

GOVERNANCE DEPARTMENT

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

Joanne Sheldon's Send-Off Celebration – Joanne's last day at LifeWays will be 2/24/12. LifeWays would like you to join us as we send her off in the right direction for her new adventure! Please plan to attend the event tomorrow, **Friday, February 17, from 4:00 to 6:00 p.m. in the LifeWays Birch Room.** We hope to see you there!

NETWORK PERFORMANCE DIVISION

TO ALL PROVIDERS:

As Maribeth Caldwell functions as the Interim CEO, the following individuals have been appointed to manage the matters of Network Performance, QM Management, and Corporate Compliance.

Effective Monday, February 13, those contacts are:

- **Provider Network** issues – Steve VanderMay – 789-1273
- **Quality Management** issues – Nikki Adkins – 789-1232
- **Corporate Compliance** issues – 1-866-630-3690 **or** any of the Corporate Compliance Committee members
 - Annette Friday – 780-3353
 - Don Artman – 796-4508
 - Elizabeth Knoblauch – 789-1278
 - Jill Bevier – 796-4516
 - Nick Lynch – 789-1219
 - Valerie Cofer – 780-3330
 - Vanessa Davidsen – 780-3360

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:

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:

New Utilization Management Process: Effective March 1, 2012, LifeWays will implement a new Utilization Management process that will include auto-approval of provider authorization requests for certain Service Types if the request is within an established guideline (max. number of units). The goal is to provide increased efficiency for LifeWays and its Provider Network. The **attached** is a list of services that will be auto-approved by Utilization Management if they are requested at or below the specified number of units.

- **It is essential that providers understand that this document is a guideline and not to be used as a prescribed number of units.**
- **It is expected that treatment plans remain customized to the individual's needs.**

Additional services not listed still remain available to the consumer and may be requested through the traditional authorization process that includes a clinical review conducted by LifeWays Utilization Management Department.

For children's services (excluding ages 0-3), in order to request authorization for services beyond what is initially provided by the Access Center, there must be a current CAFAS/PECFAS and the Disability Designation present in LEO at the time of authorization request.

Please contact your Utilization Manager with any questions pertaining to this issue.

2011 Provider Fingerprint Report: LifeWays has published the 2011 LifeWays Provider Network Fingerprint Report on our website under the Quality Corner. To access the report, please use the following link:

http://www.lifewayscmh.org/images/LifeWays_Provider_Network_Fingerprint_Report_FY2011.pdf

If you have any questions about the report, please contact Nikki Adkins at 517-789-1232 or Nikki.Adkins@lifewayscmh.org.

INFORMATION SYSTEMS: LifeWays would like to bring to your attention the Data Quality Control menu within LEO. Please visit this area to find data quality errors for your consumers. You will also notice within the Consumer Chart that the *Consumer Data Issues* tab will turn Red when errors are present. Please develop a process that will ensure all consumer demographics are updated on an ongoing basis and all errors are fully corrected. It is recommended that you identify a staff person within your agency that is responsible to monitor the *Data Quality Control menu / Demographic (QI) Data Quality Issues and On-line Cleanup submenu*.

If you have questions about a specific error and how to correct, please contact the LEO HelpDesk at:

LEO Help Desk Support

Phone: 517-780-3367 or toll-free 1-800-284-8288 ext. 2367

Email: leoadmin@lifewayscmh.org

RECIPIENT RIGHTS

TO ALL PROVIDERS:

2012 Annual Recipient Rights Training Fairs are scheduled for:

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.

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:

Medicaid Provider Manual Updates – Please insure you are reviewing the updates. The most significant is clarification related to respite services.

Respite care services are intended to assist in maintaining a goal of living in a natural community home. They are provided on a short-term, intermittent basis to relieve the beneficiary's family or other primary caregiver(s) from daily stress and care demands during times when they are providing unpaid care:

- **Short-term** means the respite service is provided during a limited period of time (e.g., a few hours, a few days, weekends or for vacation)
- **Intermittent** means the respite service does not occur regularly or continuously. The service stops and starts repeatedly or with a time period in between
- **Primary caregivers** are typically the same people who provide at least some unpaid supports daily
- **Unpaid** means that respite may only be provided during those portions of the day when no one is being paid to provide care, i.e. not a time when the beneficiary is receiving a State Plan (home help), waiver service (community living supports) or service through other programs (school)

These clarifications will result in a need to revisit the planning and authorization process relative to respite services. LifeWays will be scheduling a meeting to discuss this issue. If you have any questions please contact Julie Willett at 517.789.1224 or Shannan Clevenger at 517.796.4574.

Miscellaneous - For consumer's residing in John George or Friendly Home:

If you are unable to complete a MPS authorization it is likely due to the fact the Medicaid is listed by DHS as nursing home (which is incorrect). Please contact your DHS worker to correct and then enter MPS authorization. Any questions please contact Provider Network Designee Terri Woods at 517-789-4576 or Shannan Clevenger at 517-796-4574.

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.

COMMUNITY RELATIONS

TO ALL PROVIDERS:

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:

Abilify Lunch with Speaker – Dr. Brigit Amann, MD, Medical Director for Behavioral Medical Center in Troy, will be speaking on “Treating Your Adult Patients with Bipolar I Disorder, Manic or Mixed”

When: April 25, 2012, at 12:00 p.m.

Where: LifeWays Pine Meeting Room

To reserve your seat, please RSVP by April 23, 2012 to Customer Service by calling 517.780.3332 or via e-mail to teresa.smith@lifewayscmh.org.

PECFAS Training – The next PECFAS Training will be held on March 21-22, 2012 in the LifeWays Pine Room. This is for staff members who are assessing and treating children between 4 and 6 years of age. Participants need to attend both days. CEUs for Social Workers will be awarded. There are 30 available slots. Once staff members are trained, they are expected to use the PECFAS software. Please register by contacting Customer Services at 780.3332.

NOTE: 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.

CAFAS Trainings – The next CAFAS Training will be held on April 3-4, 2012 in the LifeWays Pine Room. Please register by contacting Customer Services at 780.3332; be

sure to indicate if you are attending a Booster or Initial Training. There is a \$20 cost for the book if you are attending the Booster training, which can be paid onsite the day of the event. Participants need to attend both days to receive credit. CEUs for Social Workers will be awarded. There are 30 available slots.

NOTE: 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.

Culture of Gentleness - Network-wide training is being offered throughout 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.

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.
