeWays' departmental or leadership staff do not meet formal notification requirements. Changes to service status, changes to ownership and control, changes to accreditation, pending litigation, and intent to terminate all or part of a contract are some of the situations requiring formal notice delivered to the attention of the Director of Contracts and Provider Network Management as defined in the contract.

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## LifeWays Provider Network Communication

- Clinical care coordination occurs in the individuals Electronic Health Record via Progress Notes or Chart Notes. Specific relevant content can be copied into an email to aid in communication.
- Text of email chains should not be copied and pasted into an Electronic Health Record.
- Administrative communication should be sent outside LEO. Any Protected Health Information should be encrypted to protect the data.
- **Email is the primary method of communication within the network.**
- Phone call and/or meetings should be used when the need cannot be resolved with a 1 page email or a 4 email chain.
- Phone calls should be used when an urgent response is needed.
- Providers should have a phone line monitored during business hours including a method for urgent contact.
- Contracts must be approved by the Contracts Department before any other party signs. Please contact our department first before contacting others at LifeWays regarding contracts.
- Please allow 5 business days for a response in Concord comments. If you need a more rapid response, please use conventional email.

## Meetings

- Provider Meetings and Residential Provider Meetings will both be held twice each quarter on the 2nd Tuesday of the month. The Provider Meetings will be from 9am–10:30am and the Residential Manager Meetings will be from 11am–12:30pm.
- The Autism Services Meeting and Case Holder Supervisor Meeting will continue to meet the first Thursday on alternating months from 8:30am-9:30am. Will be facilitated by Shannan Clevenger and Admin will be Casie Robertson.

**Use the following coding system to classify email:**

- RED| Urgent please respond immediately
- YELLOW| Priority please respond within 1 business day
- GREEN| Normal please respond within 1 business week
- BLUE| FYI only- no response needed
- PURPLE| Audit related- please respond within 1 business day
- Emails should include those that need a response in the TO line and those who are FYI in the CC line.
- Emails should clearly specify the individuals and the desired response in the text.
- Emails should include a signature line that includes name/title/agency/address/phone number at a minimum. This also protects against phishing attempts.

**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 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 Administrative Assistant of Contracts and Provider Network Management, Tia Truitt at [tia.truitt@lifewayscmh.org](mailto:tia.truitt@lifewayscmh.org).

If there are not enough details in the request or the request is not submitted using this form it won't be included.

<https://forms.office.com/Pages/ResponsePage.aspx?id=xVg1eNLP30y9MovGh5pi8gjG6oresJpPsgEZuOC-yPdUMEGwSVVSMFk5R1BCNVA5S0dHUIJWWkFUQy4u>

**Provider Meeting**

Attendees: CEO, CFO, leadership level, etc.

9am-10:30am | Relias Virtual Classroom

2<sup>nd</sup> Tuesday of these months:

- May & June 2020
- August & September 2020

**Residential Home Managers Meeting**

Attendees: Home Managers, Supervisors, management/leadership level

11am-12:30pm | Relias Virtual Classroom

2<sup>nd</sup> Tuesday of these months:

- May & June 2020
- August & September 2020

**Case Holder & Supervisor Meeting**

8:30am-9:30am, **first** Thursday of each month

- 7/2/2020
- 9/3/2020

## Attendees

Makena L'Huillier, Tia Truitt, Barb Freysinger, Georgia Mason, Melissa Eichler, Lisa Monk, Marc Stanley, Tina Jenkins, LaToshia Baruti, Amanda Plumb, Melissa Frash, Conner Gibbons, Emily Morrison, Cindy Keyes, Julie Boyce, Amy Drummond, Alexis Shapiro, Richard Van Wagoner, Beth Cooley, Diane Reynolds, Tony McMurtry, Jon Abbey, PJ Hoffman, Courtney Sullivan, Tracie Hernandez, Michael Cupp, Kate Jimenez, Shannan Clevenger, Deana Green, Thomas Crothers, Lara Hewson, Josh Williams, Jodie Smith, Mallory Vredevelde, Meagan Hardcastle, Angel Bail, Julie Pratt, Roxie McUmber, Rebecca Calkins, Christina Hoffmann, Steve Castle, Amy, Mike Thompson, Kristen Wright, Jim DeBruler, Mel Divan