



Professional Clinical Services Provider Group Meeting
Tuesday, June 13, 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

- **Christ Centered Homes – Jodi Rodriguez, Austin Corser, and Devontae Rowe**, attended an appointment where a major medical emergency occurred creating significant behaviors for this consumer. Jodi, Austin, and Devontae remained calm and were able to de-escalate the situation. This consumer has shown significant improvements in their care over the past few weeks. Thank you so much for your exceptional service for our consumers.

If you would like to publicly recognize someone with some kudos at the upcoming Professional Clinical 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*

Bobby encouraged everyone to attend in-person for the next meeting as well as encouraged people to please share more kudos, because there are a lot of good things happening and it should be recognized.

Contracts Management Update

Michael Cupp, Director, Contracts Management

- Introduction of Kari Chesher, Provider Liaison:
Michael Cupp, Director of Contracts Management, introduced and welcomed Kari Chesher, Provider Liaison.
- Communication with Contracts Department Changes – Contracts Management Request (CMR):
Michael reviewed a table explaining changes of Contracts Department Staff duties. This table will be included with the minutes.

A quarterly primary case holder meeting will be initiated soon.

- Fiscal Year 2024 Contract Meetings – Scheduling Now:
Michael reported that Contract season has started, and the goal is to have all contracts signed by October 1, 2023. Meetings will be held between now and early

July. An email has been sent out by Belle Black, Administrative Assistant II, with more information.

We still are not sure what the State funding will be for next Fiscal Year, so rates still have not yet been determined. We do know, however, that funding for loss of revenue, Covid expenses or the 7.5 percent increase related to Covid, including Personal Protection Equipment (PPE) will not be available as of October 1, 2023. Also, the Mission staffing grants, and Mission stabilization money is running out even though it technically runs through the end of the Fiscal Year. Michael encouraged all providers to submit claims as soon as possible to take advantage of the funding that is still available.

Professional Clinical Services Updates

Bobby Coleman, Provider Liaison, Contracts Management

Bobby discussed the following:

- Case Management & Applied Behavioral Analysis (ABA).
There have been incidents where Case Managers stop by a Home expecting the Applied Behavioral Analysis (ABA) to stop. This should not be happening. Case Managers should be scheduling their visits and making sure it does not happen during ABA.
- Community Living Supports (CLS) Services for Specialized Adult Foster Care (AFC) individuals.
Bobby reminded the group that they should be doing their own CLS. There are some possible exceptions. There must be a medical necessity to refer them to LifeSpan or any other CLS provider, however, this is very rare.
- Discharges.
Bobby reported that he has received information from Utilization Management (UM) that discharges have increased. This is good. The discharges themselves have not been documented correctly. There is missing information. He urged primary case holders to be very careful and thoroughly go through the discharge to make sure everything is filled in correctly. Please be sure that all engagement attempts are documented in the discharge.
- Treatment Plan Signatures.
Treatment plans are getting turned in without proper signatures. All plans and addendums must be signed by the Guardian or the consumer. Please make sure all primary case holders are getting the needed signatures.
- In-Services.
The Contracts Department continues to see cases where In-services are not occurring. This is not acceptable. Any time there is a new change in the treatment plan, or changes like that, an In-service must be conducted.
- Referral Portals.
We still have the Community Living Supports (CLS) Referral Portal. It is expected this will be discontinued soon. The only other Portal is Home-based.

- **Camperships.**
Rick Van Wagoner, LifeWays Liaison, reported that camperships are being handled on an individual basis, and it is progressing well.
- **Telehealth Changes.**
Information has been sent out regarding Telehealth changes. If you have any questions or issues, please reach out to the Contracts and Management office.
- **Medicaid Eligibility.**
LifeWays is being notified in advance of a consumer's Medicaid eligibility, so primary case holders can be advised.
- **Unsigned Documentation.**
Please make sure that your employees are getting documents signed. There are a lot of unsigned documents that have been submitted, and all documents requiring a signature needs to have that signature. Please have your staff review all documentation.

Referral Coordinator

Carly Coxon, Supervisor, Customer Services

Jessica Tucelli, Director, Access Services

Carly and Jessica explained the new process and a new position called Referral Coordinator. The new Referral Coordinator is Rachel Butler. Rachel is helping to coordinate the Referral Access. She makes the first service appointments for consumers and providers. She will be reaching out to providers to see what is the preferable and easiest method of scheduling appointments to pair up providers with consumers. This process provides one point person instead of all the clinicians working on all the individual referrals, and she can focus on working on this one thing all the time. Jessica reported that recently there were over 100 referrals in network in a week. There were 268 screenings and 168 intakes completed in the first 15 days. Bobby thanked Providers who have responded to Rachel's requests. It is greatly appreciated.

LEO News & Updates

Conner Gibbons, EMR Systems Analyst

Conner Gibbons gave the following report:

- The appointment reminder text for LifeWays Medical Services has been updated to include a reminder to arrive 15 minutes early to appointments. If your agency would like this included in your appointment reminder, please submit a LEO help desk ticket.
- Appointment reminders are now on a rolling schedule. This means that appointment reminders will be sent throughout the day rather than at 2 p.m. daily.

- Lab slips have been updated to include the following: Name, address, phone number, LifeWays LOGO, Lab ordered by, and an updated signature line titled to correctly reflect medical staff signature and credentials rather than the previous document stating "Psychiatrist/NP," which was misleading.
- A question asking if the consumer would be interested in being a peer support was added to the discharge summary.
- Blank Prints Update: Healthcare Integration Project (HIP) – National Outcomes Measures System (NOMS) (Child) print was removed. Baseline Assessment and Reassessment/Discharge NOMS forms were added.

A question was asked if a box is checked to show someone is interested in becoming a peer support, how is this tracked, and who will be reached out to them? The answer is, LifeWays Peer Support Department would reach out.

Next Meeting: August 8, 2023

- **Questions & Answers**
No questions or concerns currently.
- **30 Second Public Service Announcement**

Courtney Sullivan, Supervisor, Integrated Health Clinic Services, reported on staff and physician changes.

Jennifer Fitch, Director, Utilization Management (UM), advised that UM has been working with the nurses to go into the Homes to do an independent assessment of Community Living Supports (CLS) needs, specifically residential. Now they are expanding this to include any CLS that occurs in the Home including Self-Directed, hands-on assistance, and non-residential. Jennifer mentioned this to make providers aware that nurses may be visiting. A new form will be in LEO to support this. The nurses are contacting the homes prior to their visit, and it is also scheduled in LEO. Primary case holders are being asked to have a conversation with the families where CLS is being provided so that they are not caught unaware.

- **Meeting Adjourned at 10:30 a.m.**

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:

Providers:

Amber Blanton, A.R.E.
Caleb Ashby, Centria Healthcare
Carol Gilbert, Integro
Christy Johnson, Southeast Dispute Resolution
Deanna Hopkins, Alternative Choices
Diane Cranston, Genoa Healthcare
Dr. Sparks, Sparks Behavioral Health
Emily Morrison, Integro
Jim DeBruler, Recovery Technology
Julie Pratt, Comprehensive Speech & Therapy
Marc Stanley, Southeaster Dispute Resolution Services
Mike Thompson, Segue
Pamela Pane, Centria Healthcare
Rhonda Perreault, Genoa Healthcare
Sara Kolesar, Illuminate
Sarah Sabin, Strong Families
Sherry Riedel, Comprehensive Speech
Steve Savage, Stonecrest Center
Taylor Sparks, Sparks Behavioral Health
Terra Chall, Highfields, Inc.
Tim Monroe, Highfields, Inc.
Tina Jenkins, Choices with Self-Determination
Tracy Roumell, Healthy Dimensions

LifeWays Staff:

Aimee Williams, Utilization Manager
Alexis Shapiro, EMR Systems
Amy Cosgrove-Evens, Integrated Health
Andrew Murphy, Contracts Department
Belle Black, Contracts Department
Bobby Coleman, Contracts Department
Carly Coxon, Customer Services

Professional Clinical Services Summary

Page 6

June 13, 2023

Casie Schirer, Contracts Department

Conner Gibbons, EMR

Courtney Sullivan, Integrated Health

David Lowe, Access & Crisis Services

Denae Tracy, Clinical Training

Jennifer Fitch, Utilization Management

Jessica Tucelli, Director, Access Services

Jodie Smith, Outpatient Services

Kari Cheshire, Contracts Management

Kelly Burnett, Utilization Management

Kenneth Berger, Compliance

Mark Weatherwax, Outpatient SUD Services

Ryan Broughton, Case Management

Michael Cupp, Contracts Department

Randy Evans, Special Programs

Rick Van Wagoner, Contracts Department

Robin Miller, Outpatient Billing

Sharon Hasen, Contracts Department

Shirley Wilson, Case Management

Stephanie Justice, Self-Directed Services

Taylor Owens, Engagement Team