
Provider Network News

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Date Fri 11/14/2025 1:44 PM

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Provider Network News



NOV 2025

Welcome to the November edition of the GHS Provider Network quarterly newsletter! As we embrace the fall season, we're excited to share the latest news, updates, and stories from our community. This quarter, we're focusing on HCBS guidance, policy updates, info on liability insurance and upcoming meetings. Along with recognizing two outstanding Direct Care Staff. Let's jump in!



Congrats our star Direct Support Professional

Amy Burris

GHS is proud to announce that Amy Burris from Cameron AFC #2 is being honored as a Direct Support Professional for providing outstanding care to our consumers. Amy was nominated by Case Manager, Tammy LaFella for the incredible care she provides to the residents of this home.

According to her nomination... "Amy has been with Cameron for 16 years. Amy does go above and beyond for her consumers. Amy enriches the lives of all the consumers in this home. Amy plays games, does puzzles, arts and crafts, plays music to sing and dance with the consumers, helps them decorate their rooms how the consumer wants (pictures, paint, wall décor, bedding etc.), creates photo albums of their families, and so much more. Amy always treats the consumers with the utmost dignity and respect. Amy always talks to the consumers with a calm and soothing voice and picks them up or helps them process emotions when they are

upset. Amy always shows care and concern for each consumer when they are ill, hurt, or upset. Amy organizes meals for each holiday, so the consumers get to celebrate. Amy organizes a secret Santa each Christmas, so each staff draws a name of a consumer to get gifts for. Amy does not like to see consumers go without any need or want. Amy ensures outings are designed around each consumer preference. Amy is always consulting with other staff in the home to make sure plans are followed, consumers' needs/wants are met, and consumers are celebrated for their accomplishments or attempts of accomplishments. Amy is always encouraging staff to ensure the consumers have home cooked meals of their preferences, their birthdays are celebrated with their favorite food, cake and ice cream, and so much more!"

Thanks to Amy for her hard work, dedication, and years of service to our consumers!!!

Pictured: Tammy LaFella and Amy Burris



Congrats to our outstanding Home Manager

Makiah Moore

GHS is proud to announce that Makiah Moore from ResCare Neff Home is being honored as a Home Manager for providing outstanding care to our consumers. Makiah was nominated by ResCare Premier's Program Coordinator, Cheryl Broach for "her exceptional contributions and the profound impact she has made on her clients' lives."

According to her nomination...." Throughout her tenure as a home manager since November 2024, Makiah has demonstrated exceptional dedication and proficiency in her role. She meticulously schedules activities that not only resonate with the residents but also encourage their engagement with the community. Makiah's commitment to her clients is evident as she tirelessly advocates for their needs, ensuring they receive the highest standard of care. Her efforts enable them to lead

fulfilling lives, fostering a genuine sense of purpose and inclusion among them. Furthermore, her ability to connect with the residents and make them feel valued exemplifies her outstanding leadership skills. It is her unwavering passion for making a difference in their lives that sets her apart as a remarkable individual in this field.”

Thanks to Makiah for all her hard work, dedication and years of service to our consumers!!!

Pictured: Cheryl Broach and Makiah Moore

Mark your calendars

Novemb
er 2025

19th @1:30pm
20th @10:30am

January
2026

TBA

February
2026

TBA

Provider
Network
Meeting

Audit Outcome
Meeting

FY26 Site Visits
Begin

Join us for our semi-annual meeting to discuss the current issues going on throughout the network, get updates on new policies and changing requirements from local, state, federal agencies. This meeting will be virtual and you will be able to pick a meeting time that works for you. Watch your email for this announcement.

Join us as we review the outcomes and trends from FY25. Discuss positive outcomes and review areas for improvement and ways to correct those issues. Provide feedback, review the GHS Training Plan Updates, Audit Policy, and changes for the FY26 Audit.

Ready, Set, Audit. Looking forward to seeing you all soon. Look for those emails to go out early February.



Liability Insurance

don't delay,
report today

It is important for providers to supply GHS with accurate and current Certificates of Insurance pertaining to their GHS Contract. Please refer to the *Insurance Provisions Section* of your contract if you have any questions about this. Please ensure that you send a copy of your renewed Certificate of

Insurance

to Contracts@genhs.org the week of your expiration date, if not available sooner. The Contracts Department relays reminders of the expirations for providers to send the insurance renewals into the department, but it is your responsibility as a provider to follow through with this contractual requirement. Extended delays may result in a Notice of Contractual Violation and/or a Corrective Action Plan issued to the provider.

HCBS Guidance

Over the past few months, MDHHS and Region 10 have been providing us with additional guidance on modifications and restrictions pertaining to the Home and Community Based Services Rule. This guidance is intended to assist us in becoming compliant with the HCBS final rule. You may have had conversations with clinical staff regarding this and necessary changes to the IPOS. The intent of these discussions is to ensure that the IPOS is clearly documenting the needs of the consumer. It is not intended to reduce the level of supervision or services that are necessary to keep individuals safe.



Please continue to work with your clinical team on any necessary modifications to the IPOS. If you have questions regarding the HCBS Rules please reach out to Connie Swain at cswain@genhs.org.

Policy Updates

Title	Area	Last Approved
Credentialing and Privileging, 02-000-99	Human Resources-Policy	6/16/2025
GHS Facility Use Request	Organizational Management -General-Policy	7/08/2025
Grievance Process, 08-102-03	Rights of Persons Served - Due Process- Policy	6/12/2025
Handbook for Specialized Residential Service Providers	Specialized Residential	6/24/2025
Personal Property and Funds, 08-014-97	Rights of Persons Served - RR-Policy	8/11/2025
Services Suited to Condition, 08-010-97	Rights of Persons Served - RR-Policy	7/24/2025



Questions?

If you have questions or ideas for our next edition, please contact ProviderNetwork@genhs.org. We'd love to hear from you.

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