**Outpatient Provider Meeting Q&A**

**Friday, July 23, 2021**

**Virtual Meeting**

**10:00am –11:00am**

**Q**. Will the forms you are referencing be sent to Providers?

1. The forms are attached to the agenda, also on our website, we have distributed every month during the monthly CRSP mtg.

Q. We have been recently told to place a client ourselves in a temporary replacement as a consumer has been given a 24 notice. This was always the job of DWIHN. Why was this job pushed to the CRSP?

1. The CRSP has always had the ability to place consumers in a pre-placement facility, just as the CRSP would assist the consumer in a crisis. You have access to COPE and all crisis services.

Q. I received the agenda and not the attachments can I have those at the end of the meeting?

1. The attachments will be sent out with the Q & A.

Q. We still have many missing H2X15 auths or the SC agencies have attached the authorization to the wrong program (DD outpatient vs I/DD Residential) what help can DWIHN provide to get these auths entered into MHWIN? We have been unable to bill for services as of June. We are in need of assistance with obtaining the H2X15 code. SC agencies are non-responsive to us. What can DWIHN do to help us?

1. The authorizations are to be submitted the assigned Case Manager/Support Coordinator at the CRSP level for DWIHN Residential Review. If there are any issues or concerns with the authorizations and corrections are needed than the authorization will be returned to the requested by DWIHN to the CRSP for reviews/changes. Also please contact your Provider Network Manager for additional assistance.

Q. The new Residential Checklist is listing a COVID test date and results, does this mean the client has to be tested prior to submitting this form? And if so, what is the relevance of getting a test when they won't be re-housed within a 10-14 day "quarantine" time period?

1. This information is usually captured when the consumer is in the hospital or in the ED. Potential providers are asking the question and the information is provided to them as a part of the review process. If they are in the quarantine facility, the consumer is tested at the mid-point of the quarantine. We are doing everything possible to have current information to keep all providers informed.

Q. If staff have previously completed the new hire Recipient Rights training and proof is present in MH-WIN do they still need to complete?

1. The ORR face to face training certificate remains valid as long as not more than 2 consecutive Recipient Rights Annual updates are missed at www.dwctraining.comPlease contact us at [orr.training@dwihn.org](mailto:orr.training@dwihn.org) to confirm.

Q. Where do we verify that our contact information is correct in regards to scheduling the RR Site Review?

1. Contact Ed Sims. His email address is [esims1@dwihn.org](mailto:esims1@dwihn.org)

Q. Regarding psychological testing auth requests and noting in the narrative which tests will be used - the exact combination of tests is often not known in advance, because some depend on what comes up during the testing session itself. How should we handle this when requesting the auth?

1. We ask for the clinicians to give us their best estimate of what tests they may utilize in the battery. If changes need to be made later, providers are not penalized if those tests differ slightly from the ones indicated in the auth request.

Q. Who do we contract in regards to stabilization assistance?

1. You can contact Stacie Durant ( CFO)- [sdurant@dwihn.org](mailto:sdurant@dwihn.org) or Dhannetta Brown (Deputy CFO) [dbrown@dwihn.org](mailto:dbrown@dwihn.org)