



PROVIDER NETWORK NEWS



GUIDE TO COVID-19 SYMPTOMS AND PREVENTION

LOSS OF SENSES FEVER COUGH SHORTNESS OF BREATH CALL YOUR DOCTOR IMMEDIATELY IF SYMPTOMS APPEAR

PRACTICE SOCIAL DISTANCING STAY HOME IF SICK COVER MOUTH AND NOSE WASH HANDS FREQUENTLY CALL YOUR DOCTOR IMMEDIATELY IF SYMPTOMS APPEAR

AVOID TOUCHING YOUR EYES, NOSE AND MOUTH
VISIT [CDC.GOV](https://www.cdc.gov) FOR MORE INFORMATION

COVID-19 UPDATES

The Detroit Wayne Integrated Health Network is doing everything it can to communicate accurate information to its Members, Providers and the Community in the wake of the COVID-19/Coronavirus Pandemic. Please check in often on our website at <https://www.dwhn.org/covid-19-updates>, for updated information.



**LISTEN TO AND LEARN HOW TO
COPE WITH
COVID-19**

AT DWHN WE'RE WORKING TO SUPPORT OUR COMMUNITY THROUGH THE PANDEMIC. OUR GOAL IS TO HELP YOU AND YOUR FAMILY STAY HEALTHY AND GET THE CARE YOU NEED.

FOR MORE INFORMATION, CALL THE DWHN INFORMATION LINE
313-989-9333.

REMEMBER!
If you need help, or know anyone who needs assistance, always remember our 24-hour HelpLine access number: 800-241-4949

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CONTRACT MANAGEMENT

June White, Director of Contract Management

The Contract Management team is housed within the Managed Care Operations (MCO) department at DWIHN. It is responsible for maintaining and continually evaluating the provider network to ensure adequacy in providing quality services to enrollees and to fulfill obligations of the Michigan Department of Health and Human Services (MDHHS) contract. There are 17 staff in the MCO department and 11 of them manage the Residential and Outpatient provider contracts. They are called Provider Network Managers. Please visit <https://www.dwihn.org/providers-mco-contract-assignments-2020.pdf> to find out your assigned Provider Network Manager.

The Provider Network Managers responsibilities include: overseeing each direct contractor which could include at a minimum, quarterly on-site visits, monthly visits for new programs or others as needed and reviews of data reports.

The MCO department is often referred to as the “Contracts” unit and has shared responsibility to systematically review the implementation of new contractors and the ongoing compliance of existing contractors.

In collaboration with other DWIHN departments, MCO monitors performance of delegated functions to assure quality and compliance.

We want to thank all of our Providers and their front line staff as we maneuver our way through the COVID-19 pandemic. We appreciate all the work you do for the people we serve. Please know that you are not in this alone. If we can help in any way, please reach out to your Provider Network Manager. They are here to assist you or they can direct you to the appropriate department.



MEDVERSANT

Ricarda Pope-King, Provider Network Administrator

DWIHN is excited to announce that Medversant Technologies, Inc. a Limited Credentialing Verification Organization (CVO), will be credentialing all Behavioral Health and Substance Use Disorder licensed/certified practitioners and impaneling all providers that receive funds from DWIHN.

Hegira Programs, Inc. was the provider that participated in the pilot which was designed to address any issues that could impact practitioner credentialing and impaneling. The next cohort group will receive virtual training in all of the Medversant software programs. As we move forward, all providers will receive the training appropriate to their delivery of services. The Credentialing Unit will be providing updates regarding the rollout. All Medversant related resources and training guides can be found on our website at https://www.dwihn.org/providers_medversant.

Please note, there is a dedicated customer service telephone number for our provider system which is 888-308-3895. Please submit questions or concerns to pihpcredentialing@dwihn.org.



Deputy CEO/COO Corner

Eric Doeh, Deputy Chief Executive Officer/Chief Operating Officer

Telemedicine and Challenging Times



These are difficult and challenging times we face. In times of uncertainty and despair, we need to more than ever, hold on to each other and care for each other. For some of our most vulnerable love ones, friends and neighbors, we must take extra notice of their daily health and wellness. The effects of COVID – 19 has reached all corners of our society. Your disposition in life or status, are of no immunity to this horrible disease. According to the Michigan Health Department there are over 69,722 COVID cases in the state and 6,075 deaths.

Nationally, according to the Centers for Disease Control and Prevention, there are over 3,296,599 cases, 134,884 deaths and over 60,469 cases daily. These are staggering statistics. There is an urgent need to look out for each other and adhere to the executive orders issued by our governor.

The inconveniences that some of these measures may cause today, may very well give many of us an opportunity for better days ahead. Please, do not disregard your health and wellness. Take advantage of telehealth services when face-to-face may not be appropriate or available. As defined, telemedicine is the use of telecommunication technology to connect a patient with a healthcare professional in a different location. According to a recent study, 90% of healthcare executives report that their organizations have already begun developing or implementing telemedicine programs and services.

DWIHN has encouraged and continues to promote with our provider partners, the necessity of telehealth. In fact, MDHHS has endorsed telemedicine. Although there are some services where telemedicine may be a challenge, it is imperative that every effort is made to be accommodating.

MDHHS requires a real time interactive system at both the originating and distant site, allowing instantaneous interaction between the patient and the health care professional via a telecommunication system. The technology must meet the needs of audio-visual compliance in accordance with industry standards. It is very important to note that the originating and distant site provider must ensure the privacy as well as security of the information shared via telemedicine.

Make no mistake that these are some of the most unusual times. Sometimes the weight of it all may seem overwhelming. You are not alone. DWIHN will continue to be here for you, offering resources, and expertise

CUSTOMER SERVICE

DATES OF CV MEETINGS - 2020

The Constituents' Voice (also known as the "CV") is the DWIHN consumer advisory group. Meetings are held on the 3rd Friday of the month from 10am-12pm.

- August 21, 2020
- September 18, 2020
- October 16, 2020
- November 20, 2020
- December (TBD)



BILLING AND AUTHORIZATION

Please review all coding bulletins and rate charts on our website at <https://www.dwihn.org/for-providers> under Billing & Authorizations.

[Home](#) > [For Providers](#) > [Billing and Authorizations](#)

Billing and Authorizations

[DWIHN Coding Manual Bulletins](#)

[MDHHS PIHP/CMHSP Reporting Cost Per Code and Code Chart](#)

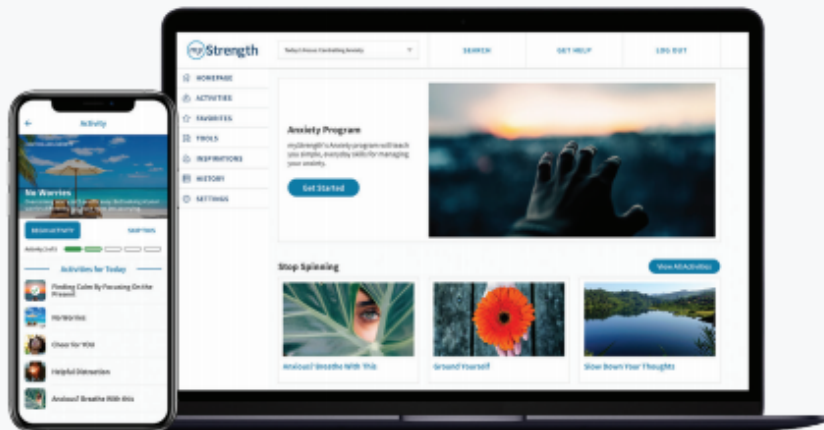
[MDHHS PIHP/CMHSP Staff & Provider Qualifications](#)

[Rate Charts](#)

PERSONAL SUPPORT FOR YOU

Recharge, Refresh and Improve Your Mood with myStrength

Now you can use myStrength’s web and mobile tools to support your goals and well-being. Learning to use myStrength’s tools can help you overcome the challenges you face and stay mentally strong. And it’s all safe, secure and personalized – just for you.



What myStrength users are saying:

“It’s nice to have self-guided help that is so accessible.”

“myStrength gives me back some of the ‘light’ I had lost.”

SIGN UP TODAY

1. Visit www.mystrength.com and click on “Sign Up,”
2. Enter the **Access Code** marked below.
3. Complete the myStrength sign-up process and personal profile.

DWIHNc

Go Mobile! Download the **myStrength** mobile app, log in, and get started today.

myStrength

is presented by



PROVIDER ALERTS/CHANGES/CLOSURES

NEW DWIHN PROVIDERS

Angel Patience AFC- opened July 2020

12601 E. Outer Drive Detroit, MI

48224-4204



PROVIDER NETWORK CHANGES

Provider Address Change

Psygenics - effective

April 1, 2020

Parklane Towers Towers East

1 Parklane Blvd, Ste. E200

Dearborn, MI 48126

PROVIDER CLOSURES

Admiration- June 2020

11352 Eastside Dr., Plymouth, MI 48170

American Indian Services- after 49 years- July 2020

1108 Southfield Rd., Lincoln Park, MI 4814

All Well Being Services (AWBS) - May 2020

6700 Middlebelt, Romulus Michigan

Hamilton AFC- May 2020

3214 Fourth St Detroit, MI 48201

3220 Fourth St Detroit, MI 48201

3208 Fourth St Detroit, MI 48201

JARC- June 2020

30301 Northwestern Highway Ste 100, Farmington Hills, MI 48334

Metro Arts Therapy – Services- February 2020

11000 West McNichols Detroit, MI 48221

STLC AFC Home- July 2020

26153 Colgate Inkster, MI 48141

ONLINE TRAININGS ARE AVAILABLE



Provider trainings are available at Detroit Wayne Connect, a continuing education platform for stakeholders of the behavioral health workforce. We strive to provide a variety of live and online courses.

Log on at dwctraining.com.

SUD Trainings are available on Improving MI Practices posted at www.dwihn.org.



For questions or concerns on Impaneling, Credentialing, Contracting and Claims, please call our Provider Information Helpline at (313)-344-0692 or email: pihprovidernetwork@dwihn.org

Detroit Wayne Integrated Health Network

707 W. Milwaukee St.
Detroit, MI 48202
www.dwihn.org

24-Hour Crisis Information and Referral

800-241-4949
TDD: 866-870-2599

Customer Service

888-490-9698 or 313-833-3232
TDD/TTY: 800-630-1044
Fax: 313-833-2217 or 313-833-4280

Recipient Rights Office

888-339-5595
TDD/TTY: 888-339-5588



[@DetroitWayneIHN](https://twitter.com/DetroitWayneIHN)