



**Community Based Services Provider
Meeting Summary**

Facilitator:	<i>Rick Van Wagoner Provider Liaison, Contracts Management</i>	Date: August 9, 2022 Time: 11am - 12:30 pm Location: Microsoft Teams Next Meeting: September 13, 2022
Recorder:	<i>Belle Black, Administrative Assistant</i>	

Agenda

11:00am	Welcome <ul style="list-style-type: none">• Provider Kudos• Direct Care Worker (DCW) Pay Stubs• Personal Protective Equipment (PPE) – staff using in the homes• Doctor Appointments• Labs, appointments, follow-ups, medical supplies in home• In-services• Community Living Supports (CLS) Outings• Safety Care Training• Genoa Medication – In Person• Referral Portal• Remove Relias for those no longer employed• LEO Residential Forms, In Services• Robin Miller – Amanda Felty• Courtney Sullivan – Flu Shots	Rick Van Wagoner, <i>Provider Liaison LifeWays Contracts Management</i>
11:25am	LEO News LEO User Profile Form - updated	Alexis Shapiro, <i>Assistant Director, EMR Systems, LifeWays</i>
11:55am	Contracts Management Updates <ul style="list-style-type: none">• A new Process “Put It in Writing” Approval Letter	Michael Cupp, Director, <i>LifeWays Contracts Management</i>
11:55pm	<ul style="list-style-type: none">• LEO Update – Providers must update All Staff in LEO with full information, credentialing, etc.• Concord Updates• Next Meeting Date – September 13, 2022	
12:20pm	Q & A	
12:25pm	30 Second PSA	

Provider Kudos

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

Kristin Wright, Financial Officer, LifeSpan – sends Kudos to:

Connie Wilson and Cheryl Howard from CCHI. We have been working weekly together to eliminate duplicate claims. The process we put in place has been working!! I am truly grateful and appreciate that we have been able to come together as a team. They are both wonderful and fun to work with.

Ken Berger from LifeWays - I want to thank him for starting the Compliance Collaborative. Being able to collaborate and learn from each other and having the opportunity to develop relationships with other providers has been a great tool.

Jennifer Wireman, Quality Improvement, LifeWays - sends Kudos to:

Thank you to **Barbara Jordon and Jordon CFC** for their coordinated efforts in providing credentialing documentation. I know they were struggling with IT issues and Mrs. Jordon took time away from her other responsibilities to drive the requested items into the LifeWays office to ensure the QIC team was able to present items for the MSHN Waiver Audit. It was greatly appreciated!

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 or use the Lifeways Provider Meeting Agenda Item 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 – All Providers Requirements**
Thank you to providers for submitting the quarterly reports for Direct Care Wage pass through. The Direct Care Wage pass through amount is currently \$2.64 per hour.
- **Personal Protective Equipment (PPE) - Staff Using in the Homes**
PPE is available at LifeWays. If you need PPE, please get orders to Rick.
- **Doctor Appointments**
Please monitor all scheduled consumer doctor appointments making sure they are attending. If not, make sure appointments are being rescheduled as soon as possible and attended.
- **Labs, appointments, follow-ups, medical supplies in home**

Same as above.

- **In-services**

Providers are requested to make sure in-services are scheduled and documented in LEO. All homes need to have copies in their books.

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

Please be sure to follow all guidelines when consumers are getting out into the community.

- **Safety Care Training**

Relias Safety Care Training is available for staff. Please make sure staff are scheduled for this training.

- **Genoa Medication – In Person**

Relias training is being provided at LifeWays. This is in addition to regular Relias training.

- **Referral Portal**

The CLS referral portal will be taken offline by September 1, 2022. After September 1 direct referrals to agencies will go through LEO.

- **Remove Relias for those no longer employed**

Please be sure those employees no longer employed are removed from Relias.

- **LEO Residential Forms In-Services**

LEO Residential Forms In-Service training will be scheduled with providers. Information will be reviewed with providers in a virtual meeting.

- **Robin Miller – Amanda Felty**

Amanda Felty will be assisting with Medicaid applications and has taken over the Network Benefit role. Amanda was welcomed to the Finance team.

- **Courtney Sullivan**

Courtney spoke about flu shot clinics being offered, and the necessity to get consent forms to and from all guardians. If the guardian declines, please be sure this is noted. Also, all homes should be scheduled by the end of September. All flu vaccinations should be taken September through November. At this point Moderna and Johnson & Johnson are the only Covid 19 vaccines available through Genoa Pharmacy. If you want Pfizer, another pharmacy will need to be used.

Please contact Courtney Courtney.sullivan@lifewaysmi.org or Deana Woodard deana.woodard@lifewaysmi.org through LEO if a consumer tests positive with Covid 19 or flu for documentation.

LEO News/LEO User Profile Form

Alexis Shapiro, Assistant
Director EMR System, Lifeways

Alexis Shapiro discussed:

- The LEO User Profile Form needs to be submitted as an attachment to the LEO help desk when requesting a user be added or updated.
 - A new process is coming soon with an ability to add all staff information except permissions.
 - The section of the Lifewaysmi.org provider links section has had all links fixed for the LEO website, along with the forms.
 - If you have any questions about how to attach a document to a LEO help desk ticket, please select the Help Menu in LEO and the Informational Guide will assist.
- New Features –
 - There is a new process to reactivate and deactivate users in LEO, as well as the roll out of the electronic residential forms. A new process and procedure should be coming in the next few weeks. Please enter a LEO help desk ticket to obtain access for provider administration permission.
 - If there is no Provider Authorization process in a treatment plan, a primary case holder will be able to enter an authorization for service even if there is no current provider contracted for that service. This is only for services from out-of-network providers. For any process questions or concerns, please contact your provider liaison directly or by using the Provider Assistance Request (PAR).
 - The introduction and rollout of the Electronic Residential Forms is in process. We are working on programming CLSs and community progress so that it can be electronically documented. Alexis recommends that home managers that have access to all locations should also have provider administrator permissions. Training will be provided starting the end of August.
- Questions –
 - Will the note in residential forms create a sale? The residential forms are per diem and will not create a sale.

Rick reiterated the importance of all the medical notes, progress notes, and documentation of residential forms in LEO. Hopefully, all providers will be on board by October 1, 2022.

Contracts Management Updates

Michael Cupp, Director
LifeWays Contracts
Management

- A New Process "Put It In Writing" Approval Letter

- Please make sure to get documentation in writing from us, particularly regarding claims. A new form letter is now available regarding claims. Please be sure this is attached.
- LEO Update – Providers must update all staff in LEO with full information, credentialing, etc.
 - When reviewing staff in LEO please make sure credentialed staff are current as well as deactivating staff that are no longer employed. Please make sure staff credentialing is kept up to date by October 1, 2022. Monitoring will be done.
- Concord Updates
 - Contract review meetings are being scheduled. All accounts can be updated in Concord so all previous documents as well as new documents can be viewed.
- Next Meeting date is September 13, 2022. There will be no meeting in October.

Questions

Michael Cupp, Director
LifeWays Contracts
Management

Melissa – Can you check in LEO under Provider staff or Community Lights staff, or do you have to search by name? Alexis responded that Melissa should have access to the staff information if she has LEO permissions. Under the Provider Management Menu and then View Provider Staff Directory she should see all staff assigned to her locations. This can be exported to an excel spreadsheet file or a CSV file to be viewed. If you don't have access, please enter a LEO help desk ticket.

Georgia Mason – Is Safety Care Training required for skilled building staff or only home staff? Michael responded that they are required to have some sort of de-escalation training, depending on the situation it could be required, and may be recommended.

Angie – When is the next quarterly report for April, May, and June due for Direct Care Wage pass through. Michael responded that they will be due August 31, 2022.

Georgia – Asked about the electronic forms being used for skill building? Rick responded that this could be a possibility.

Stephanie – Would LEO show each staff for the Self-Directed arrangements, or would this be different because the consumer guardian is the employer? Alexis responded that staff currently does not have access to LEO, and she isn't sure if this will be a requirement for Self-D. Staff that currently use LEO and are assigned as staff to Community Alliance will be able to see information for those staff. Rick said that this will be looked into further.

Patricia – Is the Covid report still required? Rick responded that yes, we still do the Covid report if there's a staff or consumer testing positive for Covid.

Question regarding the flu shot documentation? Documentation is needed showing that everyone has received the opportunity to receive a shot. Documentation is also needed showing that the guardian or participant did not want the flu shot.

None at this time.

Upcoming Meetings

Michael Cupp, Director
LifeWays Contracts
Management

Next meeting is September 13, 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 **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 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	Eidelsfy	Blue Lakes
Connie	Wilson	CCHI
Sara	Johnson	Renaissance
Sara	Kolesar	Illuminate
Andrew	Rhodes	
Tony	Thomas	CCHI
Terry	Ogg	

Michael Thompson Segue