

Provider Meeting Minutes



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| Facilitator: | Makena L’Huillier Provider Analyst, Contracts and Provider Network Management | Date: June 9, 2020 Time: 9am-10:30am Location: Relias Virtual Classroom Next Meeting: August 11, 2020 |
| Recorder: | Tia Truitt Administrative Assistant II, Contracts Dept. | |

Topic Description

Speaker

Introductions & Welcome

- Welcome
- Provider Kudos
- Director of Network Contracts Updates; Michael Cupp
- Provider Satisfaction Survey & Provider Network Consumer Satisfaction survey. Cindy Keyes, QI Specialist
- Organization’s Corporate Compliance Plan. Ken Berger, Corporate Compliance Officer
- Jackson Care Hub Upgrade. Joshua Williams, Access Project Manager
- Grievances & Appeals. Teresa Smith, Customer Service Specialist
- 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

"Kudos to Highfields, Lori Bargesser and Terra Chall. Thank you both very much for your informative presentations to our outpatient staff at recent Zoom meetings. Lori presented on MST and Terra on WRAP and the information was very helpful to our staff in understanding the processes for referral and the specific aspects of each program.

-Kyle Rasmussen, Outpatient Supervisor at Integro

“Integro would like to thank Mike Thompson and his crew at Segue for all their efforts and willingness to assist us with transfers of consumers in closing our Outpatient Services in Hillsdale. Their communication was excellent and timely. We greatly appreciate their help in making sure our consumers were transferred smoothly, even during COVID.”

-Emily Morrison, Integro

“Kudos to Segue CSM Kitrina Sims. She must make a great connection with her consumer’s. I have worked with a consumer who always has positive things to say about Kitrina and how she has impacted her recovery.”

-Erin Howard, LifeWays Crisis Specialist

“To Healthy Dimension and Tracy Roumell in regard to helping get a safety swing installed for a consumer.”

-Rick VanWagoner, LifeWays Contract Manager

Director Updates

Michael Cupp

Licensing Renewal Trainings

- CMHA is sponsoring virtual trainings that may be needed for licensing. The flyers for the Pain Management training and Ethics training will be sent out with the minutes.

BTP Referral Process

- Reminder that Integro will not be taking regular BTP referrals. Waitlist for BTPs continues to exist. If you have any referrals needed, please continue to send to Tia Truitt in the Contracts department to place on the waitlist. Please remind your staff to continue to contact Tia and referrals should not be going directly to Integro until the waitlist ceases to exist.

Face to Face services

- The executive order is still stating that we are to continue doing telehealth services if it is feasible, doable, and safe, for the consumer.
- You should still be contacting your contract manager if you feel there are urgent cases that should return to face to face services.
- We are expecting that any case that returns to face to face services have a review done with the clinical members of the team in consultation with the consumer and possibly their primary care provider about the appropriateness for using face to face services versus telehealth.
- We still encourage telehealth when possible and appropriate to continue for the time being.
- Stay posted as we will be sending additional information out.
- *Opened up for questions, no questions were asked.*

2021 Contracts

- We are in the process of drafting 2021 contracts to get them out and have them reviewed and signed by 10/1.
- For 2021, there could be decrease in funding for the state budget. There could be upwards of a 10% cut across the board. We ask that us as a CMH and providers look at ways to cut costs as there is a potential for network cost cutting.

New Forms for Staffing Level changes and Census changes

- Placement Determination form and Staffing Change forms should be being completed and sent to Rick in a timely manner and copy to Tia to make sure you are getting paid the correct per diems.
- Dedicated staffing is referring to a specific consumer in a home who has a direct service professional on shift working directly with them at all times. It must be approved by BTC.
- Eyes on means there is someone in the room with you at all times though they can also be working with other consumers.

- If it is behavior related, a behaviorist would write a BTP.
- If it is a medical concern, a medical professional would be making the recommendation. The medical documentation would be submitted with the documentation of restrictions form.
- Both would be sent to the secretary of BTC, Tia Truitt. Tia will have BTC review. If the staffing is approved by BTC, the case manager should be communicating it to the home and the home will then need to look at their current staffing levels. If the home determined the need of additional staffing, they should then complete the Staffing Change Request form and sent to Rick for review and approval.

Provider Satisfaction Survey & Provider Network Consumer Satisfaction Survey

Cindy Keyes

- Results of surveys were shared at the May Provider meeting.
- If anyone has any feedback or questions regarding either survey, they may contact Cindy Keyes, QI Specialist at cindy.keyes@lifewayscmh.org.

Organization’s Corporate Compliance Plan

Ken Berger

- Corporate compliance is important to ensure an organization is following laws and regulations, but more importantly ethical standards.
- Some organizations have moved from Corporate Compliance plans to Corporate Integrity plans.
- One of the roles of the Corporate Compliance Officer is to review each organization’s Corporate Compliance plan and to ensure it follows the 7 key elements needed in a Corporate Compliance plan.
- See the attached Reviewing Your Corporate Compliance Plan document
- If you would like to speak with Ken Berger, LifeWays Corporate Compliance Officer regarding compliance or your agency’s plan, please reach out to Ken Berger at ken.berger@lifewayscmh.org or via phone at 517-796-4526

Jackson Care Hub Upgrade

Josh Williams

- Josh Williams is a Project manager with LifeWays as well as the Liaison for the Jackson Care Hub.
- SIM grant in Jackson county was secured a couple years ago which implemented a social determinants of health screening within Jackson county. Over 25 primary care offices conducting social determinants of health screening and 20-25 community-based organizations that can do the social determinants of health screening.
- To date, over 100,000 patients have been screened.
- Jackson Care Hub gives you access to conduct the social determinants of health screening as well as do an assessment on those needs and connecting people to services available in our community.
- Jackson Care Hub can also make a direct referral to community agencies and the agency will reach out to the individual within 3 business days. This information is tracked and the original screener has access to the referral status.
- In March, the platform went through an upgrade that has new features with more effective and efficient organization.
- The platform is directly connected to EPIC and when a primary care doctor does a screening, it will send directly to the Jackson Care Hub and allow them to connect with the individual.
- In the last 6 months it has also been connected to LEO. In LEO there is a social determinants of health screening and it will send notification to the Jackson Care Hub.
- If you are interested in more information on the Jackson Card Hub, reach out to Josh Williams at joshua.williams@lifewayscmh.org or Tashia Carter at tcarte14@hfhs.org

Grievances and Appeals

Teresa Smith

- *Grievances and Appeals Power Point transcript below.*

Grievances

- A Grievance should be completed when you are unhappy with the services you received or the way you were treated.
- A Grievance can be completed by anyone who has contact with the Community Mental Health System.

- A Grievance can be completed at any time.

How to Complete a Grievance

- A Grievance & Appeals form must be completed to file a Grievance. This form can be picked up in person at LifeWays or from any provider in the LifeWays provider network.
- A Grievance & Appeals form can also be found on our website, www.lifewayscmh.org
 - Click “Services” at the top of the screen
 - Click “Customer Service Information” on the left side of the screen
 - Scroll down to the bottom section, “Other Forms and Guides”
 - Click “Grievance & Appeals Form” for a fillable PDF document

Once a Grievance is Received...

- The Grievance is logged by the LifeWays Customer Service Specialist, Teresa Smith.
- An acknowledgement letter will be sent to the person who filed the form within 5 business days.
- The entire grievance process can take up to 90 calendar days for resolution.
- Upon resolution, the LifeWays Customer Service Specialist, Teresa Smith will notify the person who filed in writing of the resolution.

Appeals

- An Adverse Benefit Determination is sent to the consumer whenever a service is denied, reduced, terminated, or suspended.
- The consumer has the right to file an Appeal if they do not agree with the decision outlined in the Adverse Benefit Determination.
- The Appeal can be completed by the consumer, the parent or guardian, or an advocate with written permission of the consumer.

How to file an Appeal

- An Appeal can be filed orally or in writing by contacting the LifeWays Customer Service Specialist.
- A Grievance & Appeals form, found in the LifeWays lobby or from any provider in the LifeWays provider network, can also be used and turned in to LifeWays Customer Service.
- The Grievance & Appeals form can also be found on our website, www.lifewayscmh.org
 - Click “Services” at the top of the screen
 - Click “Customer Service Information” on the left side of the screen
 - Scroll down to the bottom section, “Other Forms and Guides”
 - Click “Grievance & Appeals Form” for a fillable PDF document

Once an Appeal is Received

- A standard appeal will be completed within 30 calendar days.
- If an appeal is requested and it meets the requirements for an expedited appeal, it will be decided upon within 72 hours of receiving the appeal.
- Once the appeal is resolved, the LifeWays Customer Service Specialist will notify the consumer of the resolution in writing, along with further appeal rights if the consumer is not satisfied with the result of the appeal.

Fair Hearing

- A Fair Hearing is an impartial review by a state level administrative law judge.
- Medicaid enrollees can ask for a State Fair Hearing only after receiving the Notice of Appeal Denial that states the decision appealed has been upheld.

The Grievance & Appeals brochure can be found on the LifeWays website under “Brochures Available for Download”.

2020 Consumer Handbooks are in!

- Contact Teresa Smith at (517-780-3332 to request your handbooks.
- Providers may request up to 2 boxes of handbooks at a time.

Question received: Is there a particular format to use if a person is giving permission for someone to be an advocate for them?

- They can send a letter stating, they give permission for the individual to be their advocate and it should be attached to the grievance or they can sign the grievance form as well as send letter stating they give permission for another individual to be their advocate.

Q & A

Q: Where do we find the staff change request forms and housing census forms?

A: The forms were sent out by email. If needed, please contact Rick or Tia and they can send them to you.

Q: Relias Rollout Question. Why are we asking staff to take the initial trainings over?

A: We were hoping to have better outcomes and to ensure better compliance for staff learning. We wanted to ensure everyone had the same training and ensure consistency. We appreciate your compliance with this.

Q: Executive Order 108 made home visitors not allowed until June 26th.

A: There are provisions to this. Carefully read the order and consult with your Contract Manager.

Q: Should residential expect the 10% reduction on top of the reduction we already had?

A: Not to expect it but be prepared for. We are doing what we can to minimize the impact, as some of the residential providers have already had a reduction in the past year, though we cannot rule out that there will be no impact.

Q: When will residential residents be going back to community outings, Allowing visitors in home?

A: Communication was sent out that visitors can be allowed in the home according to the guidance from the most recent Governor's order. Guidance from the state should still be followed. It is still recommended that whenever able to continue doing virtual visits, zoom meetings, telehealth. Community outings are allowable when it is following social distancing guidelines.

30 Second PSA

- Drop in Centers will be opening back up on June 22nd with limited hours, they will be outdoors. Virtual support and recovery groups going on as well as Go-Lives every day.
-Ann Monroe, ARE
- Genoa Pharmacy will be closing early on Thursday, June 11th for inventory. Process alert also being sent.
-Jon Abbey, Genoa
- We are in the process of implementing 2-Factor Authentication within LEO, which includes a phased roll out plan; starting with our internal clinical care division. In the near future you will receive communication regarding this implementation, which will include the method being used along with necessary training and the go live date. If there are questions, please ask Alexis Shapiro or PJ Hoffman.
-PJ Hoffman, LifeWays

Contracts and Provider Network Management Contact Information

Michael Cupp, MA, Psychologist- Master's Limited

Director

Phone: 517.796.4578

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Tia Truitt

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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.

- 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.

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

2nd 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

2nd 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, Conner Gibbons, Ken Berger, Nicole Turpin, Jon Abbey, Barb Freysinger, Amanda Plumb, Emily Morrison, Melissa Eichler, Beth Cooley, Terra Chall, Courtney McIntosh, PJ Hoffman, Georgia Mason, Amy Drummond, Jim DeBruler, Beverly Boatley, Richard Van Wagoner, Cindy Keyes, Tracy Roumell, Amy Cosgrove-Bridges, Teresa Smith, LaToshia Baruti, Kristen Wright, Alexis Shapiro, Cheryl Howard, Angel Bail, Carly Coxon, Lisa Monk, Debra Coday, Sarah Sabin, Mallory Vredeveld, Roderick Davis, Pam Griffith, Chad, Christina Hoffmann, Timur Baruti, Mike Thompson, Christina Hoffmann, Kate Jimenez, Melissa Frash, Shannan Clevenger, Lee Knapp, Tina Jenkins, Ann Monroe, Dianna Nelson, Michael Cupp, Josh Williams, Angie