



## **Detroit Wayne Integrated Health Network**

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### **Residential Provider Meeting Q&A Friday, February 18, 2022 Virtual Meeting 11:30am –12:30pm**

1. We were told DWIHN would go back and adjust claims that were billed at old rate?
  - a. Correct
2. But if you bill \$31 what amount will it pay if it is \$30?
  - a. The claim will pay the amount billed up to the fee schedule rate
3. Is the 5% increase indicated on DWIHN as a "Reconsideration"?
  - a. The 5% increase will show as a reconsideration if it is done by DWIHN
4. Is there a way that we can get a 1099 at the end of the year?
  - a. That is your relationship with the provider of employment.
  - b. I'm not sure what you mean? Det Wayne pays the claims? I was just wondering if I could receive a 1099 in the future. It makes it easier for me during tax time.
    - i. Per IRS Guidelines, 1099s are not issued to corporations. So, if you filled out your W-9 and indicated you were a corporation, DWIHN will not send a 1099. However, if you request a listing of all payments made through the previous fiscal year to Tyreessee Omani ([tomani@dwihn.org](mailto:tomani@dwihn.org)) we can get that documentation to you for your tax preparation.
5. We recently lost our billing person. Who can we contact to get new staff trained?
  - a. [pihpclaims@dwihn.org](mailto:pihpclaims@dwihn.org)
6. Are both Residential and Self-Determination sites considered credentialed sites now that Self Determination is part of DWIHN?
  - a. Any questions with regards to the Self-Determination sites, please email Lucinda Brown directly at [lbrown@dwihn.org](mailto:lbrown@dwihn.org)
7. When will the retroactive 5% claims be paid? The last email I have states on or near 2/18/22?
  - a. The fee schedule adjuster will be done in April to capture any claims that did not receive the increase.
8. How do we add a new staff as someone that can bill - have access so they don't use an old staff's login, etc.
  - a. Send the request to [mhwin@dwihn.org](mailto:mhwin@dwihn.org)
9. What is the purpose of the Provider Relations rep? What is the process of getting a different Provider Relations rep?

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- a. The objective for the Provider Relations manager is to be your liaison for all contractual and managing relationship/communications across different departments. Please send your specific concerns via email to Manny Singla ([msingla@dwihn.org](mailto:msingla@dwihn.org)) or June White ([jwhite1@dwihn.org](mailto:jwhite1@dwihn.org)) and we will address any concerns.
10. Lots of Auths are still getting returned multiple times to the CRSP but providers are the ones suffering as we can't bill for that person AND the rest of the individuals in the home for months due to the fact that the modifiers would change if DWIHN doesn't approve the true hours needed. We are not asking for more than needed & I understand we need to show clinical need, but it seems like it should be a team effort to approve the auth instead of looking for ways to deny or not giving SCs more specific guidelines...very frustrating
  - a. Please send any authorization issues with members in your home to [residentialauthorizations@dwihn.org](mailto:residentialauthorizations@dwihn.org) for review
11. The new rate sheet shows a different rate for use of a wheelchair van, can you give direction on/ if an unlicensed home would bill for this rate and what is the proper way/days to bill? Only days the person uses the van?
  - a. Please send this question to [pihpclaims@dwihn.org](mailto:pihpclaims@dwihn.org)
12. If a consumer has a guardian, and the guardian wants them in a specific home, can the guardian select the home of their choice?
  - a. The guardian has a right to find a home for the person, however the home has to be a contracted location with DWIHN.
13. If appropriate paperwork has been completed and the consumer has a DWIHN number, the NSO Caseworker has completed paperwork and notified DWIHN of the wanted placement, will the consumer receive an authorization?
  - a. Once residential receives the referral packet, the case is assigned to a Residential Care Specialist. They will contact the referral source and schedule an appointment to complete the assessment. Once placement is identified and accepted by all parties, the CRSP will submit the authorization for approval.
14. I will send issues with any auths to residential authorizations as mentioned in the response above, but I have done so before and not received a response
  - a. Please make sure to send them directly to [residentialauthorization@dwihn.org](mailto:residentialauthorization@dwihn.org) The Authorization team responds to requests within 24-48 hours of receiving email.
15. Is the referral packet the documents that indicate the number of vacant beds in the home?
  - a. No. Those are two separate pieces of information. The referral packet consists of clinical information from the CRSP. The vacancy report, which is sent by the provider, identifies the number of vacancies.
16. Mr. Doeh, I received an email from you dated 12/8/21. It stated that retroactive increase in rates would occur by 2/18/2022. Claims state today that the schedule adjuster will be done in 4/22. Can you clarify?
  - a. Please see attached memo dated 2/8/22 for further assistance.
17. Ok that's what I understood. However, I don't understand why our home can't receive an authorization for someone who has been in our home since Jan.14? Please advise
  - a. Please send your request to [residentialreferral@dwihn.org](mailto:residentialreferral@dwihn.org)
18. Thank you for the 5% increase in rates. Can you confirm when DWIHN will process the difference for the time frame 10.1.21 - 1.31.22? Has there been any discussions as to whether or not some of the telehealth services that have been approved during the

pandemic will be allowed past April 2022? If Speech & Language services are no longer approved past the pandemic state of emergency time frame, many consumers will lose out on this valuable service. Who can we contact to advocate for continuation?

- a. Retroactive payments will be done in April 2022. For more information regarding telehealth services, please send an email to [pihpauthorizations@dwihn.org](mailto:pihpauthorizations@dwihn.org).
19. First we would like to thank DWIHN for the retention pay! As well as noticing we as providers needed more assistance with taxes on the staff 2.25 pay. My question is regarding the raise for staff. If I already have staff making 12.50 what should their rate be now? Are new hires starting at the new rate or stay at the 12.50?
- a. The hazard pay is in addition to the base salary of the DCW and would be for new hires or current staff. The provider will have to make a determination on what the base salary is and then add the hazard pay to meet this requirement.
20. We are having a lot of trouble getting authorizations approved for members that truly need 24 hour supervision, but the IPOS may not be worded right. The SC states they go back & forth with DWIHN to try to figure out what more you want, but they are getting frustrated. Meanwhile, we are waiting months to be able to bill that home for all the services we provide. I understand that clinical justification is a must, but there needs to be a better way to work as a team for the best interest of all
- a. Contact our UM Dept ([pihpauthorizations@dwihn.org](mailto:pihpauthorizations@dwihn.org)) or Residential Dept ([residentialreferral@dwihn.org](mailto:residentialreferral@dwihn.org)) for assistance.
21. When receiving the last payment, DWIHN told the providers to look at our expenses and if our costs exceeded the amount received to refund the remaining balance to our staff that worked from us during the fiscal year of 2020-2021. Do you want us to pay staff that is no longer working for our organization? If so, why?  
Can we use this money for retention?  
Can we use this money for hiring?  
Can we use these phones to pay a decent wage in the future?  
Will we be continuing this \$2.35 an hour indef
- a. Please see attached memo dated 2/8/22 for further assistance.
22. Can you please explain to the providers how to distribute the "additional" DCW hazard pay we received for the DCW staff members. For example, the rate we should use, the period these wages are for, is it a lump sum per staff, etc.
- a. a. Please see attached memo dated 2/8/22 for further assistance.
23. One of my consumer's wants to move to another part of the state. How do I start his process to move?
- a. Please contact to the member's CRSP who will assist with this process.