



Quality Operations Technical Assistance Workgroup Meeting Agenda

Wednesday, September 28, 2022

Via Zoom Link Platform

9:30 a.m. – 11:00 a.m.

- | | | |
|-------|--|-------------------------------|
| I. | Announcements | April Siebert |
| II. | SUD Updates | Gregory Lindsey & Judy Davis |
| III. | MDHHS Waiver Site Audit POC Update | Starlit Smith |
| IV. | HCBS Final Rule | Starlit Smith/ William Sabado |
| V. | MMBPI Data due to MDHHS 9.30.2022 | Justin Zeller |
| VI. | Over and Under Utilization Reporting (tabled) | Leigh Wayna |
| VII. | Policies/Procedure Updates Customer Service Conflict of Interest | Diane Winchester |
| VIII. | My Strength Presentation | D. Hall/J. Dorsey |
| IX. | Provider Feedback | Group |
| X. | Adjournment | |



Quality Operations Technical Assistance Workgroup Meeting

Wednesday, September 28, 2022

Via [Zoom Link Platform](#)

9:30 a.m. – 11:00 a.m.

Note Taker: Aline Hedwood

1) Item: Announcements:

MDHHS has determined that some of DWIHN's HCBS homes were out of compliance with HCBS state regulations and members will no longer be able to stay in the identified homes. Financial resources will be available to assist members with services. However, their Medicaid HCBS services will be suspended, effective in March of 2023. The QI unit has begun to meet with the assigned CRSP's for discussion and plans regarding this transition. William Sabado, QI Clinical Specialist will be the lead for this project.

2) Item: SUD Updates – Gregory Lindsey, SUD Contract Manager and Judy Davis, SUD Director

- September 7, 2022 SUD distributed sleeping coats to the DWIHN homeless population.
- The Michigan Celebrate Recovery Walk & Rally was held on September 10, 2022 on Belle Isle.
- SUD providers are required to submit their pre-contracting forms, SUD will be updating the statements of work for FY 2022-23 and completing audits for recovery housing & women's specialty programs.
- For prevention, SUD has started reviewing RFP's; providers who received a contract under the 2008 RFP process will require a one-year renewal for FY2021-22. SUD is planning to extend the RFP to prevention providers. Please have a designated person to sign off on your contracts the deadline is September 20, 2022. Please submit all RFP's for FY 2022 before October 31, 2022 .



3) Item: MDHHS Waiver Site Audit POC Update - Starlit Smith, QI Administrator

Goal: Status Update for the MDHHS Waiver Review

Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Information Systems **Quality** Workforce

NCQA Standard(s)/Element #: **X QI #1** CC# ___ UM # ___ CR # ___ RR # ___

<Notes on discussion>

Discussion	Assigned To	Deadline
Starlit Smith shared with the workgroup a status update report for the MDHHS Waiver Site Audit. The HCBS final rule was a part of the waiver review. QI received documentation to support the implementation of the POC from the provider network, the POC has been submitted to MDHHS. To date, DWIHN has not received a status update and will update providers once the final POC acceptance report is received. These POC will be an implemented process allowing for DWIHN to continue and demonstrate compliance with providing quality services to our members served.		
Provider Feedback	Assigned To	Deadline
No Provider Feedback		
Action Items	Assigned To	Deadline
QI Unit to update providers with accepted POC once received from MDHHS.	DWIHN's QI Unit	October 1, 2022

4) Item: MMBPI Data due to MDHHS 9.30.2022 - Justin Zeller, QI Clinical Specialist

Goal: Review and update for MMBPI Data

Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Information Systems **Quality** Workforce

NCQA Standard(s)/Element #: **X QI #4** CC# ___ UM # ___ CR # ___ RR # ___

<Notes on discussion>

Discussion	Assigned To	Deadline
This is a standing agenda item, assigned providers are required to review and check data for Q3. If members are identified as "Exceptions" for PI# 4a, providers are to mark exceptions and note in the progress/clinical notes by September 29 th , 2022. QI will be finalizing and reporting the data to MDHHS for Q3 on Friday September 30, 2022.		
Provider Feedback	Assigned To	Deadline
No Provider Feedback		
Action Items	Assigned To	Deadline
Assigned providers to review their MMPBI data and make "Exceptions" and note within the progress and clinical notes by September 29 th , 2022.	Assigned CRSP	September 29 th , 2022



5) Item: HCBS Final Rule - Starlit Smith, QI Administrator

Goal: Review of the HCBS Final Rule Requirement

Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Information Systems Quality Workforce

NCQA Standard(s)/Element #: QI # ___ CC# ___ UM # ___ CR # ___ RR # ___

<Notes on discussion>

Discussion		
Starlit Smith shared with the workgroup that DWIHN's QI unit is taking a holistic perspective in terms of helping to ensure that the HCBS state rules are fully implemented. DWIHN has revised and provided training on the requirements within the IPOS. Also, the residential unit is assisting with the transition plans for members who living arrangement has been deemed to be out of compliance with HCBS state rules. Williams Sabado will be the lead on this project, if you have any questions please contact William via email wsabado@dwihn.org .		
Provider Feedback	Assigned To	Deadline
No Provider Feedback		
Action Items	Assigned To	Deadline
None		



6) Item: Policies/Procedure Updates Customer Service Conflict of Interest – Ebony Reynolds

Goal:

Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Information Systems Quality Workforce

NCQA Standard(s)/Element #: QI # ___ CC# ___ UM # ___ CR # ___ RR # ___

<Notes on discussion>

Discussion		
<p>Ebony Reynolds provided an overview of the conflict-free case management policy which was sent out to providers/stakeholders for feedback. As a result, DWIHN is making some revisions which will be posted once the policy has been fully approved. Based on the feedback some language within the policy is confusing. DWIHN has organized a workgroup for this purpose of how conflict-free case management will look for services based on the MDHHS guidelines. CI will review the recommendations and post this policy for stakeholder feedback. September 27th, 2022 was the last day to receive feedback from providers/stakeholders.</p>		
Provider Feedback	Assigned To	Deadline
<p>No Provider Feedback</p>		
Action Items		
<p>This policy was removed from the website, CPI will bring the revised and approved policy back to this workgroup. Providers/Stakeholders will have an opportunity to provide feedback by September 27th, 2022 to ensure the intent of the policy is clear and allowing for more discussion at future meetings.</p>	<p>Providers/Stakeholders</p>	<p>September 27th, 2022</p>



7) Item: My Strength Presentation – Danielle Hall, Call Center Clinical Specialist

Goal: Review of MyStrength

Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Information Systems **Quality** Workforce

NCQA Standard(s)/Element #: **X QI # 10 and #11** CC# ___ UM # ___ CR # ___ RR # ___

<Notes on discussion>

Discussion		
Danielle Hall and Julie Dorsey (Teledoc Health) provided an overview of the MyStrength application that is available to our providers, stakeholders and members. The overview included how to sign up for the Application as well as what should be discussed with our member network. For additional information please review PowerPoint presentation “DWIHN My Strength Overview Fall 2022” on the following highlighted area: <ol style="list-style-type: none"> 1) DWIHN Vision for My Strength Partnership 2) Evidence-based self-help resources for emotional health and overall well-being 3) Registration 4) Experience our solutions for yourself 5) How you will share My Strength with the people you serve 		
Provider Feedback	Assigned To	Deadline
No Provider Feedback Provided		
Action Items	Assigned To	Deadline
None		

NEXT MEETING: Wednesday October 26, 2022 @ 9:30 a.m. – 11:00 a.m. [via Zoom Link Platform](#)

ADJOURNMENT: 11:10 a.m.

ah_10.07.2022



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES

LANSING

GRETCHEN WHITMER
GOVERNOR

ELIZABETH HERTEL
DIRECTOR

MEMORANDUM

DATE: August 29, 2022

TO: Prepaid Inpatient Health Plans Executive Directors

FROM: Jeffery L. Wieferich, MA, LLP *fw*
Director
Bureau of Community Based Services

SUBJECT: Home and Community Based Services (HCBS) Survey Former Nonresponsive Settings Determined to be on Heightened Scrutiny

On September 2, 2021, The Michigan Department of Health and Human Services (MDHHS) communicated through a memo a detailed plan regarding providers who were non-responsive to the Home and Community Based Services (HCBS) survey process. MDHHS in conjunction with the regional Prepaid Inpatient Health Plans (PIHP) leads have concluded the survey process for those settings that were nonresponsive to the HCBS survey process. Upon completion of the surveys and review of the survey results, settings were determined to be in one of the following categories: compliant, out of compliance or Heightened Scrutiny (HS). In addition, those settings who did not complete the HCBS survey for the identified HCBS participants will not be eligible for funding to provide HCBS services after March 17, 2023. No further efforts will be made by MDHHS to engage settings in the assessment process.

MDHHS is committed to ensuring that HCBS participants are provided services in an HCBS compliant setting by March 17, 2023, and has the authority to make this decision. The HCBS participants, settings impacted and PIHPs will be notified by MDHHS on or before Friday, September 9, 2022.

- The HCBS participant will work with the PIHP to determine next steps. Options include transition to a HCBS compliant setting no later than March 1, 2023, explore alternative funding streams for services and supports beginning on March 18, 2023, or the HCBS participant will to choose to end or pause the identified HCBS service(s).
- Please see the attached guidance related to the transition process for those settings that have been determined to require Heightened Scrutiny.

Please reference the attached document for more details.

Attachment:

c: CMSHP Executive Directors Darrell Harden
PIHP HCBS Leads Millie Shepherd
Belinda Hawks Cory Page
Jackie Sproat Lyndia Deromedi



Detroit Wayne Integrated Health Network

myStrength Overview Fall 2022

Detroit Wayne Integrated Health Network Vision for myStrength Partnership



Evidence-based self-help resources for emotional health and overall well-being

< **Explore all**

Building resilience

- Mindfulness and meditation
- Reducing stress
- Balancing intense emotions

Conditions

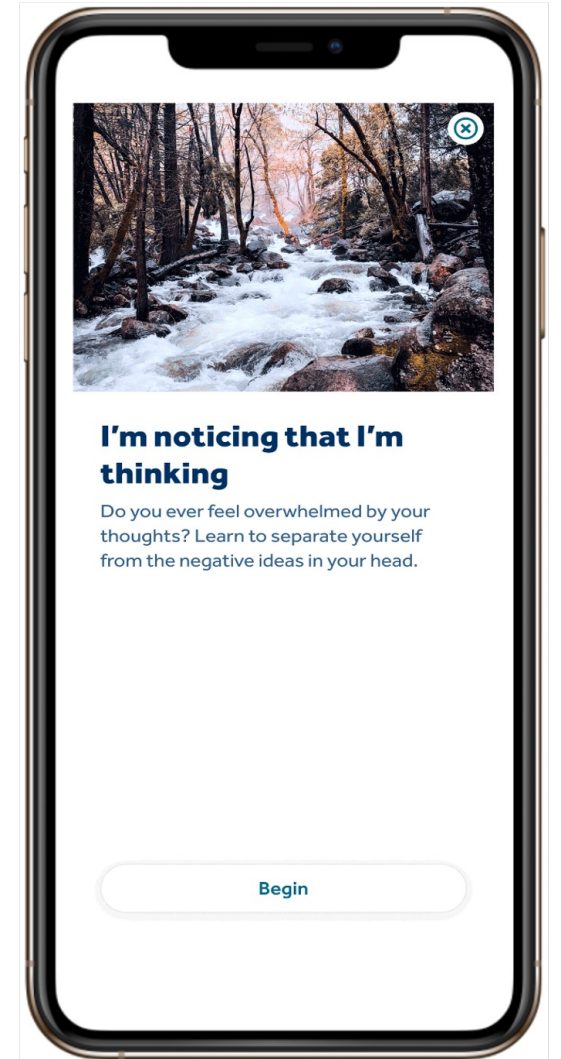
- Managing depression
- Managing anxiety
- Improving sleep

Navigating life See all

- Coping during COVID-19
- Pregnancy and early parenting
- Racism and discrimination
- LGBTQ+ emotional health

Physical activity

- Weight management
- Eating well
- Physical fitness
- Getting active



How does myStrength help?



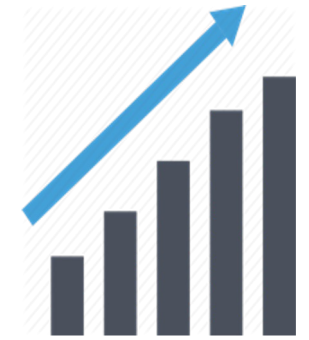
Evidence-based

MIND**BODY.**

Multi-condition
and holistic



Web-
responsive &
mobile tool for
your toolbox



Demonstrated
results



Personal
and relevant



Interactive,
available
24/7/365



Safe & Secure



Hopeful
and helpful

Digital programs offer broad coverage

Clinically comprehensive

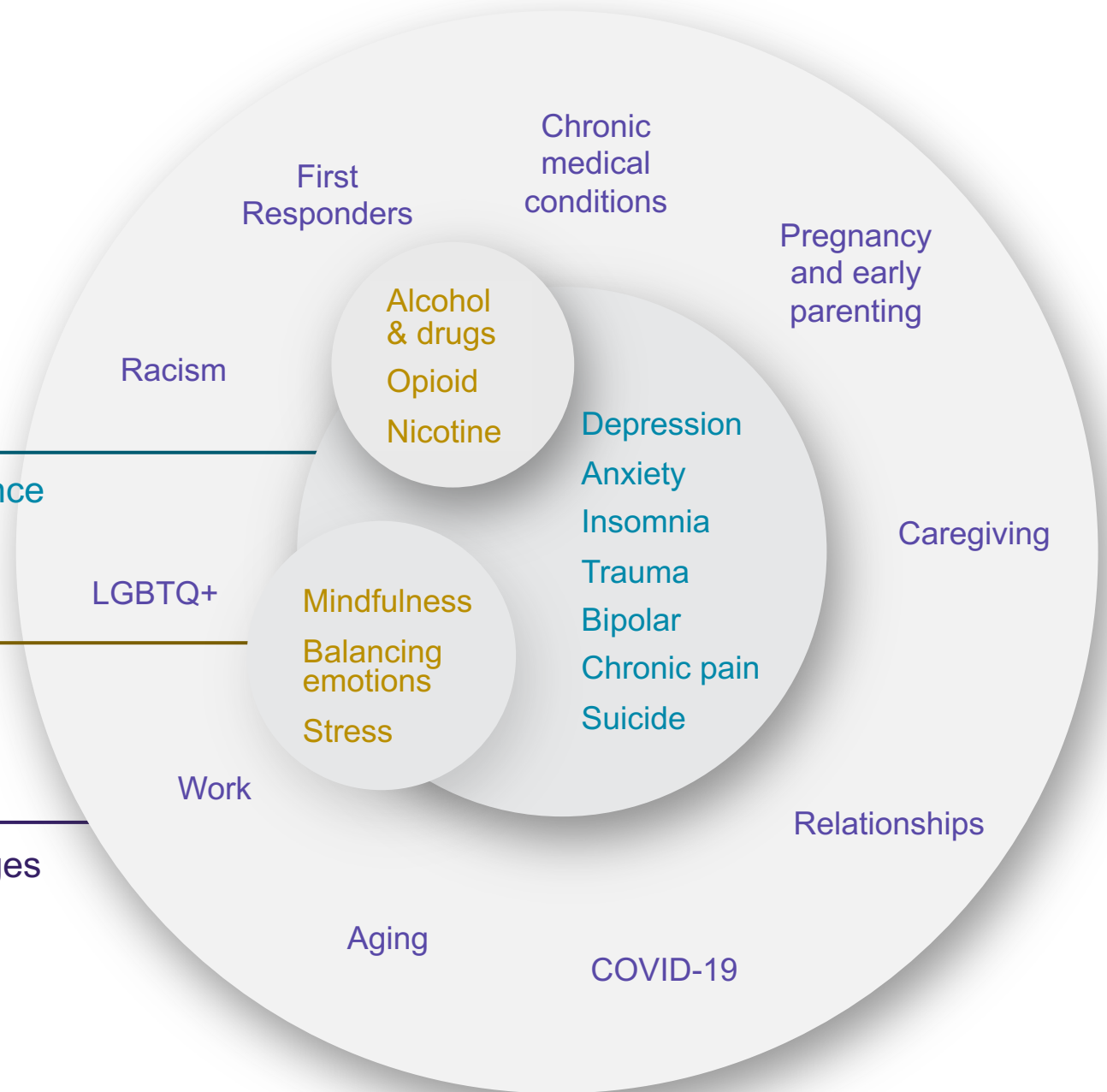
Highest prevalence conditions, including substance use

Tools for everyone

Tools to build resiliency at all acuity levels

Contextual and relevant

Managing distress from life events and challenges



Personalized Experience

The screenshot displays a user interface for emotional health assessment and activity recommendations. At the top, a question asks "How is your emotional health today?" with five smiley face icons ranging from "Awful" (sad face) to "Great" (happy face). Below this, a "RECOMMENDED" section titled "Managing anxiety" offers to "Learn simple, everyday skills to help manage anxiety" with a "Begin program" button. A "JUST FOR YOU" section titled "The surface and the d" offers a guided meditation. A "TAKE A MOMENT" section titled "Feeling time move th" asks "Is it possible to sense the pass". A detailed view of the "Managing anxiety" activity shows three sub-sections: "The emotion cycle" (Your emotions are connected to all your experiences.), "Staying grounded in body and mind" (Skills to help ease anxiety.), and "New responses and experiences" (When you're ready, making small changes helps.).

Individualized Series of Activities

- Based on user preferences
- Adapted as feedback is provided

Diverse Activity Formats

- Sequential learning-based
- Video-guided
- Audio-guided meditation
- Inspirational
- Faith-based/non-denominational

Learning Engine Customization

- Designed by data science team
- Various models accounting for relevance, popularity, similarity, serendipity, etc.

Build a healthier mind for a stronger you

Get a flexible and comprehensive digital program with proven tools and dedicated support for stress, depression, sleep, and more.

Join now

myStrength Registration Experience

Access code for you as an employee:
DWIHNWellness



[Contact us](#)

[Log in](#)

[Sign up](#)

Get the most out of myStrength with the app. [Learn more >](#)

Build a healthier mind for a stronger you

Get a flexible and comprehensive digital program with proven tools and dedicated support for stress, depression, sleep and more.

Get started with myStrength¹

[Sign up](#)

¹Contact your employer, health plan or health provider to see if you're eligible for myStrength.



Sign up

What's your access code?

An access code is given to you by your mental wellness provider.

I am currently located outside of the United States

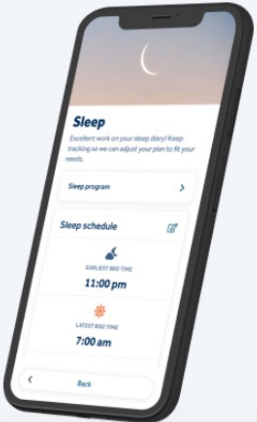
[Start your Journey](#)

Already a user? [Sign in](#)

AVAILABLE ON THE APP

Want to track your sleep?

Download the myStrength app to log entries in your sleep diary and get a personalized sleep schedule.



Registration Access Codes

myStrength Access Codes

It's EASY to refer a client to myStrength! Just provide them with a referral sharing the appropriate code from the list below. Then they can sign up in three quick steps.

Choose the Code based on the service area and/or program.

Client Sign-up Process

1. Go to www.mystrength.com, and click the **Sign-up** button.
2. When asked for an Access Code, enter the appropriate code.
3. Complete the sign-up process with a brief Wellness Assessment and personal profile.

	Description of service area / program	Consumer Access Code
1	INTAKE / WELLPLACE	<i>DWIHNwellplace</i>
2	Network provider staff - Employee Wellness	<i>DWIHNstaff</i>
3	SW Provider System consumers - With drop-down for consumer to choose provider, alphabetical list including OTHER	DWIHNc
4	Prevention Initiatives and Services	DWIHNp
5	DWMHA Refer Members to myStrength	DWIHNsupport
6	First Responders	DWIHN911
7	Intake/Access	DWIHNAccess
<i>To share myStrength with general community members or agency friends & family, please use the code below:</i>		
		DWIHNcares



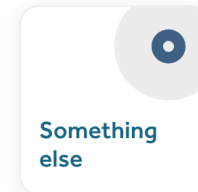
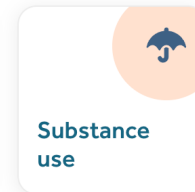
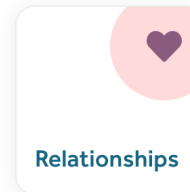
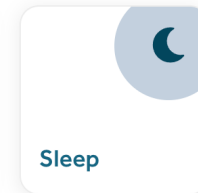
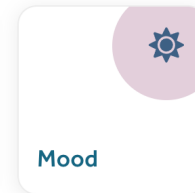
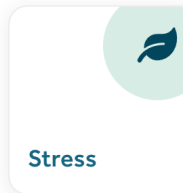
Let's start by getting to know you better

We'll walk through a series of questions - it'll only take a few minutes. The more we learn about you, the better we can create a plan that fits your needs.

Next

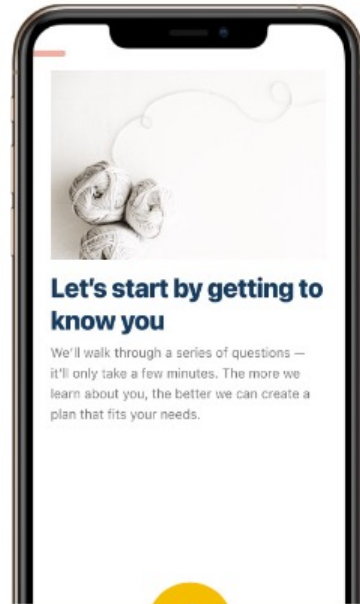


What's on your mind?



Next

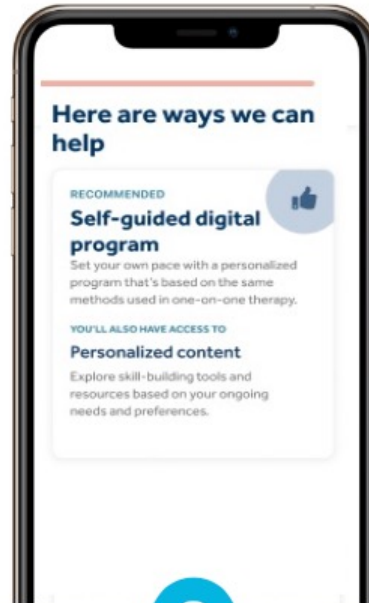
Powerful, iterative personalization



1

Clinical Assessment

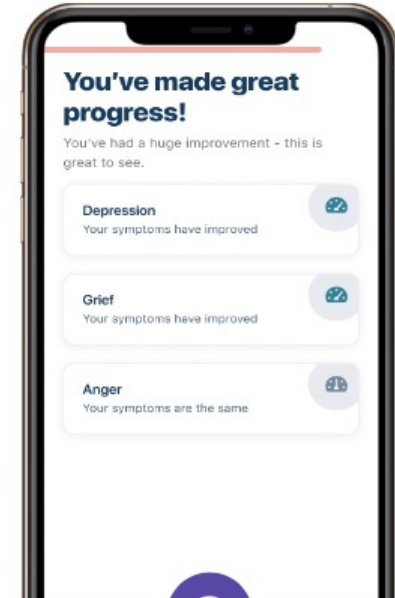
Prioritizes addressable condition(s) and evaluates acuity level



2

Personal Plan

Delivers a personalized plan with prioritized focus areas and reminders to stay on track



3

Regular Reassessment

Continuously adapts programming to flexibly meet evolving needs

myStrength Homepage Images from the Website



Home

Connect

Explore

Progress

Help

Hi, Julie. Here's a great place to start.

How are you today?



Awful



Great

Recommended

Managing depression

Learn simple, everyday skills to help improve your mood.

[Begin program](#)



Just for you

The role of gratitude

A practice for a rich life.



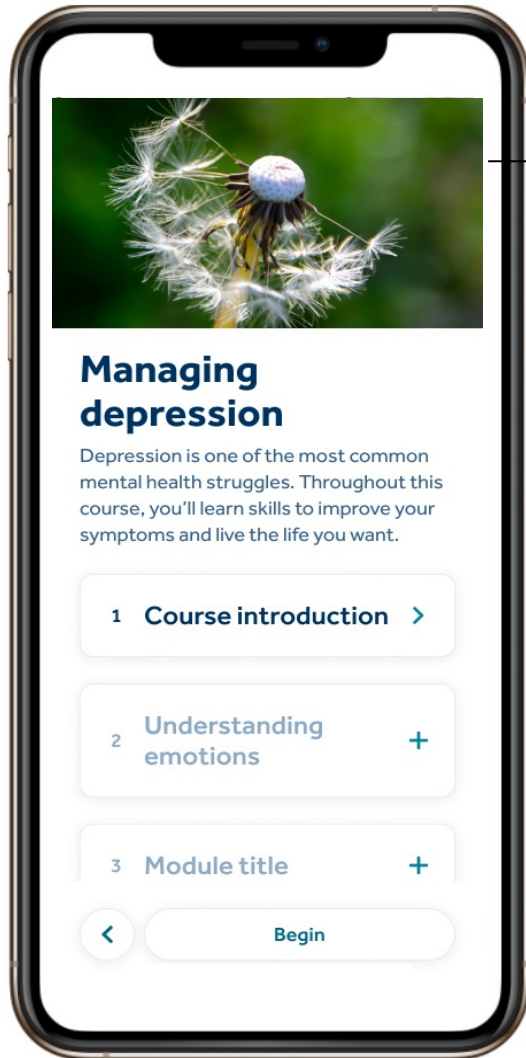
Take a moment

4-7-8 breathing

Breathe and count to feel grounded.



Structured digital courses



• Underlying principles:

Evidence-based
Mastery-focused
Measurement-based

01

Commitment

- Set expectations
- Establish symptom baseline
- Set goals

02

Course

- Series of learning modules over a recommended number of weeks
- Skills practice in each lesson
- Continuous mastery development
- Symptom reassessment

03

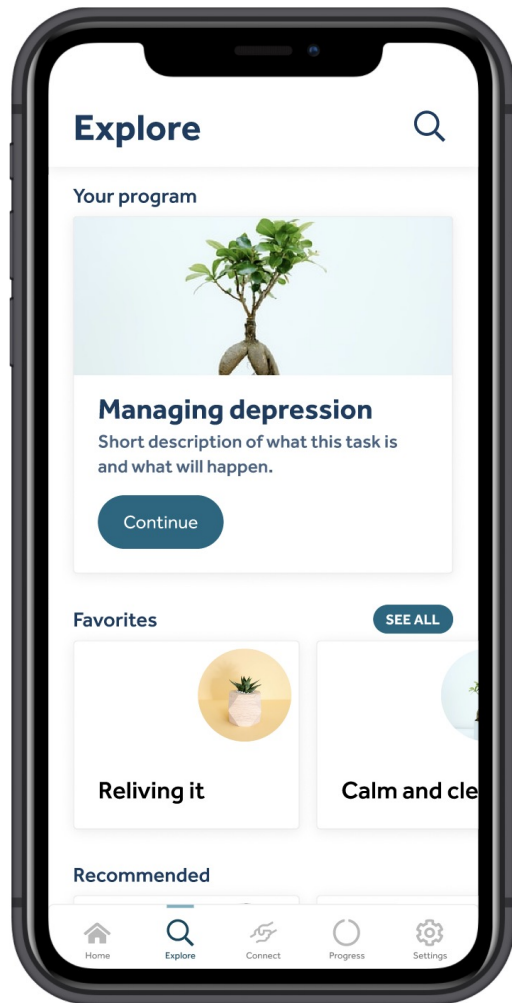
Graduation

- Review self-management maintenance plan
- Measure symptom improvement
- Earn printable certificate of completion

*Forthcoming capability, topics subject to change

Explore

Explore digital content beyond what is recommended in the personal plan on the home page



Structured Digital Programs: utilize proven, evidence-based techniques and lead members through a defined curriculum.

Recommended Content: The personalized plan contains recommended content – articles, videos, tools and exercises, tailored for the member's needs and further tailored real-time by the member's preferences.

In the Moment Tools: Suggested weekly to member, designed to deliver immediate relief when dealing with episodic distress.

Sleep Program: A curated resource for members to learn about their sleep patterns and improve them through a series of activities.

A-Z Library: Covers a vast amount of content in several focus areas of interest with the ability to allow members to favorite & search.

How to Explore and Find Content on myStrength

Explore

Your program

Managing depression

Learn simple, everyday skills to help improve your mood.

Begin Program



Just for you



The role of gratitude



4-7-8 breathing



Breathing to find calm



Breathing for balance

Favorites

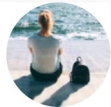
[See all](#)



Dining out: tips and tricks



Mindfulness and your hand



Traveling light



Your crisis plan

Take a moment



4-7-8 breathing



No judgment



Flip the switch



Mindful walking

Explore all

Using the Explore Using Key Word Search



- Home
- Connect
- Explore
- Progress
- Help

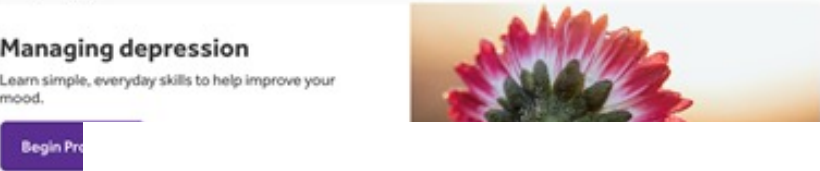
Julie ▾

Explore

Your program

Managing depression

Learn simple, everyday skills to help improve your mood.



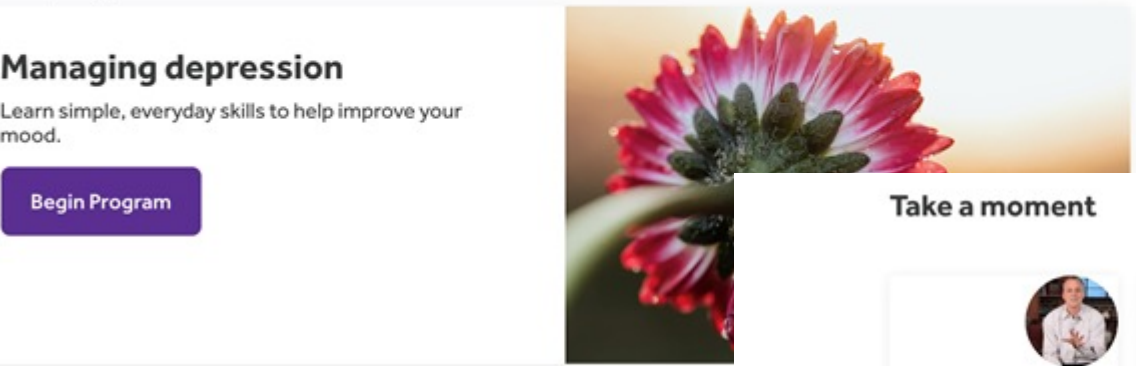
Julie ▾

Explore





Your program

Managing depression

Learn simple, everyday skills to help improve your mood.

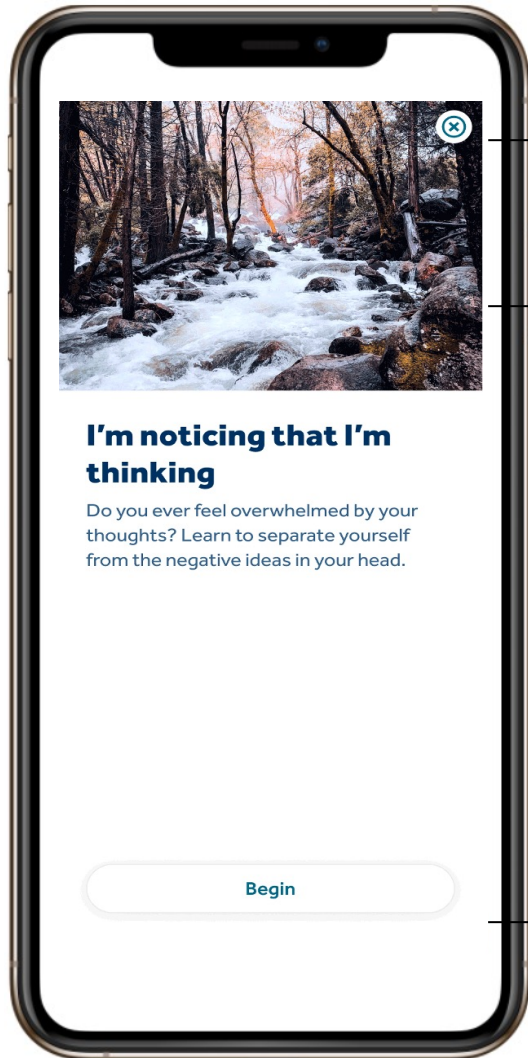


Take a moment

-  Boundary visual
-  Mindful eating
-  Mindfulness and your hand
-  Mindful yoga

Explore all

Recommended digital content



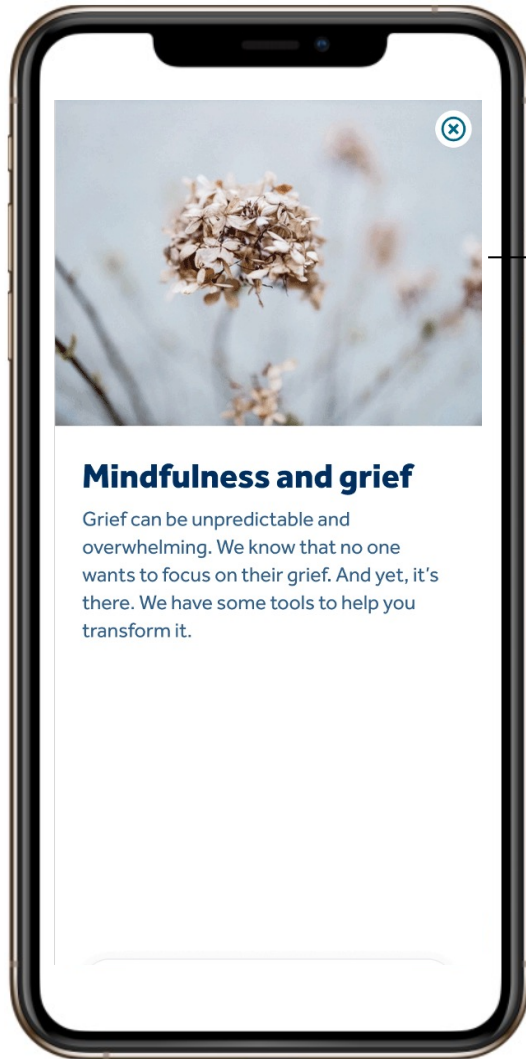
- **Linear, self-guided programs**

- **Based on evidence-based interventions**



- **Continually refreshed, based on member preference, as content is consumed**

In the moment tools

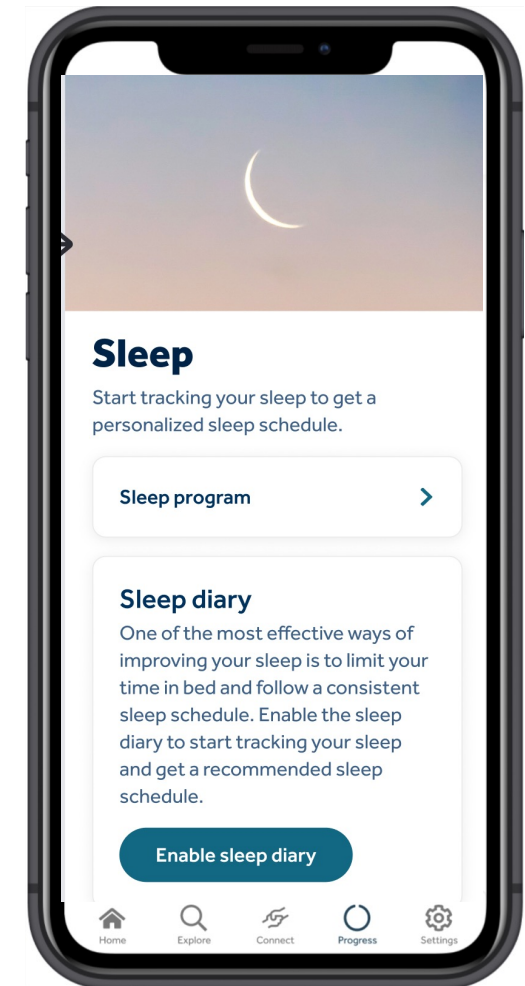


- **Short-form, actionable content designed to:**
 - Help members with episodic distress
 - Deliver immediate relief

Sleep Tracker

New and improved tools that support members in improving their sleep, no matter where they are in their journey.

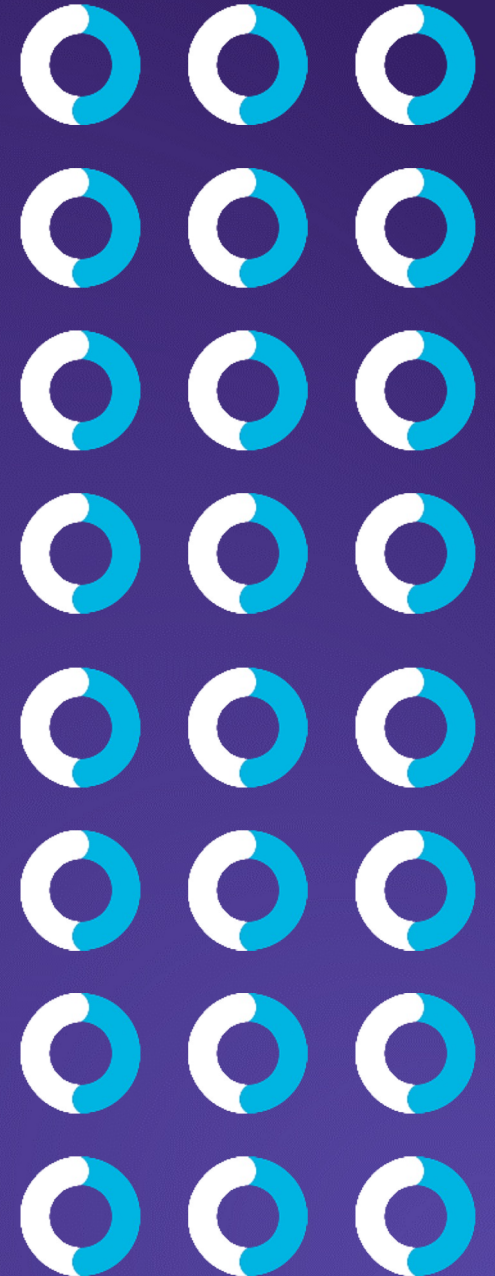
- A central location to manage all sleep-related needs, that **dynamically adapts** to the needs of members
- **Guided messaging**, enabling members to know which next best action they should take at every step
- Updated visuals to easily **identify trends**, all at a single glance
- **Intelligent reminders** (push notifications, emails, and on Home) that help build a habit of tracking and optimizing their sleep schedules



Illustrative screen shot

Next Steps:

How will you share myStrength with
the people you serve?



Here Are Some Ideas To Get You Started



Initial Assessment

Discuss baseline wellness assessment results and tie-in to treatment goals



Individual Treatment Session

Share appropriate myStrength condition-specific handouts



Skill-Building/Homework

Assign eLearning modules, tools, and resources to align with treatment plan



Group Session

Use videos during group sessions for discussion or work through an eLearning module together



Client Self-Management after Discharge

Reinforce myStrength as a resource clients can use to continue self-management skills



Experience our solution for yourself