

Provider Network Meeting

4/26/22



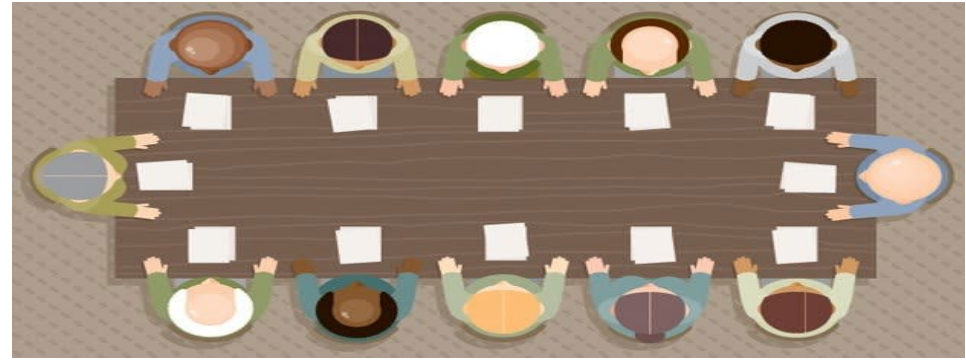
Housekeeping

- Recording in progress
- Webinar Style Meeting
 - We cannot see/hear you
- Use the chat function if you have a question
 - You can message the host/panelist or the whole group
- PowerPoint Presentation will be sent out along with a link to the recording and any reference materials



Agenda

- Guest Speaker – Amy Reimann, Community Engagement
- New Summit Pointe Website
- Authorization Reminders
- Appeals Updates and Reminders
- Direct Care Wage Updates
- Specialized Residential Trends - 24 hour Discharge
- Compliance Trends
- Communication - Updated Case Manager Phone List



Community Engagement Presentation

- Welcome Amy Reimann



New Website

- Summit Pointe recently launched a new [website](#)
- Some of the data that was imported is old/missing
 - Contact list, missing Recipient Rights Trainings
- Internal teams are working hard to get everything updated again
- Check out the [directory](#). If your organization is not listed or needs an update, please email Kelsey and we will work with SWMBH to ensure that your organization is listed.
- Community Event [Calendar](#)



Authorization Reminders



- Per policy our LCM team has two weeks to approve once submitted
 - Current trends show our team is using that full time block
- Remember Authorizations = \$\$\$\$
 - Be proactive – when authorizations run low contact your case manager
 - If you provide a service without an authorization in place your organization is at risk for not getting paid
 - We have seen recent trends in overutilization
 - Change in location – when a customer moves, a case manager **must** be involved as the treatment plan needs to be revised
 - Please do not continue to submit claims to the previous location just because authorizations are present

Appeals Updates

- When submitting an appeal for an overlap please be sure to submit one conflict per appeal
 - Multiple dates of service/overlaps on one appeal make it difficult for us when different conflicts have different outcomes
- Please use accurate times
- We do not recommend rounding
- Coordination is key!
 - Love the use of sign off sheets, very helpful when reviewing appeals
 - Inclusion of emails when authorizations are incorrect/running low on units

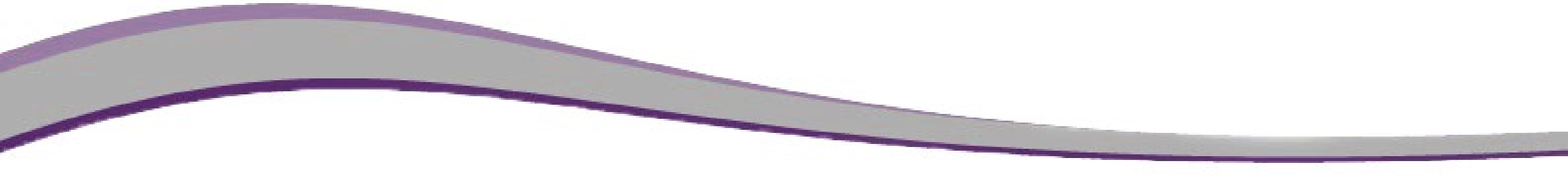


Direct Care Wage Updates



- New process is going well
- Time based providers – included in unit rate
 - Use of modifiers super important for compliance as well as DCW
 - Most reconsiderations completed for Q1, a few Autism Providers left
- Specialized Residential Providers
 - We are sending reminders when forms are not received
 - We are closing out each quarter
 - Appeals and billing/auth issues will hold up processing
 - If you need help or assistance on how to complete DCW forms see previous meeting recording [here](#). Training starts at 1 hour six minutes.

Specialize Residential Trends – 24 hour Discharge

- Home and Community Based Services rules state – **30 day notice** is required. **Summary of Resident Rights** is required if you have not incorporated this information into your Resident Care Agreement.
 - LARA Rules also state –
 - (3) A licensee shall provide a resident and his or her designated representative with a **30-day written notice** before discharge from the home. The written notice shall state the reasons for discharge. A copy of the written notice shall be sent to the resident's designated representative and responsible agency. The provisions of this sub rule do not preclude a licensee from providing other legal notice as required by law.
 - (i) The resident **shall not be discharged** until an appropriate setting that meets the resident's needs is located
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Resources for LARA/HCBS Rules

- [Joint Guidance Document](#)
- [Joint Guidance Training](#) – Presented by MDHHS



Compliance Trends

- Incident Reports(IR) – Don't forget to send, due within 24 hours
 - Reminder on Med Refusal IRs – must include specific medication
- Group Modifier Use (UN, UP, UQ, UR, US)
 - **Required** by many new CPT codes effective 10/1/22
 - Memo Sent 4/6/22 to time based providers
 - Documentation must align with what is being billed
 - Impacts pay rate of Direct Care Wage
- Ensure you are billing at the correct location
 - Trends have surfaced this past quarter where providers are billing the current authorization however the customer has moved to another location
 - As previously mentioned, moves **must** be coordinated with the case manager to update the treatment plan and authorization for services



Communication

- Updated Case Manager Contact list will be sent out with meeting materials
- Use providernetwork@summitpointe.org for DCW



Provider Network Calendar

- Quarterly Meetings
 - January, April, July, October
- Quarterly Workshops/Trainings
 - February, May, August, November
- Quarterly Newsletters
 - March, June, September, December



Additional Questions

