



**Q & A from CRSP Meeting
10.22.2020**

1. Q: Will there be H2015 transition training for CRSP (Case Managers and Support Coordinators) related to the new U and S modifiers?
A: **Yes, the Residential Department is currently in the process of developing an updated PowerPoint addressing changes to the H2015 authorization process.**

2. Q: For CRSP Assignments - if a member is receiving services at 2 agencies - will both agencies be paid for services? To my understanding only the CRSP will be paid for services rendered. An example is CCS has several members who attend our Clubhouse, but are attending outpatient at another CMH.
A: **Any service a consumer is receiving should be included in the IPOS in order for those services to be reimbursed. If those services are provided by an agency other than the assigned CRSP, they will be reimbursed as long as they are written in the IPOS.**

3. Q: For IPOS signatures, can verbal consent be used?
A: **Yes. The CRSP needs to indicate who provided the verbal consent. If verbal consent is unable to be obtained, then written consent is required. A follow-up communication specifically addressing this question will be sent to the provider network. This follow up communication was sent out to all Providers on 10.28.2020**

4. Q: If a family is unable to sign electronically, will a verbal consent for the IPOS be permitted?
A: **See Question 3.**

5. Q: Does the Behavior Plan Committee apply to outpatient methadone clinics? Can we get a copy of the 5/11/2020 memo please?
A: **This requirement is for Mental Health CRSP.**

6. Q: Can you provide an update with regard to when the DWIHN telehealth policy will be finalized?
A: **The policy should be coming out in 2 weeks and will be published on our site.**

7. Q: Will there be training offered on the DWIHN Progress Notes - and how they will be connected to the other DWIHN processes - SPG Assessments, new codes and U/S modifiers, etc.?

A: Yes, the Residential Department is in the process of developing a new progress note that reflects the changes to the SPG, H2015/T2027 codes and the U/S modifiers. Trainings to follow.

8. Q: What is the method of differentiating adults with children in Infant Mental Health programs? We open cases on the adults in IMH and from our understanding, these IMH adult clients do not have to have a Level 3 LOCUS.

A: The IMH Protocol updated on 10/6/2020 included these differentiations. We will re-send this information to our IMH providers.

9. Q: Is there another process to request a change in CRSP provider other than the IPOS upload into MH-WIN?

A: A memo was sent in May 2020 re: CRSP Changes. A request can be made by contacting Wellplace and/or completing the CRSP Change document. Inquiries and/or Change Forms can be sent to crspprovider@dwihh.org

10. Q: We're an outpatient substance abuse clinic, are these policies for Mental Health providers only?

A: The CRSP Change Form does not apply to SUD CRSP.

11. Q: We have two individuals that we were serving who both had their CRSPs changed in MHWIN without us being notified. Who would we contact to figure out what happened?

A: Concerns re: CRSP changes should be sent to crspprovider@dwihh.org

12. Q: As a follow up to my previous question, the two individuals who were switched to a different CRSP in MHWIN don't seem to have made that choice on their own (it seems the home providers made the switch choice to align these individuals with where the OTHER home residents were receiving services).

A: Concerns re: CRSP changes should be sent to: crspprovider@dwihh.org

13. Q: Who do we contact if we do not receive an approval or denial within 2 weeks?

A: pihpauthorizations@dwmha.com, jpascaretti@dwihh.org, rpitts@dwihh.org

B: Residential Authorizations: residentialreferral@dwihh.org

14. Q: During COVID, is there any information about how to get these signatures for the IPOSs? Or if there can be a grace period/waiving of that requirement while we're in the pandemic?

A: See Question 3.

15. Q: Does a child need to sign the IPOS as well or just the parent?

A: The only signature requirement is of the parent of a minor child.

16. Q: Is the crisis alert process in policy? if so, which one?

A: The Crisis Alert information was one of the attachments to the memo sent in May and can be found on the DWIHN's website. Entering Crisis Alerts is not a policy but a procedure that will be sent out in November.