

Provider Meeting Minutes



Facilitator: Makena L’Huillier Provider Analyst, Contracts and Provider Network Management	Date: September 8, 2020 Time: 9:10 am-10:20am Location: Microsoft Teams Next Meeting: November (TBD)
Recorder: Susan Wood, Administrative Assistant Link to recorded meeting here.	

Topic Description	Speaker
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Introductions & Welcome

- Welcome
- Provider Kudos
- Director of Network Contracts Updates; Michael Cupp
 - FY21 Meeting Structure
 - FY21 Contracts
 - Training Grid 2021
 - New Intake Procedure
 - New Referral Procedure
 - Transition Safety Care
 - Honoring Dr. Baruti
- Relias/CredentialMyDoc Update – Conner Gibbons
- Flu Shots - Courtney Sullivan, Nursing Care Manager
- 1:1 Staffing – Randy Evans, Director of Clinical Services
- Q&A – Michael Cupp
- 30 Second PSA

Provider Kudos

If you would like to publicly recognize someone with a kudos at the next provider meeting, please complete the Digital form:

<https://forms.office.com/Pages/ResponsePage.aspx?id=xVg1eNLP30y9MovGh5pi8giG6oresJpPsgEZuOC-yPdUMEGwSVVSMFk5R1BCNVA5S0dHUIJWWkFUQy4u>

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

Director Updates	Michael Cupp
<p>FY21 Meeting Structure</p> <ul style="list-style-type: none"> Beginning in November 2020 there will be two separate provider meetings. The first meeting will be for the professional provider group followed by the second meeting for the residential provider group. The basic meeting will be shared for each group with follow ups pertaining to the individual groups. There will not be a provider meeting for the month of October. <p>FY21 Contracts</p> <ul style="list-style-type: none"> The 2020 contract rates will remain the same for the 2021 fiscal year, however; be prepared by being cost effective because the state can change funding at any time. Congratulations to providers for continuing their cost containment efforts. <p>Training Grid 2021</p> <ul style="list-style-type: none"> The training grid for 2021 was introduced and reviewed. This grid is not a finalization but rather a work in progress as suggestions/revisions are presented. <p>New Intake Procedure</p> <p>New Referral Procedure</p> <ul style="list-style-type: none"> Flow charts were shared and reviewed via a shared screen during the meeting and are attached. The 'go live' date for new procedures is January 1, 2021. This will allow time for feedback and training. <p>Transition Safety Care</p> <ul style="list-style-type: none"> Our current CPI will transition to Safety Care QBS. One advantage of Safety Care is that it will allow more control regarding the delivery of trainings. A call out for trainers was communicated and they should get in touch with Michael Cup or Conner Gibbon. All were encouraged to visit the Safety Care website here. <p>Honoring Dr. Baruti</p> <ul style="list-style-type: none"> A tribute and thoughts were shared honoring Dr. Baruti who passed away recently. Michael Hunter is an additional contact for Creekside Residential Care. 	
Relias/CredentialMyDoc Update	Conner Gibbons, Credentialing Coordinator
<p>Relias</p> <ul style="list-style-type: none"> New training plans are in Relias for new hires with the plan to rollout beginning January 1, 2021 and then due by September 1, 2021. An email will be sent to the training coordinators with more information. Next week (Sept. 14) will receive an email containing a report for individuals who have not completed their Relias trainings. There was 100% compliance on the initial training. Any questions coordinators may have should be directed to Conner Gibbons conner.gibbons@lifewayscmh.org. <p>CredentialMyDoc Update</p> <ul style="list-style-type: none"> A checklist will be presented soon. We are 'good to go' for the next fiscal year. 	
Flu Shots	Courtney Sullivan, Nursing Care Manager
<ul style="list-style-type: none"> Information regarding Flu shots (vaccinations) was shared: <ul style="list-style-type: none"> Consents are due by September 15 Home scheduling dates are due to Genoa by September 30 Deadline for flu shots is November 1 Coordinator information, name and email, for each provider must be sent to Courtney Sullivan courtney.sullivan@lifewayscmh.org. 	

- Email names and dates of each consumer who received their flu shot to Jon Abbey. JAbbey@genoahealthcare.com and Courtney Sullivan courtney.sullivan@lifewayscmh.org .
- Anyone who tests positive for influenza or denies the vaccination is to be reported to Courtney Sullivan.
- It was recommended providers visit the CDC website for more flu information and updates.

1:1 Staffing

Randy Evans, Director of Clinical Services

- Not present

Q & A

Q: Who will complete the interim plan?

A: Primary case holder will complete the interim plan.

Q: Who would do the referral for IF for Infant Mental Health?

A: Access will do the referral.

Q: If LOC not appropriate and transition needed - at what point is the PCP developed and implemented? (Grid only shows that occurring if LOC appropriate)

A: The independent facilitator will continue to work with that case and then bring in the new primary case holder. Details are still being worked out, whether the plan would be developed from that meeting until the new pch can be brought in and finish the planning process on that ipos.

Q: Will there be a training for providers for what Lifeways would like the Assessments to look like?

A: Yes, there will be training in Assessments and will have an updated procedure that will be part of the provider manual. Updates hopefully will be complete by early October for providers to review and provide feedback. A different process for feedback, a complete updated provider manual to be sent out per quarter

Q: Can Genoa give staff flu shots?

A: Yes. Genoa can administer flu shots for staff. This can be done at time of clinic or by appointment at the pharmacy.

Q: Will all the annual Recipient Rights training be completed through Relias?

A: Annual and initial Recipient Rights training are both in Relias. There are multiple courses in the modules.

Q: Is there a process for gaining access to Relias accts for staff who have worked for other providers

A: Yes, if worked for another cmh, we may be able to obtain. It depends on what info your trying to get. We can help avoid duplicate trainings by assisting to obtain those trainings. Training records not required by Lifeways are generally not transferred.

30 Second PSA

None

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 link below, **no later than 5 days prior to the 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 Makena L’Huillier, Provider Analyst, Contracts and Provider Network Management.

If there are not enough details in the request or the request is not submitted using this form it won’t be included.

<https://forms.office.com/Pages/ResponsePage.aspx?id=xVg1eNLP30y9MovGh5pi8gjG6oresJpPsgEZuOC-yPdUMegwSVVSMFk5R1BCNVA5S0dHUIJWWkFUQy4u>

Present (138 invitees)

Alexis Shapiro	Lifeways	Dir. Of Contracts & Corp.
Amy Drummond	Momentum	Compliance
Amy Howes		Guest
Angel Bail		Guest
Beth Cooley	Renaissance	
Beth Cooley	RCH	
Brian Philson	Highfields	Pres & CEO
Chloe Melick	Centria	Director
Christina Hoffmann	Hope Network	Prog. Director
Conner Gibbons	Lifeways	
Courtney Sullivan		
DeShone Lamb		Guest
Dianna		Guest
Emily Morrison		Guest
Jamie McLain		
Jon Abbey	Genoa Pharmacy	Site Manager
josephmorris23906847		
Julie Pratt	CSTC	
Kate	Momentum	
Kenneth Berger	Lifeways	
Kristen Wright		Guest
Lara Hewson	Highfields	Dir. Of Quality
LaToshia Baruti	Creekside Residential care	
Makena Lhuillier	Lifeways	
Melissa and Pam		Guest
Melissa Divan		Guest
Melody Dixon	RCH Manager	
Michael Cupp	Lifeways	
Nicole Turpin	Golden Years	

Philip Hoffman	Lifeways	
Rachel Minix	RCH	
Ramon Beltran		
Range Rd		Guest
Rick Van Wagoner	Lifeways	
Roderick Davis	Davis Better Care	
Susan Wood	Lifeways	
Teri		Guest
Tiffany Smith		Guest
Tim		
Tony McMurtry	Lifeways	
Tony Thomas		Guest
Tracy Roumell	Healthy Dimensions	CEO

Not present