

Provider Forum Minutes

Date: **September 16, 2020**
Time: 9:00 AM
Place: Teleconference
Meeting called by: Tonya Lawrence
Type of Meeting: Ad-hoc
Note Taker: Cindi Saylor
Attendees: CMHCM staff, Community Living Supports Providers

Agenda Topic: Welcome / Introduction

Presenter: ***Tonya Lawrence***

Discussion & Conclusions: ***Focus of this meeting was to discuss H0043 and H2015 changes in an open forum with Provider Network input.***

[Recording of the Zoom meeting](#) – Discussion begins at 4:35 into the recording, after attendance.

Action Items,
Person Responsible
& Deadline:

Agenda Topic: Use of H2015 with new modifiers

Presenter: ***Tonya Lawrence***

Discussion & Conclusions: The [announcement](#) sent out with the forum invite was reviewed and summarized, please read the full announcement for details.

Note: These CLS modifier changes are only for CLS in the community and an individual home setting. This does **not** affect CLS in Licensed Residential settings.

Action Items,
Person Responsible
& Deadline:

Agenda Topic: Contingency Plans

Presenter: ***Tonya Lawrence***

Discussion & Conclusions: All providers must have a contingency plan in place for staffing. Providers have contingency plans for evacuation type emergencies, such as a fire, flood. However, there must be a plan for when the consumers remain in their homes but there is not enough staff to provide service. For example, if all staff contracted COVID what would your agency do? What backup staffing do you have in place? This has been highlighted due to COVID but is necessary regardless of the pandemic.

Concerns were expressed about the availability and cost of temporary employees. In some areas, even regular staffing is difficult to find or unavailable. CMHCM

recognizes the high turnover and shortage of direct care workers; there must be a plan to ensure services are not interrupted due to staffing issues.

Action Items, Person Responsible & Deadline: Submit staffing contingency plans to Tonya Lawrence tlawrence@cmhcm.org.

Agenda Topic: New CLS Progress Note

Presenter: **Tonya Lawrence/Debbie Bauman**

Discussion & Conclusions: A new [CLS progress note](#) is being piloted and was presented for feedback from attendees. The new note combines the narrative, AHH hours, and transportation into one combined form, and has staff to consumer ratios under the start/stop times to ensure billers have all information they need when billing with the new modifiers. Some providers have been billing for less hours than indicated with start/stop times, and adding AHH hours to the note will explain these shortages. Feedback given on the form included:

- Consider adding a disclaimer that AHH hours should not be included in the narrative.
- Consider adding a disclaimer that CLS hours should only be included in the narrative
- Consider changing start/stop times for AHH to total hours only.

Action Items, Person Responsible & Deadline: Comments and feedback on the form should be sent to Debbie Bauman dbauman@cmhcm.org for consideration as the pilot is completed and the form is finalized.

Agenda Topic: Provider Questions

Presenter: **All**

Discussion & Conclusions: **Q:** What is CMHCM going to do to ensure authorizations are correct?
A: Authorizations are being updated administratively by Melissa Fox and will be completed before October 1. If you see issues you may reach out to her at mfox@cmhcm.org.

Q: Could you please confirm where CLS progress notes should be uploaded?
A: The CLS section of CIGMMO

Action Items, Person Responsible & Deadline: