

# LifeWays

Community Mental Health

# KUDOS!



November 10, 2020

- Cheryl Howard & Connie Wilson, CCHI “I would like to give Roxie McUmbur (Lifeways) a huge kudos for her patience and understanding while working with our team on the new H2015 standards and expectations for claim submissions and uploading the correct supporting documentation. She has worked very close with me and Connie to ensure a smooth billing and no delay in payment. We are really thankful to have her support and patience. She has been very patient through our numerous phone calls and questions over the past 6 weeks. She is truly a blessing to our organization. Thanks Roxie”
- Lisa Monk, Tenacious Living – “I would like to give a kudos to Andrea Beckman, Teresa Hubbel and Tracy Meade at Recovery Technology along with Brittany Bragg at Lifeways. Thank you for being patient with me and responding so quickly during a challenging time of changing needs for some clients. You are the best. I'm so grateful for all of you.”
- Christina Hoffmann, Hope Network – “Hope Network just completed a very successful CARF audit. As well, J-town would like to thank providers for referrals to the clubhouse and the team is looking forward to continuing to work with providers on the benefits of the Clubhouse and assisting in creating pathways to employments for individuals served.”
- Shannan Clevenger, COO LifeWays – “I would like to recognize Recovery Technology (Mardelle, Jim and their team) have been very collaborative working with me over the last few months to identify individuals who may be eligible for and benefit from enrollment on the Habilitation Supports Waiver. This has resulted in our ability to enroll an additional 25 individuals on the waiver. Thank you so much for your collaboration, responsiveness and being available for consultation of possible enrollees. Without your collaboration and leadership, we would not have been able to make this impact.”
- Shannan Clevenger, COO LifeWays – “I would like to recognize Segue (Jason, Mike and their team) have been very collaborative working with me over the last few months to identify individuals who may be eligible for and benefit from enrollment on the Habilitation Supports Waiver. Your willingness to work with me as we identified individuals and work through the Habilitation Supports Waiver process (one that Segue had not previously been very involved in). Thank you so much for your collaboration, responsiveness and being available for consultation of possible enrollees. Without your collaboration and leadership, we would not have been able to make this impact.”

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

If you would like to publicly recognize someone with a kudos at the upcoming Clinical Services Provider Group meeting, please send to the Contracts Department Email at [contracts@lifewayscmh.org](mailto:contracts@lifewayscmh.org).

- 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

# COVID-19 RESIDENTIAL CARE VISITATION ORDER

This order provides a safe plan for visitation, and continues necessary protections for residents and staff in facilities across the state.

County Risk Level (Based on the <a href="#">MI Safe Start Map</a> )	Outdoor	Indoor	Compassionate Care
<b>Low, A, B</b>	Yes, if no recent cases in the facility	Yes, if no recent cases in the facility	Yes
<b>C or D</b>		Yes, with visitor testing,* and if no recent cases in the facility	Yes, with visitor testing required for indoor visits.* End of life visits are exempt from testing.
<b>E</b>		Not allowed	

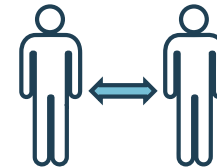
## Visitation Precautions:



Limited number of visitors/  
appointments only



Health screenings



Six feet of physical distancing



Face coverings (and other PPE  
when required by the facility)



Hand hygiene and other cleaning/  
disinfecting protocols

\*Visitor testing is required in Nursing Homes effective 10/26, in Homes for the Aged (HFAs) effective 11/18, and in Adult Foster Care homes (AFCs) licensed to serve 13 or more individuals effective 11/24. Visitor testing is not required in Assisted Living facilities, Hospice facilities and Substance Use Disorder (SUD) Residential facilities.

Compassionate Care visits are those for residents in serious/critical condition, or in hospice care, including end of life visits.

For types of visits requiring testing, facilities must require visitors to be tested within 72 hours before visiting and show proof of negative test results upon entry. Contact the facility for more information about on-site and community testing options.

To read the complete MDHHS Oct. 21, 2020, Visitation Order, visit [Michigan.gov/Coronavirus](https://www.michigan.gov/Coronavirus).  
Questions or concerns can be emailed to [COVID19@michigan.gov](mailto:COVID19@michigan.gov).

## Two Factor Authentication (2FA)

The below will show users how to set up their account for two factor authentication (2FA).

1. Install Microsoft Authenticator application from your phone's application store. This application is free to download and use.



2. Once the app is on your phone, go to the LEO login screen and enter your user ID and password.
3. You will receive the following screen after entering your password with instructions for how to set-up your phone.

### Google Authenticator



**This system requires 2-factor authentication to login. Please follow the below instructions to continue.**

#### How it works

By enabling 2-factor authentication, your account will be protected with both your password and your phone. Each time you login from a different computer or after a period of 4 hours, you will be prompted to enter a verification code provided via the Authenticator App which will need to be entered before accessing the system.

#### Set up Authenticator

- Download the Authenticator App
  - If you have an **Android** device, you can get the app from the [Play Store](#) , or
  - If you have an **iPhone**, you can get the app from the [App Store](#)
- In the App select **Set up account**
- Choose **Scan barcode**
- Using your phone's camera, point to the below **QR code** in order to register the 2-factor code to the App

#### Having trouble scanning the below code?

If you are unable to scan the below code for any reason, click the below **Unable to scan?** link to manually enter the code into the Authenticator App.

4. Scan the barcode using the authenticator app and your camera's phone. Click next.



5. You will be prompted to enter a code (token) to authenticate.
6. Enter the 6-digit code that appears on the Authenticator app.

**⚠ This system requires 2-factor authentication to login. Please follow the below instructions to continue.**

**Finalize Authenticator Setup**

Enter the 6-digit code you see in the app and click 'Authenticate' to complete the setup.

Code:

7. Click Authenticate and you will receive the following confirmation screen. Click Continue.
8. You will now be logged into LEO. When you login to LEO in the future, you'll be asked to enter a 6-digit code from the Authenticator app after you enter your LEO password. Type the code when prompted to complete your login. This will happen every 4 hours for logging into LEO.



COVID-19

CLS and School Schedule Form

Consumer Name: \_\_\_\_\_ LEO # \_\_\_\_\_

CLS hours per week \_\_\_\_\_ CLS hours/day \_\_\_\_\_

MDHHS BHDDA Guidance Communication 20-13 10/30/2020

Medicaid-funded behavioral health services that do not interfere with a child’s education can and should be provided during virtual school hours if medically necessary and not duplicative of any in-home behavioral supports or services being provided by the school during this time. **Such services should be coordinated with school personnel accordingly.**

The child’s Individualized Plan of Service (IPOS) should be reviewed and amended as necessary, to support families when they choose or are offered only distance learning options for their child. The family must be offered all available dispute resolution mechanisms throughout this collaboration.

The delivery of behavioral health services during virtual school hours should be based on the child’s individual plan of service, including applicable goals, objectives, or procedures, and provided in coordination with the school (administrator, general educators, social worker or special education staff) accordingly.

Please indicate in the below table the times each day the child will be scheduled/attending:

Time Block	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
CLS							
School Schedule							

Parent Signature: \_\_\_\_\_

Date: \_\_\_\_\_

CLS provider: \_\_\_\_\_

Date: \_\_\_\_\_

PCH: \_\_\_\_\_

Date: \_\_\_\_\_