



SELF-DIRECTION DELIVERED

LIFEWAYS COMMUNITY MENTAL HEALTH SELF-DIRECTED SERVICES NEWSLETTER

February 2021

What's New?

Welcome to the February edition of Self-Direction Delivered. We hope your New Year was great! As we enter 2021 it is important to us that we share with you the most update information, to assist you in the best way possible.

Training Updates

After new staff have passed the required background check please reach out to your Case Manager/Supports Coordinator so a Relias request can be placed. Once this is placed the staff Relias account can be created. The amount of time that it takes for Relias request for accounts to process.

Please remember to submit proof of required training for all employees to Community Alliance and keep a copy for yourself. If barriers arise preventing employees from completing these requirements, please contact Stephanie Justice at 517.796.4502 or by email at stephanie.justice@lifewayscmh.org.

2:1 Direct staffing update

LifeWays Utilization Management will be requiring 2:1 staffing CLS authorizations to be placed separately within the authorizations for services. If you have a consumer, or loved one that currently has or requires 2:1 staffing as identified in their IPOS, please reach out to your Case Manager so they can better discuss this change. This will not impact the services and supports your loved one receives. We have made this change only to be easier to understand when reviewing the budget.

Customer Service

LifeWays is committed to you, our customer. You are our first concern and we value your feedback. If you want to let us know how we are doing, ask for a customer satisfaction card at any service location or call Customer Services at 517.780.3332 or toll-free 866.630.3690 we are here to assist.

[Customer Service Information \(lifewayscmh.org\)](http://lifewayscmh.org)



"The New Year Stands Before Us, Like a Chapter in a Book, Waiting to be Written".

~Melody Beattie

Receive your Newsletter

Electronically!

If you prefer to receive your LifeWays Self-Direction Newsletter electronically, Please contact Stephanie Justice. By Phone: 517. 769.4502

or

Email: stephanie.justice@lifewayscmh.org
Once your request is received and confirmed by LifeWays, you will begin to receive your Newsletter electronically.

**Your Self-Directed
Services Coordinator
Stephanie Justice**

stephanie.justice@lifewayscmh.org

517.769.4502

301 West Michigan Ave., Suite 102

Ypsilanti, MI 48197



Updates from CLN

CLN is switching over Employee ID numbers from the last four of their SS# to an assigned number from our payroll system. We will notify each employer when we make the change for existing employees. Right now we are assigning new hires the assigned ID number. If you put the wrong ID number on the timesheet it will not affect you being paid, we will just call and remind you of the correct number to use. Our plan is to send out timesheets with the numbers already filled in for each employee.

Depending on the amount of space you have you can include the below information:

Timesheets need to include:

- Client's name (legal name, not nickname)
- Employee's name (legal name, not nickname)
- Contact phone number
- Date and time of service (need to use AM or PM)
- Pay period time frame (1st -15th or 16th -30th /31st)
- Progress notes to match the date and time of service
- Total hours/units worked daily
- Use of 15 minute time increments (:15, :30, :45)
- One date per line (if worked past 12 AM/Midnight start a new date line as of 12AM)
- Signature of employee
- Signature of employer/guardian/authorized person
- Signature date (signed after last shift worked)
- Designated amount of overtime or holiday if to be paid, it needs to be marked on the timesheet (if your budget allows for them)
- No use of white out, to make corrections draw a single line through it and initial mistake. Make correction on the next line

Frequently made mistakes:

- Illegible handwriting
- Missing AM or PM
- Submission not clear (too dark, too light, blurry, too small)
- Overlapping dates/times with another employee (unless approved by CMH)
- Late submission
- Employee not compliant with Medicaid requirements
- Overlapping pay periods (the 16th is included on 1st -15th submission)
- Missing signature/date
- Use of white out

Timesheets are the only tool we have to use for submitting clean claims for billing. If there are dates with errors on them we will not be able to pay the dates in question.

Need to Contact CLN Here is How

- 1.) Sam Brown Telephone with voicemail - 734-482-3300
- 2.) Fax at 734-482-3894
- 3.) Email at sbrown@communityalliance.com
- 4.) Secured email at timesheets@communityalliance.com
- 5.) Melissa Frash mfrash@communityalliance.com

Our Mission

LifeWays Community
Mental Health inspires
hope and promotes
life-enhancing recovery.

Our Vision

We envision a fully
integrated healthcare
network that supports
individuals in our
community to reach their
full potential.

Our Values

Exceptional Service

We are dedicated to ensuring all customer interactions exceed expectations.

Innovation

We embrace a culture of continuous improvement.

Integrity

We demonstrate accountability and adherence to professional ethics.

Compassion

We are sensitive and caring to those around us.

Strategic Partnerships

We achieve success by partnering with agencies who share our commitment to improving the health of our community.

Person-Centered Care

We empower the people we serve to achieve their hopes, dreams, desires, and goals through treatment focused on their individual needs and preferences.