



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

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

The meeting was called to order at 11:03 a.m.

Provider Kudos

**From: Briana Kast, Acute Services Clinician
LifeWays**

Person Being Honored: Chara Halliwell, Therapist, Hillsdale - Integro

Chara Halliwell went out of her way to visit a child at his school to provide some positive attention. He and his family are going through some very difficult life stressors right now, and she is going above and beyond to provide support for this kiddo. Big Kudos to Chara.

**From: Brenda Lewis, Corporate Compliance
LifeWays**

**Person Being Honored: Recovery Technology, A.R.E, Centria, Alternative Choices,
Highfields and Comprehensive Speech and Therapy Center**

I wanted to give a shout out to all the providers that helped with the Mid-State Audit...

Everyone jumped in and sent over documents that were needed at the last minute and responded so quickly-Thank you!!

Special thanks to All!

TEAMWORK!

**From: Melissa Diaz, Director, J-Town Clubhouse
Hope Network**

**Person Being Honored: Mardell Robb, Supervisor, Case Management, Jayme Thornton,
Case Manager, both at Recovery Technology**

I would like to give kudos to Mardelle Robb, Supervisor, Case Management and Jayme Thornton, Case Manager. Both of them always go above and beyond to provide the highest quality of care to individuals we mutually serve (who adore them) and they are always amazing with coordination of care and communication. They truly care about the people they serve, and it shows!

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Hot Topics

Provider Satisfaction Survey

Please take time to complete the Provider Satisfaction Survey. There are copies on the back table, you can access by the QR Code on the handout. You were sent an email on March 11 with a link to the survey. For questions or concerns, please reach out to emily.walz@lifewaysmi.org.

Medicaid Eligibility

Lists are coming out each month to all providers of consumers that have or are coming off Medicaid. It is necessary for all primary providers to let all other providers in the network working with that consumer know that their Medicaid has ended or is ending. This will help to prevent billing for uncovered services.

There was a question: If there is a lapse in the consumer's Medicaid, but there is an authorization extending past the end date of Medicaid, can we continue to provide services until the authorization expires?

Jen Fitch answered that Utilization Management is required to send notices if the authorization is in place, when services are delayed or suspended, Medicaid stops. They have 30 days to get Medicaid reinstated. During that time, the authorization should be good until the end date.

Electronic Visit Verification (EVV)

Please record all visits electronically.

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.

Center for Family Health (CFH)

The CFH is asking that we request all Specialized AFC and Residential partners to fax all Hybrid Clinic needs/documentation directly to the CFH Fax#: 517-783-2015. This will

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allow timely receipt rather than waiting for a transfer of the content from our LifeWays fax account to the CFH staff.

Mandatory Wage Survey

The Mandatory Wage survey is due to the State of Michigan by March 15, 2024. Please notify your Provider Liaison when it is completed.

Sentinel Event Process Review

See the attached LifeWays Policy 08-02.07.

Claims Payment Schedule Reminder

Reminder that the next phase of the claim's payment schedule begins **4/1/24**, claims will be paid in **21-day windows** as occurring every other Friday. For example, claims submitted between the week of 4/1/24-4/5/24, **will be paid on 4/26/24**. This phase of the claim's payment schedule will run its course for 3 months, ending **6/30/24**.

Ken Berger, Corporate Compliance Officer
LifeWays

Overlapping Claims

Overlapping claims happen when one provider bills for their service during the same time that another provider bills for their service. LifeWays claims system automatically accepts whichever provider billed first and rejects the other claim. This occurs thousands of times each year. It results in countless hours of administrative time to correct and prevents providers from getting paid on time for a service they actually rendered.

Since an overlapping claim "skirts the line" of a False Claims Act violation, LifeWays Compliance Office recently began notifying providers if they submitted a claim that caused another provider's claim to be rejected. With the notification comes a recommendation to develop and implement a process to ensure each provider accurately claims their exact service times. Want help developing a process? Call Brenda Lewis (517-789-1212).

Network Performance Updates
Philip Hoffman, MBA, Supervisor, Network Performance
LifeWays

CMH Administrative Fees

Last month in the Provider Meetings, the quarterly Administration Fees were discussed as contained within your contract.

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This fee is \$245.60 per Clinical or Direct Care Full Time Employee (FTE). For instance, if you have 25 FTEs, the quarterly fee would be: \$6,140.

The fees cover administrative costs related to training, technology, contracting, credentialing, claims, auditing, rights protection, and compliance. Billing staff are exempt from this fee.

Please note, the Administrative Fees due will begin being paid back to LifeWays via a credit memo process for the upcoming March 29 payment cycle.

Please review with your Executive Leadership and respond back by 3/20/24, if you anticipate hardship as a result of this process and your agency feels you may need to create a payment plan to assist until next quarters payment is due, or if you believe the calculations are in error, please reach out directly to Matt Owens via email, at matt.owens@lifewaysmi.org

TX23 Authorization

Previously, we issued to applicable providers that the H0032 and TX23 would be available mainly to Residential Providers who attend Person-Centered Planning Meetings. We then reviewed this last month at the Provider Meetings.

Specific to TX23, please note that an authorization is not to be requested and shall be claimed when submitting your billing via the How-to-Guide previously shared. If an authorization request for a TX23 is submitted, this shall not be processed by the Primary Case Holder. Only the H0032 requires an authorization.

We are sharing this because we have seen TX23 authorization requests made, and this is not necessary.

**Randy Evans, Supervisor, Special Programs
LifeWays**

HCBS IPOS Guidance from MDHHS

Please see the attached Document.

Attendance:

Aimee Williams, Utilization Manager
Amanda Felty, Network Benefits Specialist
Anastasia Nelson, PLS
Andrew Hamilton, LifeSpan
Angel Bail, Pathlight
Ashley Griffes, Recipient Rights Officer

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Belle Black, Administrative Assistant
Beth Cooley, Pathlight
Bobby Coleman, Provider Liaison
Casie Schirer, Paralegal, Contracts and Procurement
Cassandra Howard, Life Choices
Cheryl Howard, Christ Centered Homes, Inc.
Christine McCauley,
Cindy Keys, Quality Improvement Specialist
Darlene Devine, Pathlight
Deanna Hopkins, Alternative Choices
Georgia Mason, Key Opportunities
Jennifer Fitch, Director Utilization Management
Jennifer Wireman, Quality Improvement Specialist
Jessica Hayden, LifeSpan
Joseph B Morris, PCS
Kari Chesher, Provider Liaison
Kelly Krusch, Beacon Specialized
Kelly Zantop, LifeSpan
Ken Berger, Compliance Officer
LaToshia Baruti, Creekside
Lida Monk, Tenacious Living
Lisa Stewart, LifeSpan
Londa Aube, LifeSpan
Lori Reed, Pathlight
M. Dixon, Pathlight
Matt Owens, Supervisor, Contracts and Procurement
Melissa Diaz, Hope Network/J-Town
Melissa Frash, Community Living Services
Nancy McKitrick, Hope Network
Nicole Turpin, Golden Years
Pam McKessy, IPS/Hope Network
Patricia Grant, Hope Network
Philip Hoffman, Supervisor, Network Performance
Randy Evans, Supervisor, Special Programs
Renee Evans, Alternative Choices
Rick Van Wagoner, Provider Liaison
Ryan Broughton, Supervisor, Childrens Case Management
Sara Johnson, Pathlight
Shelly Keinath, Beacon Specialized
Stephanie Justice, Self-Directed Services Analyst
Teri Miskowski, Rice Manor
Tiffany Smith, Pathlight

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