



Professional Clinical Services Provider Group Meeting
Tuesday, August 8, 2023, 9:00 a.m. – 10:30 a.m.
LifeWays Meeting Summary

General Updates

**Bobby Coleman, Provider Liaison
Contracts Management Department**

Bobby Coleman welcomed everyone, reviewed the Virtual Meeting Protocol, and announced that the September meeting will be in-person only. The meeting will no longer be available online at this time.

Provider Kudos

Contracts Department

- **LifeSpan:** Kudos to Kristen Wright and LifeSpan Respite for reconsideration of an emergency placement at Meyers Respite Center. This helped a consumer's grandmother who was having some medical problems.
- **Beacon Specialized Living:** Kudos to Shelly Keinath and Beacon Sheffield for modifications both to the physical plant and hospital beds that helped lower fire evacuation times. Additional modifications are being reviewed which would help further lower evacuation times. These changes allowed one of the two consumers proposed for a move to remain at Sheffield.
- **Person-Centered Team:** Kudos to Tracy Roumell, Healthy Dimensions; Marjorie Kirchner, Integro; Kim Cole, Integro; Courtney Sullivan, LifeWays; Teresa Hubbell, Recovery Technology, and Deb Pugh, Jackson County Guardian Office for problem solving fire evacuation issues for a home that allowed a consumer to remain in the home and not being moved.
- **Sparks Behavioral Health:** A challenging consumer was moved from one Provider home to another Sparks Behavioral Health home with good success for the consumer.
- **Recovery Technology:** Thank you for putting in the required number of First Service Appointments as requested.
- **Segue:** Thank you to Segue for taking on many children with Case Management needs so that they may begin services within the next month.

If you would like to publicly recognize someone with some kudos at the upcoming Professional Clinical Services Provider Group meeting, please send to the Contracts Department Email at 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*

Bobby encouraged everyone to please share more kudos. There are a lot of good things happening and they should be recognized.

Professional Clinical Services Updates

Bobby Coleman, Provider Liaison, Contracts Management Department

- **Medicaid Eligibility and Redetermination:**

LifeWays is notified in advance of a consumer's Medicaid eligibility, so primary case holders can be advised.

- **Discharges:**

Primary case holders were urged to be very careful to review discharges to make sure all required information is filled in. Please make sure that all engagement attempts are documented in the discharge.

- **In-Services:**

The Contracts Department continues to see cases where In-services are not happening. Any time there is a new change in the treatment plan, or anything similar, an In-service must be conducted.

- **Referral Portals:**

We still have the Community Living Supports (CLS) and Homebased Referral Portals. The CLS portal will be discontinued soon.

- **Unsigned Documentation:**

Please make sure that your employees are getting documents signed. There are a lot of unsigned documents that have been submitted, and all documents requiring a signature need to have that signature. Please have your staff review all documents before submitting them.

- **Utilization Management Items:**

Interim Plans and Treatment Plans can begin the date of the Person-Centered Plan meeting. The annual assessment should be done before the Treatment Plan meeting. Please be sure assessments are completed well before the Treatment Plan. We are noticing a lot of assessments being done after the PCP meeting, or they are completed on the same day. Alexis Shapiro explained the Behavioral Health Treatment Episode Data Set process. She advised the order of operation for this function:

- The update assessment, even if it is signed off before the Treatment Plan is signed, will still overwrite all the goals, objectives, and interventions recently put into the current PCP document. When a Help Desk is created you will be instructed to do a change sign document to the updated assessment to then match the goals and objectives and interventions that you have just inputted.

- **First Services Appointments Updates:**

- Schedule First Service Appointments throughout the month.
- Please remove availability in LEO Calendar if the employee is on Paid Time Off (PTO)

If an employee shows availability, but is not at work due to PTO, please have someone go into the LEO Calendar and remove their availability. If a First Service appointment is rescheduled, then please be sure the original appointment is removed from the calendar.

Bobby introduced Breanna Cast, LifeWays Utilization Manager for Children Services.

Arbor Hills Psychological Services Alex Cash and Matthew Smith

The process and appropriate referrals for psychological testing were reviewed. A process chart is available with these minutes. The process chart is a tool to be used as a quick reference when completing a psychological evaluation.

- **First step – Send Referral to Receiving Program Supervisor in LEO** - Primary Case Holder (PCH) will fill out a referral form in LEO. This form will go to Chelsea Wells, Receiving Program Supervisor, for review.
- **Second step – Receiving Supervisor Reviews Referral** - Chelsea Wells will ask the PCH for more information, approve or deny the referral based on AHPS testing capabilities.
- **Third step – Referral is put on waitlist** - Referral will join the internal waitlist for testing managed by AHPS administration staff.
- **Fourth Step – Staff will contact PCH for authorization** - When consumer's turn is coming near, Alex Cash will contact PCH, and request authorization be submitted.
- **Fifth Step – Consumer is scheduled for testing** - AHPS will schedule testing with consumer and notify PCH that appointment has been scheduled.
- **Sixth Step – Testing is completed** - Consumer attends the appointment. Report is uploaded into LEO once completed.

Customer Service Update

Carly Coxon, Supervisor, Customer Services

Carly Coxon, Supervisor, Customer Services, gave an overview of the LifeWays Customer Services Department.

Customer Service Needs:

- Messages regarding customer service needs, such as grievances and appeals, may be sent to the Customer Service distribution list in LEO or Customerservice@lifewaysmi.org.
- Calls should be made to the customer service line, (517) 780-3332. This line is answered by a live person between 8:00 a.m. - 5:00 p.m.

Interpreter Needs:

- Interpreters are becoming harder to secure and it is recommended to provide two-week notice to ensure someone will be available. If it is less than two weeks, please email Customer Service urgently.
- Consumers needing an interpreter should have the Interpreter banner at the top of their chart in LEO. Any appointments scheduled **on a LEO calendar** for these consumers will trigger an automatic interpreter request notification to Customer Service.

Medical Records:

- LifeWays medical record requests or questions may be sent to the Medical Records distribution list in LEO or medicalrecords@lifewaysmi.org.
- All medical records requests or subpoenas should go to this email. Scanned electronic copies should be sent immediately upon receipt. Please hold onto the paper copy until confirmation has been sent that it has been received.

Scheduling:

If scheduling assistance is needed for a LifeWays provided appointment, please call the scheduling line at (517)780-3300 or send a message using the Scheduling distribution list in LEO or scheduling@lifewaysmi.org.

First Service Appointments:

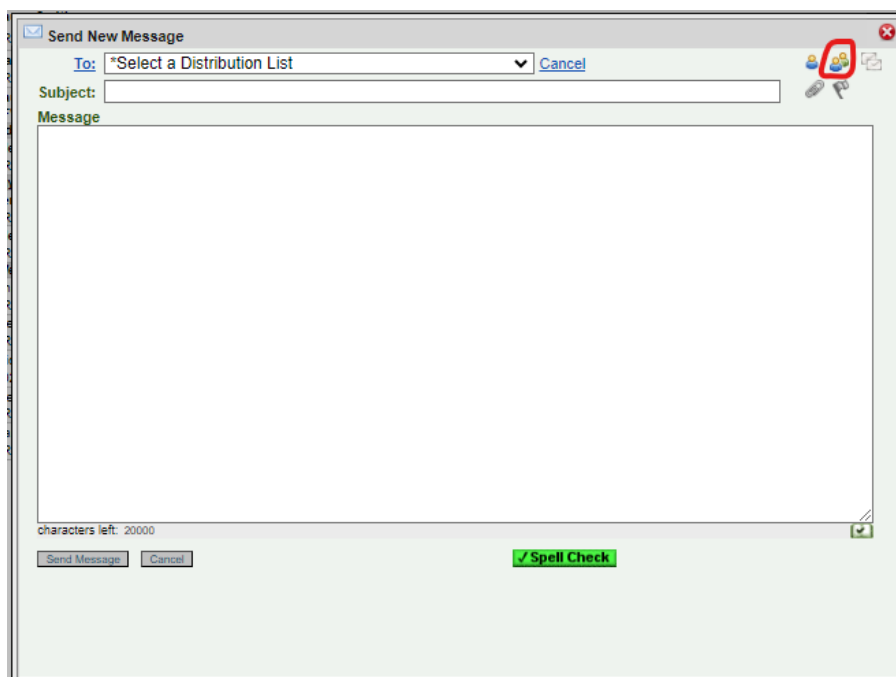
The purpose needs to be set to First Service and the location needs to be selected. The Notes section should include the following:

1. Program type (Case Management (CSM), CSM-Autism Spectrum Disorder (ASD), Outpatient (OPT), Assertive Community Treatment (ACT), Substance Use Disorder (SUD), Home-Based (HB), Mobile Crisis Team (MCT) or Infant Mental Health (IMH 0-3))
2. Child (include specific age range i.e., 3-17, 6-17) or Adult.
3. Population Type of Mental Health (MH) or Intellectually/Developmentally Disabled (I/DD).
4. Specialties trainings/certifications.

If a first service appointment needs to be rescheduled, the original first service appointment will show in LEO as available. Please remove that original appointment availability if it has been rescheduled to a later date.

How to use a distribution list in LEO:

1. Click on the two-person icon below.
2. Click the down arrow next to "Select a Distribution List."
3. Click on the appropriate distribution list from the drop-down menu.



Contracts Management Update

Michael Cupp, Director, Contracts Management

- Year End Procedures – October 31, 2023:
Invoices for non-grant funding will need to be submitted by October 31, 2023. If any invoices are received after October 31, 2023, there will be no reimbursements. This is also the deadline for any claims for Fiscal Year 2023. A document of year end reconciliation needs to be submitted by October 31, 2023, listing outstanding claims or invoices for FY 2023. Anything not included in the Year End Reconciliation letter will not be paid.
- Stabilization Funding/General Reimbursement Update:
The Mission Staffing Stabilization Grant has run out. Therefore, applications will not be accepted.
The Covid Stabilization Funding addressing revenue issues for reimbursement of special Covid related expenses, (i.e., overtime, home-based fees rate equivalent loss rate of revenue, and any Covid supplies) is still available until September 30, 2023. Claims will continue to be processed for this.
- Fiscal Year 2024 Contracts – Beginning with October 2023, if contracts are unsigned, claims will not be paid:
All Providers should have a draft of their FY 2024 contracts to review. Very few increases were included due to the State not funding Community Mental Health. Michael urged Providers to continue to contact their legislators advocating the importance of Community Mental Health.

Medicaid funding has dropped; therefore, we need to be as conservative as possible with the budget. This may eventually lead to budget cuts. Political advocacy is very important. Providers were urged to sign up for the Community Mental Health Association advocacy page on the internet to get updates.

LEO News & Updates

Alexis Shapiro, Assistant Director, EMR Systems

- Advanced Directives now has its own link. It is located under the Legal/Court Orders/Releases section of the Consumer Chart.
- Discharge Summary – has a new question on page 12: Follow-up plan. “Would you be interested in being a peer support for others?” The intent is to use this to identify potential peer support individuals in the future.
- The Electronic In-Service Form is now available even though the training video has not been completed. It is very important that everyone trained is documented. The goal is to have all employees have an account in LEO and all documents entered electronically.
- Medicare Inpatient Lifetime benefits exhausted – there is a new checkbox located at the bottom of the “Basic Information” page within the consumer information of the Consumer Chart. When the box is checked, a banner will be displayed on the

consumer record header indicating that Medicare Inpatient Lifetime benefits have been exhausted for the consumer.

- The procedures for Request for changes and enhancements will be moving from entering a LEO Help Desk. The procedure will be updated. A link will be created that links with the PM software, to create efficiencies, and to be able to report on true help desk issues.
- The Provider Performance Index should be available this week. Providers are asked to verify if the information is correct, and if it is not accurate, please correct it. An email will be sent when this is officially deployed. A few data integrity issues have come to light through the development of these measures. One key thing to remember is – questioning the cases you see; is important. Some of these measures are extremely complicated and involved.

Next Meeting: September 12, 2023

- **Questions & Answers**

No questions or concerns currently.

- **30 Second Public Service Announcement**

Mike Thompson, Segue, announced a neighborhood art show, with a social justice theme, being held by Segue. John Willis, City of Jackson, will give a presentation.

Jennifer Fitch, Utilization Management (UM), announced that UM will no longer have the Respite grids. However, please be sure the staff for respite is clearly educated in the Person Center Plan and the Treatment Plan. The procedure is currently going through its reviews and will go online once that is completed.

Randy Evans, Special Programs, announced that he had some snacks donated by the Girl Scouts to be handed out to veterans. If you are a veteran or know a veteran, please contact Randy or Doug Brinker.

Bobby announced a "Stomp Out Suicide" event to be held on Sunday, September 10, 2023, at City View 520, Commonwealth Commerce Center from 5:00 – 9:00 p.m.

- **Meeting Adjourned at 10:30 a.m.**

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 **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 notes, supporting documents, process alerts, and the provider manual on the Provider Portal. <https://www.lifewaysmi.org/Provider-Portal>.

Attendance:

Providers:

Alex Cash, Arbor Hills Psychological Services
Caitlyn Schultz, Healthy Horizons
Caleb Ashby, Centria Healthcare
Carol Gilbert, Integro
Deanna Hopkins, Alternative Choices
Emily Morrison, Integro
Jim DeBruler, Recovery Technology
Julie Pratt, Comprehensive Speech & Therapy
Linda Langham, Alternative Choices
Matthew Smith, Arbor Hills Psychological Services
Mike Thompson, Segue
Renee Evans, Alternative Choices

Sara Kolesar, Illuminate
Terra Chall, Highfields, Inc.
Tina Miller, Alternative Choices
Tracy Roumell, Healthy Dimensions

LifeWays Staff:

Aimee Williams, Utilization Manager
Alexis Shapiro, EMR Systems
Amy Cosgrove-Evens, Integrated Health
Andrew Murphy, Contracts Department
Belle Black, Contracts Department
Bobby Coleman, Contracts Department
Brenda Lewis, Finance
Carly Coxon, Customer Services
Casie Schirer, Contracts Department
Cindy Keyes, Quality Improvement
Courtney Sullivan, Integrated Health
Jennifer Fitch, Utilization Management
Jessica Tucelli, Access Services
Kari Cheshire, Contracts Management

Next Professional Clinical Services Provider Meeting: LifeWays Pine Room, Tuesday, September 12, 2023, 9:00 a.m.

Kaylene Armstrong, Finance
Kelly Burnett, Utilization Management
Laura Smith, Access Services
Linda Belcher, Integrated Health
Mark Weatherwax, Outpatient SUD Services
Michael Cupp, Contracts Department
Philip Hoffman, Quality Management
Randy Evans, Special Programs
Rick Van Wagoner, Contracts Department
Robin Miller, Outpatient Billing
Sharon Hasen, Contracts Department
Shirley Wilson, Case Management
Stephanie Justice, Self-Directed Services
Taylor Owens, Engagement Team