

LIFEWAYS DEPARTMENT FUNCTION CHART

ADMINISTRATION

517.789.1208

MSHN/MDHHS Contract Relations
Facilities Management & Security
Corporate Compliance
Space Utilization
Board Relations & Meetings
Risk Management
County Relations
Recipient Rights
Board & Staff Travel
Policies & Procedures
Legislative Advocacy
Intranet

HUMAN RESOURCES

517.780.3350

Onboarding/Orientation
Recruitment/Exit Strategies
Human Resource Compliance
Employee Benefit Administration
Employee Credentialing
Non-Clinical Training
Employee Relations
Staff Wellness Programs

QUALITY IMPROVEMENT

517.789.1236

Lean Process Improvement Facilitation
Outcome Tools & Reporting
LifeWays Electronic Organizer (LEO)
Maintenance & Training
EMR (LEO) Help Desk & Support
Critical Event Review
Satisfaction Surveys
Strategic Planning
Provider Scorecard
Data Reporting
External Audits
Accreditation

INTEGRATED HEALTH CARE SERVICES

517.789.1288

Integrated Health Care
HealthyMe Program
Prevention & Wellness

CUSTOMER SERVICES

517.780.3332

Customer Grievance & Appeal Process
Centralized Scheduling (517.780.3300)
Medical Records Releases
Provider Dispute Resolution Process
Medical Services Office Support

UTILIZATION MANAGEMENT

517.789.1298

Court Proceedings
Service Authorizations
Clinical Efficacy Reviews
Self-Determination Coordination
Over/Under Utilization Data Review
Hospital Discharge Planning
Mental Health Court
Inpatient Continued Stay Reviews

CONTRACTS AND PROVIDER NETWORK MANAGEMENT

517.789.1299

Provider Manual
Provider Contracts
Provider Credentialing
Out of Network Contracts
Network Capacity Monitoring
Agency Business Contracts/Agreements
Provider Certification/Billing Reviews
County of Financial Responsibility Arrangements
Residential Reviews
Behavior Treatment Committee
Provider Site Visits & Reviews

OUTPATIENT SERVICES

517.789.1291

Case Management
Outpatient Therapy
Jail Services
School-Assigned Clinician
Medical Services 517.789-1214
Psychiatry Evaluations
Medication Review
Nursing Services

FINANCE

517.789.1299

Accounts Payable/Receivable
Benefit Eligibility Assistance
Coordination of Benefits
Family Support Subsidy
Financial Reporting
Claims Adjudication
Budget Development/Monitoring
Compensation Administration
Third-Party Billing
Credit Card Payments & Receipts

TECHNOLOGY

517.780.3367

General IT Support
Internet & Network Performance
Computer Hardware & Software
Software Installation & Maintenance
Information Security
Telemedicine Support
Telecommunications

CLINICAL SERVICES

517.789.1200

Access Services

Eligibility Screen
Intake Assessment
Autism Screening
Hospitalization Authorization

Crisis Services

Certified Peer Support Specialists
Intensive Crisis Stabilization Services
Adult Mobile Crisis
Crisis R&R
Consumer Transport

STRATEGIC RELATIONS

517.796.4581

Community Partnership
Marketing & Media
Community Crisis Response (CISM)
Public Relations & Events
Mental Health Education
Central Michigan 2-1-1
Prevention & Wellness
Support Groups
Outreach Navigation