



# PROVIDER NETWORK NEWS



## WELCOME MELISSA MOODY, CCO

Melissa Moody is an accomplished behavioral healthcare executive with over 25 years of clinical and leadership experience maximizing organizational efficiency and clinical outcomes. Melissa has implemented multiple evidence-based programs that support an organization’s mission of providing exemplary services while also being fiscally responsible. This includes the development of both co-located and integrated primary health and behavioral health clinics at multiple organizations to assist individuals receive one stop, comprehensive treatment.

Prior to her appointment as Chief Clinical Officer at Detroit Wayne Integrated Healthcare Network, Melissa was the Vice President of Programs at Neighborhood Service Organization (NSO). In this role, Melissa managed all aspects of service delivery for persons experiencing mental illness, substance use, and for children and adults with intellectual and developmental disabilities. Melissa provided oversight of NSO’s Homeless Recovery Services which is comprised of permanent supportive housing, street outreach, and shelter services. Prior to her time at NSO, Melissa worked in both clinical and administrative positions at EasterSeals Michigan, Oakland County Community Mental Health Authority, Wayne Community Living Services, and Family and Neighborhood Services. This experience has provided her with extensive knowledge in clinical service provision, contract and utilization management, multiple funding models, grant provision, budget development, and strategic planning.

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# CONTRACT MANAGEMENT

*June White, Director of Contract Management*

The Provider Network Manager also known as the Contract Manager is housed within the Managed Care Operations (MCO) department at DWIHN. They are 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.



To find your assigned Contract Manger please visit <https://www.dwihn.org/providers-mco-contract-assignments> .

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.

As you are aware the new Fiscal year 20-21 electronic contracts have gone out. Please check your email for the contract, we ask that you review, sign and send it back electronically within in 5 days. We want to thank all of our Providers and their front line staff as we continue maneuvering through the COVID-19 pandemic.

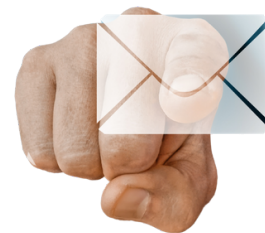
We appreciate all the work you do for the people we serve. Please reach out to your Provider Network Contract Manager if you have any questions.



## DWIHN CONTACT INFORMATION

*For all other needs, please contact the respective departments below*

- Authorizations - [pihpauthorizations@dwihn.org](mailto:pihpauthorizations@dwihn.org)
- Care Coordination - [pihpcarecoordination@dwihn.org](mailto:pihpcarecoordination@dwihn.org)
- Claims- [pihpclaims@dwihn.org](mailto:pihpclaims@dwihn.org)
- Complex Case Management - [pihpccm@dwihn.org](mailto:pihpccm@dwihn.org)
- Credentialing - [pihpcredentialing@dwihn.org](mailto:pihpcredentialing@dwihn.org)
- Customer Service - [pihpcustomerservice@dwihn.org](mailto:pihpcustomerservice@dwihn.org)
- Grievances - [pihpgrievances@dwihn.org](mailto:pihpgrievances@dwihn.org)
- MHWIN - [mhwin@dwihn.org](mailto:mhwin@dwihn.org)
- Provider Network - [pihpprovidernetwork@dwihn.org](mailto:pihpprovidernetwork@dwihn.org)
- Residential Referrals - [residentialreferral@dwihn.org](mailto:residentialreferral@dwihn.org)
- Self Determination - [selfdetermination@dwihn.org](mailto:selfdetermination@dwihn.org)



# 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](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](mailto:pihpcredentialing@dwihn.org).

## Credentialing File Format for Delegates

The files Providers submit for the NCQA review should follow this format and include the following:

### 1. Credentialing Verification Checklist

2. Credentialing Application must include the following information which is included in the application that has been sent to your organization previously:

- Received a Suspension or limitations of hospital practice privileges?
- Received a Suspension or sanction from Medicare or Medicaid?
- Do you currently have or have you ever had Professional liability insurance? Amount: \$ \_\_\_\_\_ Expiration date: \_\_\_\_\_ If yes, please attach copy of Certificate.
- Are you covered by general liability insurance of your employer?
- Have been the subject of a State Licensing investigation or actions?
- Have you ever been convicted of a felony, moral or ethical crime?
- Have been the subject of a DEA licensing investigation(s) or action(s)?
- Have a chronic physical illness, psychological impairment or Substance Use Disorder that would affect your ability to practice your specialty?
- Own more than 5% ownership in any facility to which you might refer patients?
- Have you ever received any suspensions, dismissals or disciplinary action?
- Dismissed or received disciplinary action(s) for sexual misconduct?
- If yes, did the disciplinary action involve children?
- Are you currently engaged in the illegal use of controlled substances?
- Consent for release of information
- Current CV/Resume dated by month and year
- Education—Official transcript and envelope addressed to the organization, if transcript is emailed it must be emailed to the organization not the practitioner
- National Student Clearinghouse
- License, Certification
- National Practitioners Data Bank
- LARA Verification
- Office of Inspector General
- System for Award Management
- Liability Insurance with Detroit Wayne Integrated Health Network 707 W. Milwaukee, Detroit, MI 48202 as additional insured
- Continuing Education that supports the credential staff is seeking
- Credentialing/Re-credentialing Letter—letter should clearly indicate if it is for Credentialing or Re-credentialing and what the cycle is

## Deputy CEO/COO Corner

*Eric Doeh, Deputy Chief Executive Officer/Chief Operating Officer*

### The Necessity of Self-Care



During these challenging times, self-care is needed more than ever. Truly, it is a necessity during these difficult times. It is not unusual for us to focus on the care of others in these perilous times, because for many of us, sincerity and kindness are just characteristics that make us who we are. This feeling and desire to come to the aid of others, is simply awesome and rewarding. But there is a reason why when you listen to the instructions from the flight attendant, it is said that you must put your oxygen mask on before helping another, even your child. As a parent, just hearing these words, leaves me in a state of panic and confusion. But the truth of the matter is that, you cannot save others if you let yourself go. There is definitely a relationship between self-care and mental health. Your mental health matters.

Even for those who are caregivers, research has shown that they are more susceptible to psychological problems when self-care is neglected. This abandonment of self, can lead to fatigue and burnout. How strange it must seem that those who are trained professionals sometimes just fail to do a self-assessment of themselves. The reality is, it is easy to be consumed with providing for other, and forgetting about one-self.

I recently did a self-assessment online and to my surprise, if I am being truthful, I needed to step back and balance all of the many things that we all seem to have up in the air effortlessly; not realizing that the true air that is needed, is a deep breath. Take a timeout to breathe and exhale. Enjoy this life with all that it presents every day, because with you in it, it is just a little sweeter.

Please utilize our MyStrength codes for resources to refresh, renew and recharge your mood that can be found on page 8 of this newsletter.

Eric Doeh - Deputy CEO/COO

# PROVIDER UPDATES

## TELEHEALTH PLATFORM MEMO

Please review the Use of Public Facing Platforms for the provision of Telehealth Services memo at <https://www.dwihn.org/providers-telehealth-memo-10-12-20.pdf>.

## PROVIDER CLOSURE REQUIREMENTS

Please review the closeout procedure at <https://www.dwihn.org/providers-requirement-closure-10-12-20.pdf>

## 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](#)

# CUSTOMER SERVICE

## *DWIHN Begins Analyst on Member Experience*

by Margaret Keyes-Howard

Detroit Wayne Integrated Health Network has recently commenced the analysis review on the Adult ECHO® Survey and the Child ECHO® Survey which assess the experiences of Adults and Children/Families respectively who have received behavioral health services within the DWIHN system in the previous 12 months for 2019.

The Surveys were widely distributed through management of Wayne State University's Center for Urban Studies and received overwhelming responses from the randomly selected participants. Over 1500 respondents answered the Children's Survey and 966 Adults participated in answering the extensive survey. The complex sets of measurements will offer some comparison views for the Adult Survey previously issued in FY 2017/18 that looked at Member Experience for Adults.

This was the first Children's Survey that was issued by DWIHN, results will be used as a baseline for developing Process Improvement Planning and other enhancements to the system. The final reports for each survey will be presented individually to the Quality Improvement Steering Committee (QISC) and the Program Compliance Committee before it's final release to the DWIHN website sometime in early 2021.

## ***DWIHN LAUNCHES PROVIDER SATISFACTION SURVEYS***

The Customer Service Unit in conjunction with MCO launched it's Annual Provider Satisfaction Survey for Organizations in September and the Practitioner Satisfaction Survey will be launched in conjunction with MCO and Workforce Development Unit. Both Surveys have been used to assess various proficiencies of the DWIHN System particularly giving insight to it's business functions, contract relations, coordination of authorizations, services, UM, Integrated Health functions, finance, billings, customer service and other areas. Analysis and reports are made public after review from Quality Improvement Steering Committee (QISC) and DWIHN Board of Directors

## ***MDHHS NCI SURVEY***

MDHHS has notified DWIHN Staff the Annual National Core Indicators (NCI) Survey will launch sometime during the first quarter. Last year's survey work and interviews with participants were disrupted due to the CORONAVIRUS Covid-19 Outbreak and it has been reported that there will be no further use or reporting from last year's data collection. It is expected that the NCI Interviews for the look back on 2020 will be conducted by Wayne State University DDI virtually sometime in the second quarter of the fiscal year. It is expected for all providers to assist completing the pre-survey and background documentation if participants are assigned or receiving services with you as their CRSP. A random list issued by MDHHS to DWIHN is expected before the end of October. It remains still unknown how many participants will be required from DWIHN/ Wayne County, that number will be determined by the State prior to the survey release.

# CUSTOMER SERVICE

## *Customer Service Provider Audit*

by Winifred Williamson

DWIHN's Customer Service Department conducted annual reviews of 47 Clinically Responsible Service Providers (CRSPs) and the Access Center during FY '20. Providers were reviewed for compliance with the four Customer Service Standards: 1.) Customer Service 2.) Grievances; 3.) Enrollee Rights and Protections and 4.) Appeals. Audit of three CRSPs and The Access Center were completed prior to the COVID-19 pandemic. Although the COVID-19 pandemic presented many challenges for all, approximately 80% of the CRSPs were timely in their submission of audit documents. There were 33 providers that were not in compliance with the standards which resulted in a POC. Customer Service staff will continue to monitor these providers for compliance.



## *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. The CV is staffed by the Customer Services Member Engagement, unit under the direction of Donna Coulter, PhD. For more information about the meeting location, contact the Constituents' Voice liaison, Michael Shaw at [mshaw1@dwihn.org](mailto:mshaw1@dwihn.org) or 313-833-2500.

November 20, 2020

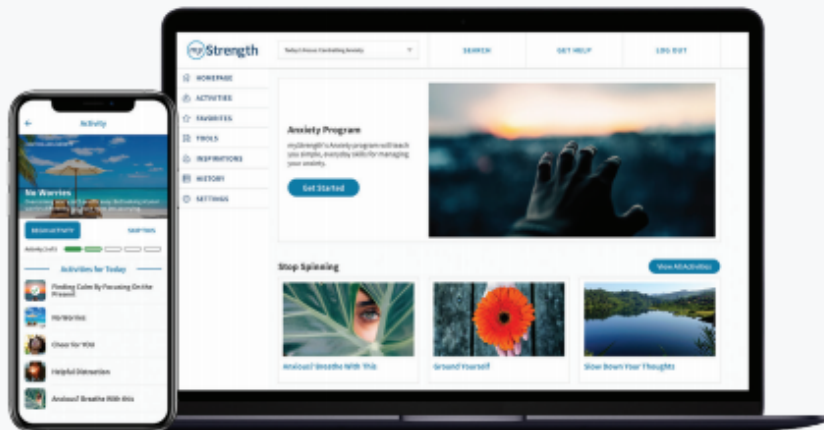
December (TBD)



# 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](http://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

**Education Training Research**

**Services - SUD Providers**

69 W. Huron Pontiac, MI 48342-2102



**Positive Behavior Supports**

400 Renaissance Ctr Ste 2600

Detroit MI 48243-1502

## PROVIDER NETWORK CHANGES

**Provider Address Change**

**Detroit Healthy Housing Center (formerly**

**Tumaini Center) - effective**

**September, 28, 2020**

1533 Cadillac

Detroit, MI 48214

(Temporary Location)

## PROVIDER CLOSURES

**Alternative Care Services - 9/30/2020**

27219 Lehigh St., Inkster, MI 48141

**ARC-Western Wayne - Fiscal Intermediary Program - 9/30/2020**

**Assured Family Services -SUD Program - 9/30/2020**

7310 Woodward, Detroit, MI 48202

**Early Autism Services (EAS) - Autism Benefit - 9/30/2020**

19251 Mack Ave, Grosse Pte, MI

**Eastwood Clinics - SUD provider - 9/30/2020**

**2800 Livernois, Troy, MI 48083**

**Goodwill Industries of Greater Detroit Westland - Skill Building Program - 8/28/2020**

28526 Van Born Rd, Westland

**Homestead Home Healthcare - 8/31/2020**

32001 Cherry Hill Westland, MI 48186-7902

**Hope Network - SE - 08/02/2020**

6500 Oakman Dearborn, MI 48126

**Jabez Recovery - SUD provider - 9/30/2020**

9045 LaSalle, Detroit MI 48206

# PROVIDER ALERTS/CHANGES/CLOSURES

## PROVIDER CLOSURES

### **Judson Center - 8/31/2020**

34844 Michigan Ave., Wayne, MI

### **Lakeridge Village - SUD provider - 9/30/2020**

15941 Fairfield, Detroit, MI 48238

### **Neighborhood Service Organization - SUD Program - 9/30/2020**

### **Personal Dynamics - SUD provider - 9/30/2020**

23810 Michigan, Dearborn, MI 48124

### **Professional, Psychiatric, Psychological Services (PPPS) - SUD provider - 9/30/2020**

8904 Woodward, Detroit, MI 48202

### **Pure Recovery - SUD provider - 9/30/2020**

19406 Norwood, Detroit, MI 48234

### **Redford Counseling - SUD provider - 9/30/2020**

25945 W. 7 Mile, Redford, MI 48240

### **RGPS, Inc. - 8/31/2020**

6327 Merriman Rd., Garden City, MI 48135

### **Samaritan Care Homes -7/31/2020**

9655 Prest, Detroit, MI 48227

### **Starfish Family Services - 7/31/2020**

2700 Hamlin Suite B Inkster, MI 48141

### **Starfish Family Services - Autism Benefit - 10/19/2020**

30000 Hiveley, Inkster,MI

### **The Children's Center of Wayne Co. - 7/31/2020**

101 Alexandrine, Detroit

### **Wolverine Human Services - SUD provider - 9/30/2020**

150 Enterprise, Vassar,MI 48768



# 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](http://dwctraining.com).

SUD Trainings are available on Improving MI Practices posted at [www.dwihn.org](http://www.dwihn.org).



## **Detroit Wayne Integrated Health Network**

707 W. Milwaukee St.  
Detroit, MI 48202  
[www.dwihn.org](http://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)