**Outpatient Provider Meeting Q&A**

**Friday, January 7, 2022**

**Virtual Meeting**

**10:00am –11:00am**

1. Claims question: What is the status of telehealth? Will providers be able to continue to provide as the GT modifier has expired? CRSP providers have not received direction for 2022?
   1. Per MDHHS. Telehealth is still currently available. MDHHS has indicated that if the service is still on the Telemedicine bulletin/list sent out on 3/20/2020 it is available. Instead of using the GT modifier you would use the location code- 2. Clinical Practice Improvement will be updating the Telemedicine Policy to reflect this change.
2. Who do I contact? I have authorization emails that keep looping the same ones every few minutes. Its like they are stuck, I had 255 of them this morning and counting. please advise
   1. Please contact Jennifer Jennings, UM Director, for further assistance. jjennings@dwihn.org
3. Was the agenda emailed? If not, can we get copies here?
   1. The agenda is always emailed out several days ahead of the meeting. Please share your email address and I will send it to you.
4. DWIHN knows that not all CRSPs utilize MHWIN as their PCE platform, and HIE is in place to share data and clinical reports. SCs are still getting de-activated from MHWIN if they do not log in to MHWIN within 60 days, but there is no other reason for these clinical staff to be active in MHWIN. Can this de-activation process be changed?
   1. In a world of high cyber security risks, this process is a standard to mitigate some of these risks and there is no plans to change it. Staff can maintain their access by signing into the system one time every 60 days or they can always reach out to their system admin or to MHWIN helpdesk to reactive their accounts should they need to get back into the system.
5. How does the Outcome committee's purpose square with "self-determination"?
   1. If you could please e-mail me at mmoody@dwihn.org I can get a better understanding of your question. Thank you
6. Is the MDHHS Self-Determination Policy finalized and part of the PIHP contract as of now?
   1. Yes
7. Are Direct Support Professionals considered Atypical providers and therefore an NPI# is not required on the billing?
   * 1. Direct support staff do not provide medical care therefore they are considered Atypical and NPI numbers are not required
8. When is the MDHHS learning series for Self- Directed Services?
   1. When: Jan 18, 2022 03:00 PM – 5:00 PM Eastern Time (US and Canada)

Topic: BHDDA and The Arc Michigan PCP Webinar Series: Self-Determination Policy

Register in advance for this webinar:

https://us02web.zoom.us/webinar/register/WN\_IX5YINhtSUCGdiWZOXuYhQ.

1. What’s the link for the SD meetings on Wednesday? how do we sign up
   1. <https://dwihn-org.zoom.us/j/93557152895?pwd=eW5QWjBwem85L0luV2oxM2ZlaG5vQT09>.

**Register at least 24 hours in advance**

**Who should come**; Support Coordinators, Case Managers, Members, Family of Members, or anyone with questions about Self-Directing Services.

**Why**; Opportunity to ask questions or seek general information about Self-Directing Services, discuss the implementation process, meet with families to sign SD Agreements, get target training on goal/statement/objective/intervention development.

After registering, you will receive a confirmation email containing information about joining the meeting and be given an opportunity to detail your reason for joining the meeting so members of the SD Team can ensure the meeting is specific to your needs.

1. When a member is denied Peer Support Services and they are denied services because of exhausted Auths; We will continue to provide the service, unpaid, while we help them file their Medicaid Appeal. If that appeal is upheld by Medicaid, how do we rebill for the services provided while awaiting? Note: if we do not continue helping them (primarily the homeless) we anticipate they will end up back in the hospitals or worse.
   1. A new auth will be entered by the Appeals Coordinator for claims submission.
2. Will there ever be an interactive format for adult providers such as a clinical directors meeting for collaboration among providers and support from DWIHN Clinical Leaders?
   1. DWIHN currently has provider meetings geared toward specific topics. We certainly can look at developing a Clinical Director meeting as well. Thank you for your feedback.
3. How do staff get signed up for the authorization trainings?
   1. Good Morning, the invites go out to all the CRSP supervisors and they can forward the invites out to their staff.
4. Who receives the IPOS report at each agency?
   1. The IPOS Report is sent to the Clinical Supervisors, Team Leads, Quality at CRSP for review and follow up.
5. We continue to receive authorizations back for minors receiving CLS services stating that a Child CLS Guide is needed. We were previously told that that guide was discontinued, and the Residential Assessment was required for all ages receiving CLS services. Can you please confirm what is needed to prevent these frequently returned authorizations?
   * 1. The Child CLS Decision Guide remains the requirement for CLS services for those 17 and younger. The electronic Residential Assessment is not required for children.
6. What is the schedule for the Residential Assessment Refreshers?
   1. Good Morning, the trainings will be offered monthly starting 2/1/22. They will be held on the 1st Tuesday of each month. Times are 11am and 2 pm
   2. The schedule can be found on the DWIHN website under the Provider tab (Residential)click on Residential Provider Meeting Information and you will find the Agendas starting 1-7-2022
7. Do you have a training for new billers?
   1. New billers can contract pihpclaims@dwihn.org for training
8. Do Outpatient CRSPs receive the IPOS Report?
   1. All adult outpatient CRSP are sent the IPOS report on a bi-weekly basis
9. Is there a place where we can pick up COVID test kits in the numbers that we need to test all member of household and staff? In community they give only one kit per person.
   1. There are no free test kits available just yet. Please visit one of the two websites the Federal Government provided below to order tests.
      1. https://www.clickondetroit.com/health/2022/01/18/website-is-live-you-can-now-order-free-covid-19-test-kits-from-the-us-government/?breaking\_news=763&utm\_content=26403862&utm\_source=Sailthru&utm\_medium=email&utm\_campaign=Breaking%20News%20Alert&utm\_term=wdiv\_breaking
      2. The Postal Service is delivering one shipment of 4 COVID tests per residential address. Enter your name, address and email at [www.usps.com/covidtest](file:///C:\Users\mcross\Downloads\www.usps.com\covidtest).