



Professional Clinical Services Provider Group Meeting
Tuesday, September 12, 2023, 9:00 a.m. – 10:30 a.m.
LifeWays Meeting Summary

General Updates

Bobby Coleman, Provider Liaison

Bobby Coleman welcomed everyone to the Professional Clinical Service Provider Group meeting.

Provider Kudos

Dawn Del Rio, PhD

- **Recovery Technology:** Congratulations to **Greg Gallagher and his Recovery Technology Team** on their 20th anniversary! Greg's dedication to the field of mental health is truly commendable, with 30 years of service as the Clinical Director of LifeWays and 20 additional years of making a positive impact through Recovery Technology. His 50 years of leadership and innovative mindset have been instrumental in providing quality care to countless individuals. Happy 20th anniversary!

Philip J. Hoffman, LifeWays Clinical Quality Liaison

- Kudos to **Emily Morrison, Integro**, and **Becky Womboldt** and **Terra Chall, Highfields**, for their support as we worked through submitting the Home-Based services application to Michigan Department of Health and Human Services (MDHHS). Their help was greatly appreciated and allowed us to get the application approved by MDHHS. Thank you for your partnership.

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

Bobby discussed the following:

- **Medicaid Eligibility and Redetermination:**
A Medicaid Redetermination form is available from the Finance Department. Finance is sending them out to Providers every month. LifeWays Sends Medicaid spend-down

documentation to the Department of Health and Human Services (MDHHS). Providers do not need to send this information to MDHHS.

- **Discharges:**
All engagement attempts need to be documented in the discharge so that the caseloads can be cleared, making availability for more people.
- **In-Services:**
Any time there is a change in the treatment plan, or anything similar, an In-service must be conducted with **all** the staff. The In-service must be completed before a treatment plan begins.
- **Referral Portals:**
The Community Living Supports (CLS) and Home-based Referral Portals are still available. It is hopeful that the CLS portal will be discontinued soon. Most children are off the portal list, and the focus now is to get the adults off the list.
- **Unsigned Documentation:**
Please make sure that staff sign all documents before submission.
- **Treatment Plan Items:**
 - Ancillary Objectives - Ancillary Providers do not need to complete the objectives for the Treatment Plan meeting. They can make recommendations. The treatment team will complete the objectives at the treatment plan team meeting. It is also the job of the case manager/primary case holder to create smart objectives.

Ryan Broughton, LifeWays Supervisor, Case Management Child Services, mentioned a concern that some Ancillary Providers are frustrated by Case Managers making alterations to the goals and objectives, and will not sign documentation. This concern will be reviewed, and discussions will continue with the training team and case management providers. A discussion followed. Bobby asked that all Primary Case Holder agencies advise their Primary Case Managers that they are responsible for making sure the objectives are written smart.

- Invite Ancillary Providers - Ancillary Providers need to be invited to the Treatment Plan meetings. Terra Chall, Highfields, voiced a concern about Ancillary Providers not attending Treatment Plan meetings, therefore, they are not giving necessary feedback. Denae Tracy, LifeWays Supervisor, Clinical Training, said that Ancillary Providers should be providing recommendations prior to the meetings if they are not able to attend the meetings.
- Hold the Treatment Plan Meeting Approximately 30 days in Advance of the expiration of previous Treatment Plan - This will give everyone time to get the authorizations in and approved.
- Treatment Plans are to be Completed Within Two Days of the Meeting - This will give Utilization Management time to review authorizations.

- New Hire Recipient Rights Checks:
Please make sure these are being completed for all new hires.
- First Services Appointments Updates:
 - Schedule First Service appointments throughout the month.
 - Please remove availability in the LEO Calendar if the employee is on Paid Time Off (PTO)
- Year End Procedures – All claims must be submitted by October 31, 2023, unless they cannot be billed due to an outstanding circumstance. This includes claims, invoices, and other items. A reconciliation letter noting the outstanding circumstance must be emailed to Shannan Clevenger, Chief Operations Officer, shannan.clevenger@lifewaysmi.org, and copied to Inna Mason, Deputy Executive Director, Finance, inna.mason@lifewaysmi.org, by October 31, 2023.
- 2024 Contracts – Beginning October 1, 2023, if a contract is unsigned, claims will not be paid.
- Communications – various forms of communications were reviewed including the color coding of emails, and everyone was urged to submit requests through the Contracts Management Request (CMR) help desk ticket.

Relias Accounts
Casie Schirer, Paralegal
Contracts Management Department

Casie Schirer reported the following regarding Relias Accounts:

When adding a new employee, please check to see if they have completed Relias Trainings in the past. If they were previously employed within the LifeWays organization, their Relias accounts can be transferred. This helps ensure individuals are compliant with their training and helps keep time down to repeat courses. Once a new account is created, we can no longer transfer an account.

The supervisors adding users to Relias are responsible for assigning training plans in the system. The system is set up to auto-assign training plans, but we need to ensure that we are confirming the correct training plan has been assigned. This can be viewed in the Users Training Transcript. Once viewing the transcript in Relias, click the Assignment Details Tab at the top of the page.

Please be sure that you are marking accounts in Relias inactive as staff leave your organization. This helps us track the number of seats that are being used in the system, as well as assists us when trying to transfer accounts between companies.

If there are any questions when adding staff or training plans, please reach out to Casie Schirer for assistance at casie.schirer@lifewaysmi.org.

LEO News & Updates

Alexis Shapiro, Assistant Director, EMR Systems

Alexis Shapiro gave the following LEO News & Updates:

- An Electronic Medical Record – Group (EMR-G) meeting is scheduled for today at 1:30 – 3:00 p.m. with a focus on training the provider performance index. The meeting will be held in the Pine Room at LifeWays.
- MO Modifier – the TS modifier will replace the MO Modifier. The MO modifier was put in place a few years ago when Michigan Department of Health and Human Services (MDHHS) implemented all the new modifiers for FY 21. Multiple Medicaid Event Verification (MEV) findings where monitoring was billed back, but the TS modifier was not included. The same rule applies where we won't be authorizing with the TS modifier, unless specifically written that way; however, it can still be added at the time of claim submission as expected.
- The specialized residential progress note (shift note) is being expanded. This will be the electronic documentation of all Community Living Supports (CLS) type services. A mock-up is being completed and will be sent for approval this week. It will be a priority for programming and communication will follow with a training and informational guide.
- Electronic Visit Verification (EVV) kick-off meeting with MDHHS and the vendor they have selected. The meeting was a high-level review of the intended integration and workflow. At the next meeting, we will review specifics of the interface. The vendor of the EVV system plans on files being submitted or uploaded with specifics for consumer, provider, and authorization data.
- We are in the process of updating the appointment reminder functionality to include the provider's name and address of the location. An email will come out within the next week and once the functionality is updated if you wish to have appointment reminders for your agency, we ask that you enter a LEO Help Desk.
- FY24 Coordination of Benefits (COB) Phase II: Robin Miller, Finance Department, and Alexis will be attending the PCE meeting tomorrow morning for FY24 COB reporting requirements for phase II. A meeting will be held internally to discuss the workflow. More information will be sent out after the meeting.
- FY24 BH-TEDS (Behavioral Health Treatment Episode Data Set) updates: The finalized coding instructions should be available Friday or Monday followed by an email being sent. Usually, this email goes out in late August, however, there

were multiple last-minute changes to the specifications at MDHHS, so that has held up finalizing instructions.

Next Meeting: November 14, 2023

Questions & Answers

No questions were received.

30-Second Public Service Announcement

No Public Service announcements were received.

Meeting Adjourned at 10:15 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 [CMR](#) 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:

Amber Blanton, A.R.E.

Carol Gilbert, Integro

Diane Cranston, Genoa

Emily Morrison, Integro

Jim DeBruler, Recovery Technology

Julie Pratt, Comprehensive Speech & Therapy

Matthew Smith, Arbor Hills Psychological Services

Mike Thompson, Segue

Next Professional Clinical Services Provider Meeting: LifeWays Pine Room, Tuesday, November 14, 2023, 9:00 a.m.

Sara Kolesar, Illuminate
Sara Moreno, Segue
Sherry Riedel, Comprehensive
Terra Chall, Highfields, Inc.
Tina Jenkins, Alternative Choices
Tina Miller, Alternative Choices
Tracy Roumell, Healthy Dimensions

LifeWays Staff:

Aimee Williams, Utilization Manager
Alexis Shapiro, EMR Systems
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
Jennifer Fitch, Utilization Management
Jessica Tucelli, Director, Access Services
Kaylene Armstrong, Finance
Kelly Burnett, Utilization Management
Rick Van Wagoner, Contracts Department
Ryan Broughton, LifeWays Case Management Child Services
Sharon Hasen, Contracts Department
Taylor Owens, Engagement Team