



**Community-Based Services Meeting Summary
February 13, 2024, 11:00 a.m. – 12:30 p.m.**

**Rick VanWagoner, LBSW, BSW, Provider Liaison
LifeWays Network Performance**

Provider Kudos

From:

Name: Lauri Maes, CEO and Home-Based Supervisor
New Direction Counseling Center

Person Being Honored: Mardelle Robb, Supervisor at Recovery Technology

I want to thank my dear friend Mardelle for helping me to understand the changes in LEO that I was not familiar with (since not using it in over 5 years) and helping me through a very overwhelming time with transitioning in as a new home-based provider this past December. You ROCK Mardelle!

Person Being Honored: Kate McCully, Case Manager at Recovery Technology

I want to thank Kate for her help on a mutual case of ours and her willingness to assist with what could have been a very messy situation. Thank you!

Person Being Honored: Kari Chesher, Provider Liaison at LifeWays

Thank you so much for your patience with getting New Direction rolling and for all the challenging work you did to connect us with the right people to get things up and running faster. I personally have enjoyed our talks and connection. Thank you.

Person Being Honored: Terra Chall, Supervisor at Highfields

To my new sister from another mister, thank you for your insight and assistance given with bringing me up to speed on the ins and outs of parts of home-based services that I had been unfamiliar with and getting me caught up with recent changes. I look forward to collaborating more with you in the future!

From:

Beth Cooley, Pathlight (Renaissance)

Person Being Honored: All Integro Staff

To all Integro staff that have provided caring and quality services for nursing, dietary and occupational therapy to our residents residing in Renaissance/Pathlight homes.

H0032 and TX23 Usage

In response to Residential Providers having non-credentialed staff attending Person-Centered Planning (PCP) meetings and not being able to bill for the PCP meeting, a code, TX23, was created that can be used for Residential Providers to claim. Previously a mandatory training with applicable Residential Providers occurred on 12/13/23. This code does not require an authorization; please see the attached 'How-to-Guide' for how to claim the TX23.

For credentialed Residential Provider staff that attend PCP meetings, the H0032 Treatment Planning unit can be used. Previously, the H0032 was removed from the FY23 contract. The H0032 was added back into the FY24 contract along with TX23 via a contract amendment that was issued on and effective 12/1/23. For bachelor's Level staff, the HN modifier shall be used. For master's Level staff, the HO modifier shall be used. When credentialed staff are attending future PCP meetings, please ensure that a Treatment Planning authorization has been requested in advance.

Please note, only one code may be claimed by Residential Provider per each PCP meeting. Documentation from the PCP meeting shall be in the consumer's record for the date of the PCP Meeting prior to claiming the unit.

Upon recent discovery, there were a handful of Residential Providers' Fee Schedules that were not updated to include the TX23 and H0032; all fee schedules have been updated. If there are instances where you had uncredentialed staff attend PCP meetings, please follow the directions for claiming TX23. In instances where you had credentialed staff attend PCP meetings, please fill out the attached spreadsheet for H0032s. Once the spreadsheet is completed, please send it back to your designated Provider Liaison no later than 2/16/24. If additional time is needed, please reach out to your designated Provider Liaison.

For those credentialed or non-credentialed Residential Provider staff that attended PCP meetings from 10/1/23 to 11/30/23, please submit an invoice to our Finance team via invoices@lifewaysmi.org by 2/16/24. If additional time is needed, please reach out to your designated Provider Liaison.

Whenever there are any contract changes that impact fee schedules, all providers shall verify that their fee schedule has been updated prior to submitting billing. If the fee schedule is not correct, please contact your designated Provider Liaison.

In-services

Please use the electronic In-service Form.

Community Living Supports

Providers need to take consumers on two outings a week and be sure to document it and include detail regarding interactions, etc. If the consumer refused to go out, then it must be documented.

Residential Forms

Progress notes must be used and signed off on.

Record of Physician contacts and use the residential forms for easy access to all. All vital signs that are officially ordered, use the Residential electronic forms.

LEO Inactive Users

Remove all inactive LEO users.

Electronic Incident Report Reports

Providers are doing very well on this.

New Hire Recipient Rights Checks

Please be sure that new workers are getting Recipient Rights Checks.

Matt Owens, Supervisor, Contracts & Procurement Technology Fees Update

Matt introduced himself.

In your contracts is listed a quarterly fee for Technology and Administration Fees. This is \$245.60 per Clinical or Direct Care Full Time Employee (FTE). This was temporarily put on hold. You will be receiving an invoice from us for this in the next couple of weeks. These are fees for training, Recipients Rights, Corporate Compliance, Claims, and overall administration fees. Please take some time to review them. These are based on some data we have. If you have concern, please reach out to me directly by email at matt.owens@lifewaysmi.org or call 517-789-1273.

As a reminder, in October 2022, there was a 3% rate increase provided to help to offset these fees to make it a cost neutral situation for providers.

LifeWays will invoice you and there will be a credit memo to return the money to LifeWays. The FTEs are calculated, we will send this in an invoice, please review and then we can make corrections and resend.

This is regarding LifeWays associated staff only.

At this time, we closed the virtual meeting and began the Break-out Session.

Carly Coxon, Supervisor, Customer Service

2024 Guide of Services Books are in. This is a MDHHS requirement to offer these guides to providers. Carly will deliver them to providers. They are also available on the website in English and Spanish. Please contact Carly by email at carly.coxon@lifewaysmi.org or call 517-789-1224.

Providers may also reach out to their Liaison to have service books delivered.

Joshua Williams, LMSW
Executive Director of Quality Management
Break-out Session

Joshua Williams introduced himself and explained the Break-out Session purpose and directions. The purpose is to find the value to providers in the Professional Clinical Services meeting.

There will be a facilitator at each table and the opportunity for you each to discuss and answer questions and give your input to make this a better experience and to meet your needs.

The Questions:

How do we make the provider meetings the most valuable use of your time?

Topics to include on the agenda.

What would you like in the Provider Newsletter?

Technical Assistance.

Any other Feedback.

Those attending the meeting on-line were sent a survey and instructions so they could also participate.

Attendance in Person:

Aimee Williams

Aimee Williams

Angel Bail, Pathlight

Belle Black

Beth Cooley, Pathlight

Bobby Coleman

Bridgette Harris, Creekside

Carly Coxon

Casie Schirer

Cheryl Howard, Christ Centered Homes, Inc.

Darlene Devine, Pathlight

Deanna Hopkins, Alternative Choices

Jennifer Fitch

Jessica Aldrich

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Joshua Williams
Kari Chesher
LaToshia Baruti, Creekside
Lisa Monk, Tenacious Living
Lori Reed, Pathlight
M. Dex, Pathlight
Melissa Dias, J-Town/Hope Network
Melissa Frash, Community Living Network
Misty Sines
Nicole Turpin, Golden Years
Patricia, Hope Network
Paula Baxter, Golden Years
Philip Hoffman
Rick Van Wagoner
S. Johnson, Pathlight
Sam Maneen, Genoa Health Services
Sarah Webb, Christ Centered Homes, Inc.
Stephanie Justice
Stephanie Stockford, Key Opportunities
Tenicia Hoaglan
Teri Miskowski, Rice Manor
Tina Jenkins, Choices with Self Determination
Tina Miller, Choices with Self Determination

Attending Virtual:

Andrew Murphy
Jennifer Wireman
Kelly Krutsch