

GOVERNANCE DEPARTMENT

Please contact Merre Ashley, 517-796-4545, for information or questions about items in the Process Alert. (merre.ashley@lifewayscmh.org)

NETWORK PERFORMANCE DIVISION

TO ALL PROVIDERS:

Jackson County Jail Visitors - Since 2007, the Jackson County Jail has requested and has been receiving from LifeWays a listing of network provider staff with permission from their employers to visit consumers in the jail. This process involves LifeWays sending a comprehensive list of approved provider network employees. The jail then completes a LEIN check on each individual. If there are no problems with the LEIN check, the employee can be admitted to the jail with proper identification. Providers are encouraged to contact the jail in advance before a new employee visits the jail to ensure they have been cleared.

When an employee is terminated, he or she needs to be removed from the approved jail visitors list. *Effective August 29, 2011* provider updates (additions and deletions) to the Jackson County Jail visitors list should be sent to Nikki Adkins at nikki.adkins@lifewayscmh.org. She may be reached by phone at (517) 789-1232 or by fax at (517) 796-4532. For additions, Nikki will need the employee name and date of birth (including year). For deletions, she will simply need the name. Nikki's back-up is Maribeth Caldwell, who can be reached at maribeth.caldwell@lifewayscmh.org or by phone at (517) 780-3321.

CLINICAL SERVICES

TO ALL PROVIDERS:

One Integrated Recovery Strength Based Treatment Plan is the goal and expectation of DCH, CMS, and Health Care Reform. This is also LifeWays' goal. We have been working to achieve this goal through the time that LifeWays staff have been spending with Mark Lewis, the implementation of LEO (LifeWays EMR), as well as Mark Lewis' training and consultation time with LifeWays Providers and their staff. Beginning on November 1, 2011, the Primary Provider (the Therapist, Case Manager, or Doctor is considered the Primary Provider) will be responsible for the development, implementation, monitoring and entering of authorizations for One Integrated Recovery Strength-Based Treatment Plan.

Consultation Assistance - LifeWays will continue to contract with Mark Lewis. During this time, he will be available for consultation assistance to LifeWays Providers with difficult cases, working with supervisors to develop their expertise in MI/SW interventions, etc. The goal is to develop a high level of competency and confidence in the Provider Network's use of Motivational Interviewing/Motivation Enhancing Skills, a skill set that will be extremely important as we move forward together to implement Health Care Reform. In the month of January, the following dates and times are still available to schedule consultations with Mark Lewis:

January 11, 2011 1:00 to 4:00 p.m.
January 13, 2011 9:00 a.m. to 12:00 p.m.
January 13, 2011 1:00 to 4:00 p.m.

Additional dates in February and March will be announced in next month's Process Alert. E-mail Merre Ashley at merre.ashley@lifewayscmh.org if your organization would like to reserve one or more of the above time slots. Reservations will be filled on a first come, first served basis.

CAFAS/PECFAS Scores - Just as a reminder, LifeWays Access Center completes a CAFAS or PECFAS at the time of the assessment. These scores are used to help the Evaluator assess the child's functioning and service needs. These scores are forwarded on to the Assigned Provider; however, these scores are not to be entered into the CAFAS/PECFAS data base. The CAFAS or PECFAS that is completed within the first 30 days by the Treating Provider is to be entered into the CAFAS/PECFAS data base as the "Initial Assessment Score".

QUALITY MANAGEMENT

TO ALL PROVIDERS:

Provider Directory - The LifeWays Provider Network Directory has been revised and posted to the LifeWays website:

http://www.lifewayscmh.org/images/Provider_Network_Directory_Nov11.pdf.

Please contact Nikki Adkins at Nikki.Adkins@lifewayscmh.org to request revisions.

LEO Update & Training - Please visit the LifeWays website, www.lifewayscmh.org, to access an update on the new EMR implementation under the Provider Corner. Please contact Nikki Adkins at Nikki.Adkins@lifewayscmh.org or 517.789.1232 if you have questions about LEO.

RECIPIENT RIGHTS

TO ALL PROVIDERS:

2012 Annual Recipient Rights Training Fairs are scheduled for:

Wednesday, January 25	Pine Room, Jackson	9:00 a.m. to 4:00 p.m.
Thursday, April 12	Pine Room, Jackson	9:00 a.m. to 4:00 p.m.
Wednesday, July 18	Hillsdale ISD	9:00 a.m. to 3:00 p.m.
Thursday, October 18	Pine Room, Jackson	9:00 a.m. to 4:00 p.m.

Provider staff, contract staff and LifeWays staff are welcome to come at any time during the noted timeframes. As soon as each person has satisfactorily answered the questions at each of the stations, they will have completed their annual training until next year! In most cases the RR Fair should take approximately 1 hour, but give some extra time, just in case. If you have a staff person with a special need (i.e. learning disability, reading problems, etc.) please contact Jill Bevier in the Rights Office at 517.796.4516 so we can have a discussion on how best to accommodate your person(s).

Our goal is to help each and every provider, staff and contractor to understand Recipient Rights in a way that supports quality of care and service to our Recipients.

Updated Policy & Procedure - Suitable Services Treatment Environment Person-Centered Planning (2-1-20) has been revised and posted to the LifeWays website. To access it, click on the following link: <http://www.lifewayscmh.org/rpp.html>

One of the findings from the Department of Community Health – Office of Recipient Rights Assessment in early April indicated that copies of LifeWays Recipient Rights Policies and Procedures are to be available **at each service site**. Please go to the LifeWays web page at www.lifewayscmh.org and click on the Recipient Rights tab to print copies of these policies and procedures for **each of your service sites**. If you are unable to access the procedures, please contact Audra Hornbeck, RR Administrative Assistant, at (517) 789-1237 for assistance.

UTILIZATION MANAGEMENT

TO ALL PROVIDERS:

Supported Employment Program - Effective February 29, 2012, the Evidence Based Supported Employment program will no longer be accepting general fund referrals. We are continually evaluating LifeWays financial ability to support General Fund consumers in our Evidence Based Practices. We know these are effective programs with good outcomes, but the challenge is being able to guarantee the General Fund financial

support over the course of the program to a General Fund consumer once they enter the program. Those General Fund consumers that are enrolled in the program up to that date will continue with services as long as they meet criteria or until they no longer request the service. For those individuals that are interested in employment but do not meet the program criteria, there is a monthly employment group open to all LifeWays Consumers with Mental Illness on the 2nd Friday of the month from 3:00 to 4:00 p.m. in the Birch room in Jackson. There is also a group in Hillsdale on the 4th Friday of the month from 3:00 to 4:00 p.m. in the Hillsdale Board Room. If you wish to make a referral to the Supported Employment program or would like more information on the employment groups, please contact Pam McKessy at 517-780-3387 or by email at pmckessy@hopenetwork.org.

Physicians Services Unit Services – The final process for ordering PSU Services is as follows:

If the consumer has a primary provider, the primary provider needs to request the authorization for psychiatric treatments as follows:

M0064	Nursing	2 per authorization
T1001	Health Assessment	1 per authorization
90862	Medication Review	6 per authorization
90801	Psychiatric Evaluation	1 per authorization

If the consumer is medication only, the PSU will be charged with entering the needed authorizations for the consumer. Access should request the authorizations as identified for providers (see above listings). If you have any questions, please contact Vanessa Davidsen at extension 2360/direct line 780.3315 or Shannan Clevenger at extension 2574/ direct line 796.4575.

Medication Drop Program - With the change to LEO, there has been confusion about referring consumers to the med drop program from the providers. There is no longer a referral event in the electronic file. Therefore, providers will need to contact Jill Perticone at 517.780.3300 or jill.perticone@lifewayscmh.org to begin the medication drop program process. The process remains unchanged except that the referrals are now done by phone and Brown's Advanced Care makes the authorization requests to Utilization Management. Providers should **not** put in an authorization request as a means of referral to the program as each case has to be reviewed and approved before it can be authorized.

Referral Process - Individuals will be identified for this program by LifeWays' Access Evaluators, Utilization Management Crisis Home Staff, Segue doctors, Utilization Management Staff responsible for overseeing the Alternative Treatment Order (ATO) process, or LifeWays' physicians. Prior to referral, the Evaluator or Utilization Management staff members as identified above must consult with the LifeWays' treating physician who approves or denies the referral. All referrals must be forwarded to the assigned Physician Unit Social Worker for final approval of referral, assignment of provider and authorization request that is sent to UM for processing.

Discharges - Please complete discharge summaries thoroughly by providing as much information as possible. When selecting the reason for discharge on page 1, please select "Completed" if ALL LifeWays services are being closed, including Physicians Services Unit services. If you are closing your service but another provider or service is to remain open, please select "Transitioning Within the CMH System" and select the new primary provider. This informs LEO to close only your service. Please note if the other discharge reasons below this box are checked, LEO will also close all authorizations. So if the consumer is open for meds, is referred to you and no shows, please click on the "Transitioning Within the CMH System" if they are to remain open for meds. In your summary, just note that the consumer didn't engage. Additionally, please mark whether this is an unplanned or planned discharge. These boxes are found on the Aftercare Plan and Followup Plan pages.

It is our expectation that you are informing and coordinating your discharge with the other providers open to the consumer. It is helpful if this is documented in the discharge summary. UM will be sending copies of your discharge to all other open providers to assure notification has occurred once we have processed them. Also, the BRMC closing process remains the same. Any consumer with a hospitalization in the last 12 months or crisis home placement in the last 6 months must go before the BRMC committee for approval if **all** services are being discharged. Otherwise, you need to follow the process for discharge by using the "Transitioning within the CMH system" option to close to your services. Please contact Vanessa Davidsen at 780-3360 to get on the agenda. Please put in discharges for these consumers **ONLY** after BRMC approves. Any questions please call Cindy Treciak at 789-1287.

Effective 10/1/11 - For all **NEW** consumers assessed at Access, a preliminary plan (aka "Interim Plan") and authorizations to support the preliminary plan will be in place for **60 days**. By the expiration of this preliminary plan, the primary service provider **MUST** (if a continuation of services is medically necessary) implement the Person-Centered Planning process and complete an IPOS and submit authorization requests for all services identified in the IPOS. Essentially, the timeframe for developing the preliminary/interim plan is changing from 30 to 60 days, and the LifeWays Access Center is taking responsibility for its development.

It is expected that the primary service provider coordinate a plan of service for each consumer the provider serves. This will require the primary service provider to develop an integrated individualized plan of service and request **ALL** service authorizations identified in the plan of service. This is a significant change, as currently each individual service provider requests their own services.

In an effort to address coordination of care issues, create a truly integrated plan of service, and to accommodate the technical needs of LEO, the primary service provider is now responsible for the authorization request function for all services identified in the IPOS. There will no longer be a "referral" function in LEO. It is imperative that all providers involved in a consumer's IPOS submit their planned interventions and authorization needs (intensity, scope and duration) to the primary service provider after the PCP meeting and prior to the expiration of the current plan, so the new plan can be

reviewed and authorizations entered and reviewed prior to the implementation of the new plan of service. Please be reminded that an IPOS cannot be longer than 1 year and cannot be extended; once it has expired a new plan must be written if service needs are still required. A workgroup is currently developing the necessary forms to facilitate this new process, which is explained in greater detail in the Person-Centered Planning/Treatment Planning Procedure that became effective October 1, 2011. The forms will be provided to the network in the month of September.

If you have any questions, please contact Shannan Clevenger 517-796-4574.

COMMUNITY RELATIONS

TO ALL PROVIDERS:

Scholarships for Young Leaders – Know a young person who is shaping up to be a real leader? If so, reward their contributions and invest in their future with a trip to Chicago next April for the National Council Mental Health and Addictions Conference. Professionals under 35 from National Council member organizations can join thought-provoking discussions about the future of behavioral healthcare and rub elbows with the biggest names in the industry. Providing young leaders with this incredible networking and leadership development opportunity says, “Thanks for your hard work”.

The conference offers special sessions, inspirational speakers, and leadership development workshops for young audiences. For more information, visit the National Council website at www.TheNationalCouncil.org/Conference.

Share your story! LifeWays invites consumers who struggle with mental illnesses to break the silence and share their stories. We all know how empowering human connections are to those seeking wellness and recovery. By speaking out about your experiences, you help give a voice to the 57.7 million American adults—and as many as one in 10 children—who have a mental health disorder. Your story will help bust the stigma that keeps people from getting care and perpetuates misunderstanding about those affected by mental health disorders. We think there’s no better antidote to that misunderstanding than the real lives of real people. And there’s no better antidote to silence than speaking out.

Together, we can help others and kick open the door to the truth about mental illness: that it’s real, common and treatable. So tell your story and give a real voice to a great cause. Your story can change a life, and even save one. Visit www.lifewayscmh.org for more information and story submission forms.

Legislative Advocacy Group - Want to make a difference? LifeWays is looking for consumers that would be interested in participating in a legislative advocacy group. This group will meet monthly to craft stories of your journey living with mental illness, developmental disabilities and/or substance use disorders, which can then be shared with our lawmakers via mail, email and in person during public testimony sessions at the State Capitol in Lansing. If you or someone you know is interested, please call Heather English at (517) 796-4533 for more information. Meetings will be held in both Jackson and Hillsdale.

TRAININGS & EDUCATIONAL EVENTS

TO ALL PROVIDERS:

Rethink Autism! On January 17th, 2012, LifeWays will be hosting an informational event on a web-based educational and clinical resource for children with Autism called RETHINK AUTISM. This is an information and introductory presentation only to explore possibilities and benefits of the use of this technology.

If you or someone from your organization is interested in attending, please RSVP to the contact information listed on the flyer. If you have additional questions please contact David King at 517-796-4519 or david.king@lifewayscmh.org.

PECFAS Training - PECFAS Trainings are offered in March, July and November, so plan accordingly relative to your staff's expiration date. PECFAS Reliable Rater Certificates expire every two years. Participants need to attend both days to receive credit. CEUs for Social Workers will be awarded. There will be 30 available slots. Please register by contacting Customer Services at 780-3332.

CAFAS Trainings - CAFAS trainings are offered in April, August and December so plan accordingly relative to your staff's expiration date. CAFAS Reliable Rater Certificates expire every two years. Participants need to attend both days to receive credit. CEUs for Social Workers will be awarded. There will be 30 available slots. Please register by contacting Customer Services at 780-3332 and remember to indicate if you need the Booster Training or Initial Training. There is a \$20 cost for the book if signing up for Booster training, which is reflective of the increase in training materials.

Culture of Gentleness - Network-wide training is being offered throughout the remainder of this year and 2012 on the topic of developing a Culture of Gentleness. "Working with People," presented by Lynn Guernsey, is a mandatory training for Direct Care Staff, Case Managers and Supports Coordinators. The two-day sessions are from 9:00 a.m. to 3:00 p.m., and staff must attend BOTH days of training to receive credit. Training dates are listed below. Please register by e-mail with Customer Services/Teresa Smith at teresa.smith@lifewayscmh.org to reserve your seat.

1/9-1/10	– Birch Room, Jackson
1/23-1/24	– Birch Room, Jackson
2/13-2/14	– Birch Room, Hillsdale
2/27-2/28	– Birch Room, Jackson
3/12-3/13	– Birch Room, Jackson
3/26-3/27	– Birch Room, Jackson
4/9-4/10	– Board Room, Hillsdale
4/23-4/24	– Birch Room, Jackson
5/7-5/8	– Birch Room, Jackson
5/21-22	– Birch Room, Jackson
6/4-6/5	– Board Room, Hillsdale
6/18-6/19	– Birch Room, Jackson
7/16-7/17	– Birch Room, Jackson

Questions? Please contact Shannan Clevenger (517) 796-4574

Children’s Training Hours Series: A joint effort between LifeWays and the Children’s Improving Practices Leadership Team (IPLT). It is the 3rd Monday of each month from 11:00 a.m. to 1:00 p.m. in a LifeWays Meeting Room. Feel free to bring your lunch to the session. The purpose is to provide LifeWays Provider Network staff the opportunity to fulfill the 24 hour children’s hours training requirement FREE OF CHARGE.

Please note: There will be no Children’s Training Hours for the month of December. Trainings will resume the 3rd Monday of January, 2012. If you would like more information or would like to present a topic, contact Julia Willett at 789-1224.
