



**Professional Clinical Services Provider  
Meeting Summary**

<b>Facilitators:</b>	<b>Bobby Coleman</b> , Provider Liaison, LifeWays Contract Management	<b>Date: September 13, 2022</b> <b>Time:</b> 9:00 am-10:30 am <b>Location:</b> Microsoft Teams
<b>Recorder:</b>	<b>Belle Black</b> , Administrative Assistant, LifeWays Contract Management	<b>Next Meeting: November 8, 2022</b>

**Agenda**

**Welcome**

**Virtual Meeting Protocol**

**Provider Kudos**

**BH-TEDS training is now available in Relias**

**A.R.E. Inc. – Youth Peer Supports**

**Ranges is authorization requests SIS assessment and upcoming changes**

**LEO News**

**LEO User Form - Updated**

**Contracts Management Updates**

- **Reminder - A new Process “Put it in Writing” Approval Letter**
- **Reminder - LEO Update – Providers must update All Staff in LEO with full information, credentialing, etc.**
- **Assessments need to be done before Treatment Plans.**
- **Annual Consents need to be done every year, including consent to participate.**
- **Guardian/Consumer signatures are required on all Treatment Plans.**
- **Year End Claims must be submitted by October 31, 2022.**
- **Year End Reconciliation Reports must be submitted by October 31, 2022.**

**Next Meeting Date – November 8, 2022 (No October Meeting)**

**Q & A**

**30-Second PSA**

**Bobby Coleman**, Provider Liaison, LifeWays Contract Management

**Virtual Meeting Protocol was reviewed.**

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

Michell Mann, QMPH, BS, Hillsdale Dreams Program-

- Kudos to **Kelly Burnett** for your timely responsiveness and exceptional communication.

Sara Moreno, BHS, QMHP, Case Manager Supervisor, Hillsdale Dreams Program-

- Kudos to **Connie Wilson (CCHI), Annette Wegman (Integro), Jack Tallman (Integro), and Kyle Steury (Sparks)**: For all your excellent communication and coordination as well as being available last minute for an emergency in-service. I truly appreciate you all!

Linda Belcher, LBSW, Supervisor, OBRA, LifeWays - I appreciate everyone's positive attitudes and willingness to assist during these past few months. You all are very much appreciated and valued. THANK YOU! I would like to send a huge KUDOs to:

- **Segue** for assisting the OBRA team with completing assessments while we were short a couple of staff members. **Mike Thompson, Mike Jackson, Jessica Smith, Jessica Foust, and Penny Jansen** have been so willing to assist and have been phenomenal.

Conner Gibbons, EMR Systems Analyst, EMR Systems Administration - I want to congratulate:

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

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](mailto:contracts@lifewaysmi.org) or use the Provider Request Form [here](#).

**BH-TEDs Training**

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

**BH-Teds** Training is now available in Relias. This training is especially good for newer employees.

**A.R.E. Inc. – Youth Peer Support Services**

**Amber Blanton, MA, CPSS**  
Chief Operations Officer  
A.R.E., Inc.

**Amber Blanton** reported that A.R.E., Inc. will be hiring two or three individuals for Youth Peer Support Specialists. Youth Peer Support Specialists are people who are 18 to 26 years old, who have lived experience within the mental health system and identifies with a mental health

diagnosis. They have to be at a place in their recovery where they want to give back to that experience. They work with middle school up to 26-year-old youth.

A Youth Peer Support Specialist is a good position for someone who wants to get into the social services work and wants experience working in the public mental health system. Recently A.R.E. is able to work primarily with youth. Training will be held in December 2022.

Please contact Amber if you have any questions about the Youth Peer Support program or have cases that you feel are fitting.

**Ann** asked that Amber explain the kinds of youths that are served and benefited in Youth Peer Support.

**Amber** explained that the main criteria of youth served have to have a mental health diagnosis and a severe emotional disturbance. Usually, children under 12 years of age are not served. The person also must be able to be out in the public safely without Youth Peer Support. It is very helpful to have someone on the team who is closer in age to the youth and have experienced some of the same issues. This way the youth feel safe and can relate better, which helps in their treatment and recovery.

**Clinical Chart Review  
Provider Guidance Review Tool**

**Philip Hoffman, MA, Supervisor**  
*Quality Management*  
**Dena Tracy, Supervisor,**  
*Clinical Training*

**PJ Hoffman** reported about a new Provider Guidance Review Tool. A procedure is currently going through the approval process. It is 80208. The intent of the tool is performance improvement opportunities for providers and LifeWays employees. A sample of the tool will be reviewed by the Clinical Training Department. They will be reviewed by the audit module in LEO and go back to the primary case holder and supervisor for review. The area that isn't in compliance can then be fixed. The certification would be completed by the Contracts Management Department.

**Dena Tracy** reviewed a draft of the tool. The draft will be put in the chat for review. This tool was developed for primary case holders. Additional tools may be developed in the future. The tool includes an Assessment, Person-centered Planning, Progress Notes, and Episode of Care. Five percent of an agency's case load over the course of two years will be required. These will be completed quarterly.

**Ranges is authorization requests, SIS assessment and upcoming changes**

**Jennifer Fitch, Director**  
*Utilization Management*  
**Amy Cosgrove-Evens,**  
*Director, Integrated Health*

**Jennifer Fitch** discussed Authorization Ranges. A process alert was sent out giving specific instructions related to medical service authorizations. Authorizations are not allowed at this time in general. The State is very firm on this. **No ranges are to be requested within an authorization.** The region is pushing back, specifically within psychiatric services. She stressed to please review the process alert because it outlines the codes that should be used for psychiatric requests, also reminding the primary case holders that if they aren't receiving communication back from medical services as quickly as needed, they can go back into the medical reviews to know how

often a person is being seen. Due to a lot of lapsed authorizations for psychiatric services, management is being encouraged to review with their staff, and remind everyone that ranges are not allowed.

**Amy Cosgrove-Evens** offered to answer any questions, and that she is currently updating a Power-Point presentation that was sent out in March addressing what the medical services, psychiatric services, authorization needs. It will have her contact information and new name.

**PJ Hoffman** spoke to Mid-State's course of action on ranges, and how we are aligning as a region. For transparency, when we had a waiver audit and citations for ranges, we were instructed to send our corrective action plan back to Michigan Department of Health and Human Services (MDHHS) for review, "Please refer to the mission action to address the lack of specific amount, scope, and duration ranges used instead as outlined in the service range response letter subject 2022/1915 HCBS site review." This is due Thursday, September 15, 2022. We will keep you advised as things transpire.

**Jennifer** stated that we are looking to collaborate and partner with other regions because of the burden this causes. She also spoke about the Supports Intensity Scale (SIS) Assessment changes. The SIS Assessment is used for anyone with an Intellectual Disability (ID) or Developmental Disability (DD) designation, and anyone that is 16 years or older. Currently, it is optional. Guardians or individuals can decline. However, the Michigan Department of Health and Human Services (MDHHS) is going to make it mandatory beginning FY 2024. There must be two respondents in scheduling a SIS, and there also must be two people who know the individual and can speak to some of their functioning abilities. Therefore, there will be an increased effort to make sure these are scheduled. This only has to happen once every three years. This change will be required for all individuals that have a waiver, and specialized residentials, and receiving 1915-i services. Any questions, feel free to contact Jennifer Fitch, Director of Utilizations Management, [jennifer.fitch@lifewaysmi.org](mailto:jennifer.fitch@lifewaysmi.org).

### LEO News/LEO User Form - Updated

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

Alexis Shapiro discussed:

- **Behavioral Health Treatment Episode Data Set (BH-TEDS) changes and edits coming for FY 2023** – these will be effective October 1, 2022. Everyone should have received the email with the notification.
  - Ethnicity Field will no longer have the option of **Unknown** as a selection.
  - Certified Community Behavioral Health Clinic (CCBHC) Expansion Grantees Only – Expansion Grantees who are not CCBHC Demonstration Sites are not required to submit BH-TEDS but are encouraged. LifeWays has opted to capture and report BH-TEDS for all CCBHC clients and will continue to do so as it is already a part of our clinical workflow, and the Electronic Medical Record (EMR) supports this workflow without any type of additional steps for CCBHC clients.
  - Discharge Reason – Death - If the reason for discharge is death, then the date of death and Service End date should be the same. If the date of death is not available at the

time the discharge is completed, the date of the individual's last face-to-face service should be used.

- Detailed Severe Mental Illness (SMI) or Serious Emotional Disturbance (SED) Status (designation) – the description has removed language of “N/A” for the Not Evaluated selection. The coding guidelines have been updated to state, “individuals with mild to moderate Mental Health (MH) diagnosis would be captured as “Neither SMI nor SED””, as the correct selection.
- Marital Status – the value of “Not Collected - Full Record Exception,” is only allowed in an admission record. For an update or discharge record, values of Never Married, Now Married or Cohabiting, Separated, Divorced, or Widowed is required. “Unknown” is only a valid selection if the BH-TEDS record is a “Q” record.
- Veteran/Military Information – Client or Family Military Service – the definition for family has been updated to include all the following: spouse, mother, father, stepparent, adopted parent, sibling, half-sibling, and child.
- Changes to minimum wage – Effective January 1, 2023, Michigan’s minimum wage will become:
  - o \$10.10 per hour = minimum hourly wage
  - o \$3.84 = tipped employee hourly wage rate
  - o \$4.25 = training wage for first 90 days of employment of individuals 16-19 years of age (no change from 2022)
  - o \$8.59 = minors (16-17) minimum hourly wage
- Medication - Assisted Opioid Therapy – if “Unknown” is selected for an update or discharge record, the TEDS record will generate an error. Please select yes or no.
- Crisis “Q” Records – a “Q record will only need to be submitted if an individual does not have an open mental health (MH) episode, and if it has been more than 90 days since the individuals most recent Behavioral Health Treatment Episode Data Set (BH-TEDS) submission (an Updated (“U”) record).
- Residential Living Arrangement – the following are now valid selections for a “Q” record:
  - o Residential Care/Adult Foster Care (AFC)
  - o Living in a private Residence not owned or controlled by the Prepaid Inpatient Health Plans (PIHP), Community Mental Health Services Program (CMHSP), or Contracted Provider
  - o Foster Home/Foster Care
  - o Living in a private residence owned and/or controlled by the PIHP, CMHSP, or Contracted Provider
  - o Crisis Residential
  - o Institutional Setting
  - o Jail/Correctional/Other Criminal Justice Institutions
  - o Living in a private residence with natural or adoptive family member(s)

- Substance Use (captured within Regional Electronic Medical Information (REMI) for Medicaid primary Substance Use Disorder (SUD clients)– A new annual updated record will be required. LifeWays Internal Outpatient Therapy Department will be affected.
- **Incident Report Updates** – There has been a revision to the Incident Reporting Module, and how we report critical incidents. More information will be coming soon, so please watch the provider newsletter, emails from Belle Black, etc. on user training and changes.
- **New Change to the Referral Form - Send copy to addition** – The referral form within LEO has been updated to include a “Send Copy To” feature. This was added to update treatment team staff that might need to be made aware of the referral, as an alternative to sending a separate LEO message regarding the referral being made, etc.
- **Denial of Discharge** – Utilization Management (UM) can now deny a discharge rather than have the document deleted. This creates an efficiency within the UM department and Primary Case Holders (PCH) in situations where a discharge would be denied (e.g., a psychiatrist disagrees with the discharge, no outreach occurred, etc.); with allowing UM to enter the reason for denial. This also strengthens the integrity of the record by not deleting a document unless it is an acceptable request.
- **Revision to the Instant Reporting Module** – this isn’t deployed yet. The functionality is changing on how we internally report critical instance to the State. This is based on a statewide change. More information will be coming soon. These changes will be effective October 1, 2022. PJ further reviewed what the changes will be. It will be more applicable to the community-based providers.
- **Fiscal Year 2023 Fee Schedules** – We are working on updating provider fee schedules for FY23. This should not delay the ability for PCH’s to enter authorizations for services that extend through the new Fiscal Year. If the treatment plan starts after October 1, 2022, and you are not seeing CPT/HCPCS codes to add when adding a service to an authorization, please follow the attached instructions.
- **“X” Codes no longer available** – Recently, a lot of questions have been received regarding “X” codes and why they are no longer available to use. Updates to the No Show/No Contact Note and LEO functionality allowed LifeWays to remove the unbillable “X” codes previously put in place as an interim plan to resolve some issues related to authorizations.
  - The updates to the note included a title change, and the following fields removed: Contact Type, Attendance, Place of Contact.
  - If staff started a billable document but are unable to sign it due to no authorization, no units in the current authorization, etc., please enter a LEO Help Desk and those documents will be administratively resolved as not able to sign. If there are multiple documents for multiple staff within your agency that you oversee, please enter one LEO Help Desk ticket with an attached excel document with all of the document details (e.g., Date of document, staff document name, etc.) and the reason the document cannot be signed. EMR staff will address the list as attached to the help desk ticket.

- **Andrew Murphy** asked do you include a generic code such as a 992xx where we don't know what type of review is being done before hand? Are they still being used? Alexis responded that yes, those are called bundle codes and are still in play.
- **Rick Van Wagoner** inquired about fee schedules and the upcoming Fiscal Year October 1, there have been some Client Services Managers (CSM) trying to get authorization that start now and go into the next fiscal year, but can't enter the authorization, is that what is being referred? Alexis responded that the authorization should be able to be entered, if not, please enter a LEO help desk ticket.
- **Terra Chall, Centria**, couldn't find authorization codes, so has entered a LEO help desk ticket.
- **Sarah Moreno**, would this situation apply if a case manager accidentally billed during an assessment with another provider with an overlap? Can this be changed to an unbillable note? Alexis responded yes, in the case of an incorrect billable being entered, then a sale change request can be completed.

### Contracts Management Updates

**Michael Cupp**, Director  
LifeWays Contracts  
Management

- **Reminder - A new Process "Put It In Writing" Approval Letter**
  - If you are verbally told something about the relationship with LifeWays, something was approved or something was allowed, particularly claims, please get it in writing from your liaison or Belle, so the documentation can be attached. This particularly affects claims.
- **Reminder - LEO Update**
  - Providers must update *All Staff* in LEO with full information including up-to-date credentialing and licensing 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. This is very important as action will be taken on claims if accurate credential information isn't given. Alexis reported that staff profiles are obtained in LEO. It is highly recommended that billing staff have some sort of a way to make sure credentials are up to date on a regular basis.
- **Assessments need** to be done before treatment plans.
  - It is very important to have current assessments completed before updating treatment plans when doing person centered planning. The intention of assessments is to inform treatment planning.
- **Annual Consents** need to be done every year, including consent to participate.
  - Consents need to be updated annually.
- **Guardian/Consumer signatures** are required on all Treatment Plans.
  - Every treatment plan needs to be signed by the guardian or the consumer. A scanned or electronic signature is required. If there is a true impediment to getting a signature, a documented temporary verbal consent can be done while getting the electronic signature.

- **Year End Claims** for payment must be submitted by **October 31, 2022**. Please advise your staff that is affected. *No acceptance of any invoices of Covid related anything after October 31, 2022, unless we are made aware that they are coming by October 31.*
- **Year End Reconciliation Reports** must be submitted by **October 31, 2022**.
- **Bobby Coleman** reported that the referral portals for home-based services, behavior treatment plans, psychological testing and community living supports are still necessary. It is hoped to get through the Community Living Supports (CLS) list first. A new referral portal for ABA (Autism services) will be created. A centralized list will be created. Please refer a case manager back to the portal should they receive a referral direct.
- Next Meeting Date – November 8, 2022 (No meeting in October)

### Q & A

None at this time.

### 30 Second PSA

**Cindy Keyes** gave a shout out to anyone that helped with the MHSIP and YISS survey. This was a difficult survey to get through.

**Amy Cosgrove-Evens**, LifeWays is partnering with Wayne State's Mobile Vaccination Unit Covid, they will be focusing on Covid vaccination updates and boosters. This will be held on Tuesday, October 11 and October 18, in the LifeWays back parking lot from 10 a.m. until 4 p.m. The availability is for any consumers, consumer family member or staff or providers who assist or supports consumers within the network.

**Matthew Smith**, Psychological testing regarding the Referral Portal, - Chelsea Wells will be returning from maternity leave, so there are additional onsite testing openings available. Additionally, they partnered with Dr. Gary Tucker to set up a secondary trauma and education support group starting on October 1. This is a 12-week group for providers or anyone else dealing with secondary exposure. A link in chat will be provided with more information. Please contact Matthew Smith or Dr. Tucker, (517) 750-3869, arborhillsp@comcast.net, with any questions or for more information.

**Denae Tracy**, case review tool was unable to be loaded to chat. It will be included in an email being sent to all. Independent Facilitation Training – partnered with Southeast Dispute Resolution Services. They will provide a two-part training, which is greatly needed. Part 1 will be next week in two parts, and Part 2 will be in October. A process alert was sent out last Friday. Please contact Denae, denae.tracy@lifewaysmi.org with questions. Staff can register in Relias under Independent Facilitation. Part 1 will be virtual and informational, and Part 2 will be a live demonstration of independent facilitation.

**Michael Cupp** reminded everyone that Independent Facilitation is now the preferred method of facilitating treatment planning especially Individual Plan of Service (IPOS).



**November 8, 2022, at 9:00 a.m. – next meeting (No October 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 [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](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, 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 Horrigan  
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*