



**Community Based Services Provider  
Meeting Summary**

<b>Facilitator:</b>	Rick Van Wagoner Provider Liaison, Contracts Management	<b>Date: June 14, 2022</b> <b>Time:</b> 11am - 12:30 pm <b>Location:</b> Microsoft Teams <b>Next Meeting: August 9, 2022</b>
<b>Recorder:</b>	Belle Black, Administrative Assistant	

**Agenda**

11:00am	<b>Welcome</b> <ul style="list-style-type: none"><li>• <b>Provider Kudos</b></li><li>• <b>Direct Care Worker (DCW) Pay Stubs</b></li><li>• <b>Personal Protective Equipment (PPE) – staff using in the homes</b></li><li>• <b>Doctor Appointments</b></li><li>• <b>Labs, appointments, follow-ups, medical supplies in home</b></li><li>• <b>Inservices</b></li><li>• <b>Community Living Supports (CLS) Outings</b></li><li>• <b>Safety Care Training</b></li><li>• <b>Genoa Medication – In Person</b></li></ul>	<b>Rick Van Wagoner,</b> Provider Liaison LifeWays Contracts Management
11:10am	<b>Integrated Health</b>	<b>Amy Cosgrove-Evens</b> Director, Integrated Health
11:15am	<b>Contracts Management Updates</b> <ul style="list-style-type: none"><li>• <b>Updates</b></li><li>• <b>Concord Updates</b></li><li>• <b>Next Meeting Date – August 9</b></li></ul>	<b>Michael Cupp,</b> Director LifeWays Contracts Management
11:35am	<b>LEO News/Updates/Residential Forms/Consents Education – Going Live</b>	<b>Alexis Shapiro</b> EMR System, LifeWays
11:45am	<b>New Brand Launch</b>	<b>Christina Crouch &amp; Chelsea Oliver</b> Public Relations Coordinators
11:55pm	<b>Recipient Rights Advisory Council (RRAC) Recruitment</b>	<b>Ashlee Griffes,</b> Recipient Rights Officer Office of Recipient Rights
12:05pm	<b>Individual Placement Supported Employment/ J-Town</b>	<b>Pamela McKessy, ETS</b> Program Manager, Hope Network <b>Melissa Diaz,</b> Clubhouse Director
12:20pm	<b>Q &amp; A</b>	

**Provider Kudos**

**Provider Kudos – Congratulate, support, or show appreciation for our Providers and/or their Staff!!**

If you would like to publicly recognize someone with some kudos at the upcoming Community-Based Services Provider Group meeting, please send to the Contracts Department Email at [contracts@lifewaysmi.org](mailto: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

**Agenda Items**

**Rick Van Wagoner,**  
 Provider Liaison, LifeWays  
 Contracts Management

• **Direct Care Wage (DCW) Pay Stubs**

Direct Care Wage pass through pay stubs require a separate line item on pay stubs to indicate the Direct Care or Wage Passer amounts to indicate to staff they are receiving that pay.

• **Personal Protective Equipment (PPE)**

LifeWays will provide Personal Protective Equipment as needed. Let your Provider Liaison know your need.

• **Doctor Appointments**

It is important to keep scheduled doctor's appointments for clients. If you cannot attend, please communicate with the doctor's office and reschedule the appointment.

• **Labs, appointments, follow-ups, medical supplies in home**

Please make sure consumers get their labs on time and complete every medical requirement you can for our consumers. This is standard practice. Residential providers have their own internal measures in place to make sure that consumers are going to their appointments. If a consumer misses an appointment, they should be scheduled for the next available appointment.

• **In-services**

Please make sure that In-services are properly documented. Make sure all staff are trained by the clinician who is the professional or by provider management staff that have been trained successfully by that specialist. Please make sure the In-service form is completed and document the presenter doing the In-service. This information is needed for the July audit.

- **Community Living Supports (CLS) Outings**

Please be sure your consumers are getting out in the community doing things they would normally do again. Be sure to follow the Home and Community-Based Services rules regarding the CLS outings.

**Integrated Health**

**Amy Cosgrove-Evens**  
Director, Integrated Health

Amy took a few minutes to discuss Community Health and Wellness Programming (notes attached) and the Community Health and Wellness Process (with demonstration attached). She encouraged community participation.

**Psychiatric Services/Med Clinic Authorizations**

**Jennifer Fitch**, LMSW-Clinical & Macro, Director, Utilization Management

Bobby introduced Jennifer as the new Director of Utilization Management. Jennifer discussed Medical Services and Medical Clinic Authorizations for psychiatric services.

- Be sure to enter the correct codes for evaluation and ongoing services.

**LEO Updates**

**Michael Cupp**, Director  
LifeWays Contracts Management

LEO News/Updates

- Power BI
  - Michael Cupp gave a brief overview of how Power BI works and the benefits of using this program.
  - Each LifeWays provider will be required to have at least one account.

**Contracts Management Updates**

**Michael Cupp**, Director  
LifeWays Contracts Management

- Treatment Plans
  - Home and Community-Based Services (HCBS) forms need to be filled out, specifically if the individual has any HCBS related services.
- Residential Rates – H2015
  - H0032 will be discontinued soon.
- Concord
  - Providers now have access to Concord to view and sign contracts. We will reach out to you and set up training for this.
- Reminder: Failure to bill a clean claim is not an appealable claim
  - There was some discussion on clean claims. Billing error on LifeWays part is an appealable claim. If claim was billed incorrectly, wrong dates, no notes, etc., it is not appealable.
- Next Meeting date is August 9

**New Brand Launch**

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

Christina shared a PowerPoint presentation regarding the new brand launch. See attached PowerPoint.

**RRCA Recruitment**

**Ashlee Griffes**, Recipient Rights Officer, Office of Recipient Rights

Ashlee Shared a PowerPoint presentation.

**Individual Placement Supported Employment/J Town**

**Pamela McKessy, ETS**  
Program Manager, Hope Network  
**Melissa Diaz**, Clubhouse Director

Pamela McKessy shared a PowerPoint presentation.

**30-Second PSA****Michael Cupp**, Director  
LifeWays Contracts Management

Nothing at this time.

**Upcoming Meetings****Michael Cupp**, Director  
LifeWays Contracts Management**Next meeting is AUGUST 9, 2022****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 minutes, supporting documents, process alerts, and the provider manual on the Provider page of the LifeWays website. <https://lifewaysmi.org/>

This is the meeting for all LifeWays providers of **Community-Based Services (CBS)** and is separate from the meeting with providers of Professional Clinical Services. 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. Community-Based Services (CBS) Provider Group meeting occurs the second Tuesday of the months Feb, Mar, May, Jun, Aug, Sept, Nov, and Dec from 11 AM to 12:30 PM. 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.

**Meeting Attendance**

Melissa	Frash	CLN
Pam	Griffith	Twin Maples
Teri	Miskowski	Rice Manor
Diane	Cranston	Genoa Healthcare
Lisa	Monk	Tenacious Living
Barbara	Freysinger	LifeSpan Consultant
LaToshia	Baruti	Creekside
Karrie	Beilfuss	LifeSpan
Tina	Jenkins	Choices/SD
Sam	Dixon	Creekside
Rhonda	Perreault	Genoa
Akrum	Eidelsafy	Blue Lakes
Connie	Wilson	CCHI
Sara	Johnson	Renaissance
Sara	Kolesar	Illuminate
Andrew	Rhodes	
Tony	Thomas	CCHI
Terry	Ogg	
Michael	Thompson	Segue