



**Professional Clinical Services Provider  
Meeting Summary**

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

**Agenda**

**Welcome**

**Virtual Meeting Protocol**

**Provider Kudos**

**New Provider Orientation**

**PPE Providers**

- Use PAR or email

**Policy Stat Log in**

- Importance – Provider communication about changes to policies and procedure revisions

**New Brand Launch**

**LEO News/Updates/Residential Forms/Consents Education – Going Live**

**Individual Placement Supported Employment/ J-Town**

**RRCA Recruitment**

**Inpatient Placements**

**First Services Appointments**

- How Many Required for Providers Weekly

**Contracts Management Updates**

- Communication Process
- Concord Update
- Next Meeting Date – August 9, 2022

**Integrated Health**

**Q & A**

## 30 Second PSA

**Bobby Coleman**, Provider Liaison,  
LifeWays Contract Management

### Virtual Meeting Protocol was reviewed.

#### Provider Kudos

None at this time.

#### New Providers Orientation

The New Provider Orientation will be held on June 29, 2022.

#### PPE for Providers

Please use the Provider Assistance Request (PAR), or email Bobby Coleman, bobby.coleman@lifewaysmi.org or Rick Van Wagoner, rick.vanwagoner@lifewaysmi.org, if new PPE is needed.

#### Policy Stat Log in

It is very important to log-in to review the Policy Stat Program for changes to policies and procedures. Also, feedback is welcome.

### New Brand Launch

**Christina Crouch & Chelsea Oliver**, Public Relations  
Coordinators

Christina Crouch gave a brief PowerPoint presentation explaining the new Brand launch. Please contact LifeWays if you need the updated logos. She demonstrated the changes to the website for providers.

### LEO News/Updates/Residential Forms/Consents Education – Going Live

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

Alexis Shapiro discussed the Consents in LEO and the Residential Forms. There are three Consents in LEO:

- Consent to Treat/Participate – One is needed per case per treatment year. This is very important as it is required by Medicaid Standards.
- Consent to Receive Services by Alternative Means – It is very important to have a signature scanned. She also reviewed Procedure 501.23. Please continue to complete the consents as you have been until further changes to the procedure are made.
- Consent to Exchange Health Information - review of the LEO Informational Guide - Revoke Current Consent, and Renewal. Discussion followed. It is very important that written consent is obtained.
- Electronic Documentation – The Specialized Residential forms were discussed. The go-live date is October 1, 2022.

<p align="center"><b>Individual Placement Supported Employment/J Town</b></p>	<p><b>Melissa Diaz</b>, Clubhouse Director  <b>Pam McKessy</b>, ETS Employment Training</p>
<p>Pam McKessy gave a PowerPoint presentation on Individual Placement Supported Employment (IPS). This program provides individual placement and support assistance to individuals with mental illness.</p> <p>Melissa Diaz gave a presentation explaining the J-Town Clubhouse is like a day center with a nonclinical approach. They assist with transitional, supported independent employment. Side-by-side training is provided. Educational programs are also provided to members.</p>	
<p align="center"><b>RRCA Recruitment</b></p>	<p><b>Ashlee Griffes</b>, Recipient Rights Officer</p>
<p>Ashlee Griffes, Recipient Rights Officer, is recruiting for the Recipient Rights Advisory Committee, and gave a brief presentation explaining the Committee mission, duties, membership, and demographics.</p>	
<p align="center"><b>Inpatient Placements</b></p>	<p><b>David Lowe MA, LPC, CCTP</b>  Executive Director, Access and Crisis Services</p>
<p>David Lowe was unable to attend.</p>	
<p align="center"><b>Contracts Management Updates</b></p>	<p><b>Michael Cupp</b>, Director  LifeWays Contracts Management</p>
<ul style="list-style-type: none"> <li>• <b>Communication Process</b>  Primary contact for any questions outside the realm of the ordinary function, please contact your liaison via email, or submit a provider assistance request. If this doesn't resolve the issue, please contact Michael via Belle, <a href="mailto:belle.black@lifewaysmi.org">belle.black@lifewaysmi.org</a>.</li> <li>• <b>Concord</b>  Contract drafts for 2023 will be coming out soon. Annual meetings will be scheduled to discuss contracts, and rates. New this year is a way for providers to view contracts through Concord. Please contact Bobby Coleman, <a href="mailto:bobby.coleman@lifewaysmi.org">bobby.coleman@lifewaysmi.org</a>, to set this up.</li> <li>• <b>Next Meeting Date – August 9, 2022</b></li> </ul>	
<p align="center"><b>Q &amp; A</b></p>	
<p>None currently.</p>	

## 30 Second PSA

Amy Cosgrove-Evens, Director, Integrated Health, spoke about Community Health and Wellness Programming. Registration can be done through the LEO email. Information regarding this program will be shared on Facebook.

Bobby and Andrew will be on vacation next week. If there are any requests, please use the PAR form.

Cindy Keyes, Quality Improvement Specialist: the Mental Health Statistics Improvement Program – Adult Satisfaction Survey, MHSIP, and Youth Satisfaction Survey for Families, YSS, Consumer Survey will be coming out July 5 to August 5, 2022, with 365 surveys needing to be completed.

### **August 9, 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 [Provider Request](#) 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](mailto: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/>*

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### **Attendance:**

Amber Blanton  
Amy Cosgrovebridges  
Andrew Murphy  
Bianca Wilson  
Bobby Coleman  
Brenda Lewis  
Carol Gilbert  
Christina Hoffman  
Conner Gibbons  
Courtney Sullivan  
David Sprunger  
Deanna Hopkins  
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  
Sara Kolesar  
Steve Sparks  
Teresa Unger  
Terra Chall  
Tim Monroe  
Tracy Roumell