



Residential Provider Meeting Q&A

Friday, January 27, 2023

Virtual Meeting

11:30am –12:30pm

1. The document "State of Michigan Procurement, State of Michigan Information" received on 1/5/2023 through email, are residential providers required to complete?
A. DWIHN is unaware of this document. Please send to pihpprovidernetwork@dwihn.org
2. What about court ordered members for CCM?
A. Court Ordered Members can still participate in CCM if eligibility requirements are met. As long as they aren't currently in jail. If so, a referral and out reach can be made upon the members release.
3. Is CCM for those who are IDD and struggling with SUD?
A. Yes, as long as there is also a medical diagnosis. We can work to get the member connected to whatever supports they may need
4. Is there a step by step process available to billers pertaining to the reconsiderations of claims?
A. No, the provider completes the Reconsideration form and submits it to the Claims Department for processing. If a claim needs to be reconsidered due to billing/payment error, the claim will be reconsidered to zero pay, and the provider can then submit their corrected claim. Claims cannot be reconsidered until the claim has completed the payment process.
5. Is MORC required to complete annual Psych evals on members they service?
A. Annual Psychiatric evaluations are a requirement
6. We have been informed that CRSPs are no longer completing the Cost of Care financial determinations. They are completing the financial determ for Medicaid, but not the Cost of Care determ which stated in the past the max amount of Soc Sec monies that could be applied to cost of care if they receive more than the standard SSI amount...we were directed to ask DWIHN for them, but DWIHN has not provided these and they are important for licensed homes...can you let us know how to proceed?
A. Can you please send an email to the residential referral email address with more information. residentialreferral@dwihn.org

7. Is there a different staffing requirement in Licensed settings from Non-Licensed settings?
 - A. please send an email to the residential referral email address with more information. residentialreferral@dwihn.org
8. One Time Retroactive Supplemental DWIHN 5% Provider Rate Increase – an Example Reporting Template - was sent in September 2022. When will the final form be distributed?
 - A. The information is forthcoming.
9. the invite indicated we did not have to register/ but only 2 people from our facility may attend correct?
 - A. Please specify which training you are referring to by sending an email to residentialreferral@dwihn.org.
10. When providers print paperwork from MHWIN it usually prints with no signature page.
 - A. Typically the CRSP SC/CM is responsible for getting the documents to the homes
11. Financial Determinations for persons living at licensed homes social security. (Not Medicaid Determinations). Community Living Services (CLS) was previously completed these determinations going back decades - but no longer does. CLS refers providers to DWIHN. However, no one at DWIHN is familiar with these types of determinations. My inquiry is about formal determinations concerning Social Security Funds at Residential sites, not Medicaid. Are these determinations going to be done by DWIHN or not.
 - A. please send an email to the residential referral email address with more information. residentialreferral@dwihn.org
12. Medversant informed us that all our paperwork was submitted to DWIHN, but we haven't heard from the credentialing department
 - A. Hello Ms. Terry, you need a site review. I have double checked your application. Credentialing will be contacting you regarding this matter.
13. how often do we have to do credentialing
 - A. Every 2 years.
14. Is there a tool that can be shared from each agency of what paperwork they provide to the residential providers? Example some provide ability to pay some don't or aren't aware of certain consents that are required in members charts
 - A. Please reach out to Shirley Hirsch, Director of Residential Services, at shirsch@dwihn.org to obtain specific documentation information.
15. Are there updated specs for creating electronic 837 with the in and out times? So that billing can be electronically submitted rather than manually entering each line item/claim?
 - A. Please send an email to pihpclaims@dwihn.org
16. What is the wage for DCW's right now?
 - A. DCW Hazard Rate is \$ 2.35

17. Is the hazard pay still occurring? Or did it stop?
- A. Yes, the hazard pay is occurring.
18. Mr. Sabato, Will they create some type of verification system to keep track of when these type of surveys will be sent out, which individuals the surveys will be for, what address the surveys will be mailed to, and when the surveys are delivered, so that the Providers will have a way to know if and when surveys have been sent out?
- A. The State of Michigan Department of Health and Human Services were the ones who controls and coordinates the sending out of Home and Community Based Services "Surveys". Detroit Wayne Integrated Health Network will only know what Providers and/or Members were surveyed after the actual surveys were completed. And in the case where MDHHS HCBS Team allows for and/or requests remediation, that is when either the Provider and/or the Member is identified to DWIHN.
 - B. When the Review Window is reopened and DWIHN is charged with the administration or follow-up of Surveys, we will notify and publish the process and procedures. Quality is sponsoring and coordinating, HCBS Subject Matter Based Discussions and Trainings for Guidance on the HCBS Requirements every month starting on February 14, 2023 at 11:00AM. Please look for the notice and information on the DWIHN Website.