



**Professional Clinical Services Provider  
Meeting Summary**

<b>Facilitators:</b>	<b>Bobby Coleman</b> , <i>Provider Liaison, LifeWays Contracts Management</i>	<b>Date: August 9, 2022</b> <b>Time:</b> 9:00 am-10:30 am <b>Location:</b> Microsoft Teams <b>Next Meeting: September 13, 2022</b>
<b>Recorder:</b>	<b>Belle Black</b> , <i>Administrative Assistant, LifeWays Contracts Management</i>	

**Agenda**

**Welcome**

**Virtual Meeting Protocol**

**Provider Kudos**

**New Provider Orientation – Tuesday, August 16 @ 8:30 a.m.**

**Referral Portals**

**Remove Relias for those no longer employed**

**Home Help & CLS**

**Introduce Casie Schirer, LifeWays Provider Liaison, Contracts Department**

**LEO News - LEO User Form - Updated**

**Pre-Plan Updates**

**What is Telehealth?**

**Contracts Management Updates**

- **A new Process “Put it in Writing” Approval Letter**
- **LEO Update – Providers must update All Staff in LEO with full information, credentialing, etc.**
- **Concord Update**

**Next Meeting Date – September 13, 2022**

**Q & A**

**30 Second PSA**

**Bobby Coleman**, *Provider  
Liaison,*

**Virtual Meeting Protocol was reviewed.**

**Provider Kudos**

Conner Gibbons, EMR Analyst, LifeWays-

I want to congratulate Community Alliance a.k.a. CLN for getting 100% on their recent FMS audit. Both our Self-D team at LifeWays and CLN have worked hard over the last year to react to the changing Self-D landscape. They have done a great job meeting all of the audit requirements even as they have shifted and changed. Kudos to them!

PJ Hoffman, Quality Improvement, LifeWays-

Big kudos to Terra Chall from Highfields for her prompt help and response with providing some additional information and support as requested for the MDHHS Waiver Audit. You are quite the professional and I always know whenever I need something from Highfields, it'll get done quickly and thoroughly! Thank you again for the exceptional service!

Ryan Broughton, Utilization Manager, LifeWays -

Nominating provider Kudos to Emily Morrison from Integro for going out to a high need potential children's waiver consumers home to complete a 0-3 assessment. She took the time to do this herself and assist us in getting this done so quickly to help the consumer get linked to services

**New Providers Orientation – Tuesday, August 16, 2022, 8:30 am**

This is for new providers who have not been through the orientation process. The meeting will be in-person at LifeWays, and breakfast will be served as well as lunch.

**Referral Portals**

The Referral Portals are still being used for a few of the services. This includes Behavioral Treatment Plans, Community Living Supports (CLS) Home Based Referrals, and Psychological Testing. Please go to the Lifeways website and fill out the forms when using.

**Remove Relias Training for those staff no longer employed.**

Providers, please audit your Relias account and remove anyone who no longer works for you. There is a cost for each person that has an account.

**Courtney Sullivan – Flu Shots**

Genoa Pharmacy will be offering Flu Vaccine Clinics. The goal is to have everyone vaccinated on or by November 1, 2022. Please contact Rhonda, [rperreault@genoahealthcare.com](mailto:rperreault@genoahealthcare.com) at Genoa Pharmacy to schedule. Any questions, please contact Courtney Sullivan, [courtney.sullivan@lifewaysmi.org](mailto:courtney.sullivan@lifewaysmi.org). LifeWays would like all residential homes to send out consents to guardians so this documentation can be scanned into the chart.

personal care needs, and 24-hour care. These are considered home help. CLS for two hours a week is not considered home help.

### LEO News/LEO User Form - Updated

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

Alexis Shapiro discussed:

- New LEO User Profile Form
  - This 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 the 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.
- Barcode scanning allows the ability to scan multiple stacks of documents as one document. Alexis asked for volunteers for a pilot with users within the service network. She will train one on one in-person or virtually.
- CAFAS/PECFAS Assessment Functionality was reviewed and demonstrated.
- TEDS errors on update Assessments
  - Issues are being addressed as quickly as possible. Alexis provided user education showing how staff can resolve on their own.
- New Feature – No Provider Authorization process. A review was given showing steps needed to follow. 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.

### Pre-Plan Updates

**Denae Tracy, LMSW**, Supervisor, Clinical Training

Denae Tracy reviewed the updated Pre-Plan Form and gave updates. The form is currently in training mode and will go live in LEO, August 22, 2022. A 15-minute Relias recorded training is available. Please encourage staff to enroll in the training. This form will help with audits when clinical record reviews are done.

### What is Telehealth?

**Ken Berger, MA, PC**  
Corporate Compliance Officer

Update on LifeWays procedure, "Telehealth Service Provision 05-01.23," also known as telemedicine.

The definition was expanded to include: **For non-psychiatric mental health services, this definition encompasses encounters taking place using interactive audio telecommunication systems alone.** There are three times telehealth can be used.

- When a consumer requests it.
- When the use of the Covid 19 screening tool or the consumer's self-report warrants it, and
- When the practitioner is directed by an administrative authority.

Exceptions (document as best as you can):

- Compromised immune system
- Cross county outpatient therapy client

Questions, please call Ken Berger, (517) 796-4526

### Contracts Management Updates

**Michael Cupp, Director**  
LifeWays Contracts  
Management

- A new Process "Put It In Writing" Approval Letter
  - If you are verbally told something about your communication or relationship with LifeWays or something was approved or allowed, particularly claims, please get it in writing from your Liaison or Belle, so the documentation can be attached.
- LEO Update
  - Providers must update all staff listed in LEO with full information including up-to-date credentialing by October 1, 2022. If someone signs a document, full credentialing needs to be included. LEO will be used to monitor credentialing in the future.
- Concord Update
  - Annual contract meetings are being scheduled. Annual contracts and up-to-date information can be accessed in Concord for viewing, as well as historical documents.
- Next Meeting Date – September 13, 2022

### Q & A

None at this time.

### 30 Second PSA

Cindy Keyes requested that all surveys are followed up on today.

### September 13, at 9:00 am – 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 Lifeways Provider Meeting Agenda Item Request form [here](#), **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/Provider-Portal>

---

**Attendance:**

Amber Blanton  
Amy Cosgrovebridges  
Andrew Murphy  
Bianca Wilson  
Bobby Coleman  
Brenda Lewis  
Carol Gilbert  
Christina Hoffman  
Conner Gibbons  
Courtney Sullivan  
David Sprunger  
Deanna  
Denae Tracy  
Diane Cranston  
Emily Morrison  
James Horigan  
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

