



**Community-Based Services Provider  
Meeting Summary**

<b>Facilitator:</b>	Rick Van Wagoner, Provider Liaison, Contracts Management	<b>Date: September 13, 2022</b> <b>Time:</b> 11am - 12:30 pm <b>Location:</b> Microsoft Teams <b>Next Meeting: November 8, 2022</b>
<b>Recorder:</b>	Belle Black, Administrative Assistant	

**Agenda**

11:00am	<b>Welcome</b> <ul style="list-style-type: none"><li>• <b>Provider Kudos</b></li><li>• <b>Direct Care Worker (DCW) Pay Stubs</b><ul style="list-style-type: none"><li>- <b>All Providers Requirements</b></li></ul></li><li>• <b>Personal Protective Equipment (PPE) – staff using in the homes</b></li><li>• <b>Doctor Appointments</b></li><li>• <b>Labs, appointments, follow-ups, medical supplies in home</b></li><li>• <b>In-services</b></li><li>• <b>Community Living Supports (CLS) Outings</b></li><li>• <b>Safety Care Training</b></li><li>• <b>Genoa Medication – In Person</b></li><li>• <b>Referral Portal</b></li><li>• <b>Reminder to Remove Relias for those no longer employed</b></li><li>• <b>LEO Residential Forms Inservices</b></li><li>• <b>Flu Shot</b></li></ul>	<b>Rick Van Wagoner,</b> Provider Liaison, LifeWays Contracts Management
11:10am	<b>Ranges in authorization requests - SIS assessment and upcoming changes</b>	<b>Jennifer Fitch</b> Director, Utilization Management, LifeWays
11:25am	<b>LEO News</b> <b>LEO User Profile Form - updated</b>	<b>Alexis Shapiro</b> Assistant Director, EMR System, LifeWays
11:55pm	<b>Contracts Management Updates</b> <ul style="list-style-type: none"><li>• <b>Reminder – Our Process “Put It in Writing” Approval Letter</b></li><li>• <b>Reminder - LEO Update – Providers must update All Staff in LEO with full information, credentialing, etc.</b></li><li>• <b>Year End Claims must be submitted by October 31</b></li></ul>	<b>Michael Cupp,</b> Director LifeWays Contracts Management

- **Year End Reconciliation Reports must be submitted by October 31**
- **Next Meeting Date – November 8, 2022**

**Q & A**

12:15pm **30-Second PSA**

12:25pm **Kudos and thank you to:**

**Provider Kudos**

**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 (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 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](#).

- 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**

Direct Care Wage pass through third quarter is due. Providers were asked to respond as soon as possible.

- **Personal Protective Equipment (PPE) - Staff Using in the Homes**

Reminder PPE is available through LifeWays. Please submit PPE orders to Rick.

- **Doctor Appointments**

Please make sure the consumer isn't missing Doctor appointments, labs, follow-ups, etc. Also, please make sure to get documentation. Residential forms will need to be entered into LEO. A new process in LEO with residential forms will be coming soon. Rice Manor will be the first provider trial.

- **Labs, appointments, follow-ups, medical supplies in home**

Please be sure that all of the labs, follow-up appointments, and anything needed for consumer medical needs are followed up in a timely manner, so the consumer gets the best of care.

- **In-services**

Please be sure documentation is signed by the professional giving the in-service. Also, please be sure to get a signature. Documentation needs to be completed in a timely manner.

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

Need to make sure consumers are getting out safely, and documentation is completed of the outing.

- **Safety Care Training**

All procedures for Relias Safety Care Training gets updated annually. Safety care requires a two-day class initially, and then annually after that.

- **Genoa Medication – In Person**

Please make sure training is completed.

- **Referral Portal**

The CLS referral portal has been taken offline. Please direct all referrals through LEO.

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

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

- **LEO Residential Forms Inservices**

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

- **Flu Shots**

A reminder that flu shot clinics are being offered. Please remember to get consent forms to and from all guardians as well as signatures. Please contact Genoa at (517) 789-8579 to schedule an appointment.

- **Recipient Rights Training**

A process alert went to providers about Recipient Rights Training for new hires and making sure they are getting the recipient rights training through Relias within 30 days of hire. Please make sure your staff is following this process.

**Ranges in Authorization Requests - SIS Assessment and Upcoming Changes**

**Jennifer Fitch**, Director, Utilization Management

**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.
- Supports Intensity Scale (SIS) Assessment. 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 (MDDHS) is going to make it mandatory October 1, 2024. There must be two respondents in scheduling a SIS, and there also has to 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 happens once every three years, but this is a tool to make sure a person is receiving what they need. These changes will be required for all individuals that have a waiver, and specialized residentials, and, also, receiving 1915-I services. If you have any questions, please contact Jennifer Fitch, Director of Utilization Management, [jennifer.fitch@lifewaysmi.org](mailto:jennifer.fitch@lifewaysmi.org).

**LEO News/LEO User Profile Form**

**Alexis Shapiro**, Assistant Director, EMR System, Lifeways  
**Philip Hoffman**, Supervisor, Quality Improvement

**Andrew Murphy** reported:

- Fee Schedules for Fiscal Year 2023. He has confirmed with Alexis that this should not interfere with someone's ability to submit authorizations. If this is happening, it is happening for another reason and a LEO help desk ticket needs to be submitted.

**Contracts Management Updates**

**Michael Cupp**, Director, LifeWays Contracts Management

- **Reminder – Our 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.

- **Year End Claims** for payment must be submitted by **October 31, 2022**. Please advise your staff. *No acceptance of any invoices of Covid-related anything after October 31, 2022, unless a year end reconciliation is made so we are aware what is submitted and completed, or what is outstanding.*

- **Year End Reconciliation Reports** must be submitted by **October 31, 2022**.

There will be no exceptions for outstanding claims. It is very important that you submit a very thorough report. Please pass this message along to your CFO and CEO if they are not in this meeting.

- **Next Meeting date is November 8, 2022.** (No meeting in October.)

<b>Questions</b>	
None currently.	
<b>30-second PSA</b>	
<b>Conner Wood</b> reported the IR (Instant Reporting) Module update is coming soon.	
<b>Upcoming Meetings</b>	
<b>Next meeting is November 8, 2022.</b>	
<b>Provider Meeting Agenda Requests</b>	
If you need to give an update, address a concern/issue, or submit a Provider Kudos at <b>any</b> of our provider meetings, please use the <a href="#">PAR form</a> , <b>no later than 5 days prior to the Tuesday meeting you are submitting a request for</b> . If you have any documents or handouts to supplement your submission, please ensure you send this to the contracts email at <a href="mailto:contracts@lifewaysmi.org">contracts@lifewaysmi.org</a> . 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, and the provider manual on the Provider page of the LifeWays website. <a href="https://lifewaysmi.org/">https://lifewaysmi.org/</a>	
This is the meeting for all LifeWays providers of <b>Community Based Services (CBS)</b> 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
Lisa	Monk	Tenacious Living
Barbara	Freysinger	LifeSpan Consultant
LaToshia	Baruti	Creekside
Karrie	Beilfuss	LifeSpan
Tina	Jenkins	Choices/SD
Rhonda	Perreault	Genoa
Sara	Johnson	Renaissance
Sara	Kolesar	Illuminate
Shanan	Flick	Lifespan
Pam	Griffith	Twin Maples
Angel	Bail	Renaissance
Barbara	Wright	Hope House
Melody	Dixon	Renaissance
Cathy	O'Neil	
Deanna	Hopkins	Alternative Choices
Georgia	Mason	Key Opportunities
Jason	Potter	Lifespan
Jessica	Hayden	Lifespan
Kendra	Avant	Lifespan
Kyle	Tripp	Renaissance
Darlene	Devine	Renaissance
Lisa	Stewart	Lifespan
Londa	Aube	Lifespan
Manny	Pennell	Lifespan
Melissa	Diaz	
Nancy	McKittrick	Hope Network
Pamela	McKessy	Hope Network
Patricia	Grant	
Tiffany	Smith	Renaissance
Kelly	Zantop	Lifespan
Judy	Reid	Lifespan
Kristen	Wright	Lifespan
Derek	Ball	Cornerstone
Beth	Cooley	Renaissance
Patricia	Grant	Hope Woodbridge