



# SELF-DIRECTED SERVICES DELIVERED

March 2024



## WHAT'S NEW?

Happy Spring! Welcome to the March edition of Self-Direction Services Delivered. Included are updates and reminders for our participants and their families.

## Forum

Thank you to those of you who were able to attend the Winter Self-Directed Services Forum held at our Jackson LifeWays location in February.

If you were unable to attend the forum, there will be another opportunity coming soon at our LifeWays Hillsdale Location.

## SELF-DIRECTED SERVICES COORDINATOR

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## FISCAL MANAGEMENT SERVICE

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March 2024



*“Where flowers bloom, so  
does hope.”*

*– Lady Bird Johnson*

## Utilization of Services

Please ensure when you are scheduling staff, you are only utilizing the number of units/hours that has been determined as medically necessary through the person-centered planning process.

If medical necessity has changed, please inform your case manager so a review can be completed prior to utilizing additional units.

If you have any questions on units/hours that you are allotted, please reach out to your case manager or the Self-Directed Services Analyst.



## OUR MISSION

LifeWays 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.

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## Medicaid Allocation Report

This is a reminder that the Medicaid Allocation Report (MAR) is emailed monthly to all employers at the email CLN has on file.

This email will come from the email address listed below:

**[clneorreports@communityalliance.com](mailto:clneorreports@communityalliance.com)**

If you are not receiving these documents please check your spam folder and/or contact CLN to ensure the correct email address for you is on file.

If you have any questions or concerns with the MAR please contact Shannon Grant: **[sgrant@communityalliance.com](mailto:sgrant@communityalliance.com)**



## 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.

## Reminder

Per the Medicaid Manual , transportation from the beneficiary's residence to community activities, among community activities, and from the community activities back to the beneficiary's residence are a covered CLS service. Transportation to and from medical appointments is excluded.

Mileage can be allotted from the budget. If you would like to allot for mileage, please do this during budget development at the beginning of the treatment year. It is not payable to beneficiary or guardian.

Car rides are not a covered CLS services.

Transportation to and from medical appointments could potentially be arranged through Medicaid Transport. Please contact your insurance for further information.

