



PROVIDER NETWORK NEWS

DWIHN Launches Mobile App

DWIHN has launched its very own mobile application so you can learn more about DWIHN services, supports, events, trainings, resources and much more!

Download the app today:

Apple Store:

<https://apps.apple.com/us/app/mydwihn/id1642577658>

Google Play Store:

<https://play.google.com/store/search?q=myDWIHN&c=apps>

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A New Year and New Opportunities

It is a new year and on behalf of the Detroit Wayne Integrated Health Network (DWIHN) and our Board of Directors, Happy New Year! I am optimistic that this year will be full of opportunities to continue providing the highest quality behavioral healthcare to children and adults in our Wayne County communities.

This year our campaign is, We are One. A Community of Care, providing exemplary behavioral healthcare. We will also continue our focus on putting children first, as we look to the future on how to better serve children, youth and families through innovation, technology, and community engagement.

Some of the ways in which we are doing this are by making sure our supports and services are accessible to all. We are excited to announce that we just launched our very own mobile app called, “myDWIHN” which is available in the Apple and Google Play stores, depending on which kind of phone you have, Apple or Android, you can download the app at the below links:

<https://apps.apple.com/us/app/mydwihn/id1642577658>

<https://play.google.com/store/search?q=myDWIHN&c=apps>

This new app will allow you to access current events and activities, community resources, training information, our provider directory, and a whole lot more. I encourage you to download it, and share with others to learn more about the amazing things we have going on in here in Wayne County.

This year we will open up DWIHN’s first Crisis Care Center on Milwaukee Avenue in the heart of the city. We are incredibly excited about this opportunity as we move forward with providing crisis services for children and adults. DWIHN will be opening a regional integrated behavioral healthcare campus in Detroit in 2024, providing physical and behavioral healthcare to the surrounding communities. There are also plans to open a third crisis center in the Downriver area in the near future. In addition to improving clinical capacity for the people we serve, DWIHN will soon have a new administrative home as we renovate a historic building on Woodward in Detroit’s North End community.

Our commitment to the Provider Network is unwavering as we continue to work with MDHHS on reducing and streamlining necessary paperwork and processes that could ease the burden for our direct care workers (DCW) We will continue working with the universities in educating them about the benefits of working in the mental health field and with our lawmakers on making sure the wage for DCWs is equitable and attractive.

DWIHN with the help of its provider partners created the below video to highlight the opportunities in the mental health field. Feel free to share it with potential employees.

https://www.youtube.com/watch?v=rKP_B1zkKHk&t=5s

All of these achievements and accomplishments would not be possible without the support, dedication, commitment and sacrifice of the DWIHN Provider Network and without your faith in DWIHN to assist you on the mental health journey we have pledged to support for the people we serve.

We will always put people first.

Eric Doch

President and CEO

CONTRACT MANAGEMENT

Sharon Matthews, Interim Director of Contract Management

Providers are the life blood of our organization. Without providers DWIHN would not be able care for or improve the lives of the persons that we are entrusted to serve. To this end, Managed Care Operations has adopted the following mission and departmental goals:

MCO Mission:

To partner with competent, caring behavioral health providers with a demonstrated track record and commitment in the improvement of the lives entrusted to DWIHN serve.

MCO Departmental Standards

- Provide excellent customer service to providers, other DWIHN departments and external organizations.
- Develop and maintain efficient operation
- Comply with and/or exceed regulatory, accreditation and ICO standards.

Note that the Managed Care Operations is committed to your support and excellent customer service. As you are aware each provider organization has an assigned Provider Network Manager dedicated to assisting you in carrying out the terms and conditions of your contract with DWIHN; as well as any other needs you may have.

MCO HOURS OF OPERATION

MCO hours of operation are consistent with DWIHN's hours of operation: 8:00 am to 5:00pm, Monday-Friday. Feel free to reach out to your PNM at any time. During business and non-business hours email and phone messages can be left. Our aim is to respond to your messages within 24 hours.

As we navigate our way out of the Covid-19 pandemic and recover from the pandemic's adverse impact, we know and understand that providers may experience challenges with staff shortages resulting in the need to downsize, or consolidate. Should you find the need to do so, we ask that all Contracted Providers notify DWIHN of any changes listed below at least 30 calendar days prior to the effective date of change so that the changes can be facilitated by DWIHN to ensure a smooth transition.

OTHER CONTRACTUAL REQUIREMENTS

- Update/maintain Staff Records in MH-WIN (adding or terminating staff)
- Maintain active and required Insurance minimums while under contract
- Complete the Provider Capacity form when shortfalls arise (CRSP providers only)
- Review/maintain dis-enrollment queue daily - your numbers should be at 0-1 (CRSP providers only)

COMPANY CHANGES

In addition, you may find the need to make other changes. Whenever you need to do so contact your Provider Network Manager immediately and complete a Provider Request Form. The changes listed below require you to comply with this process:

- Company/Provider Name
- All Changes in Executive management staff
- Office Hours
- Telephone Number
- No longer accepting new people (within 7 days)
- Provider Affiliation Change (i.e. merger)
- Addition or deletion of service(s)
- Addition/change in program location (new or existing)
- Sanctions, suspensions or termination of credentialed practitioner staff members in your organization
- Provider Closure (business or locations)

PROVIDER RESOURCES

- DWIHN Website – www.dwihn.org
- DWIHN APP - <https://www.dwihn.org/DWIHN-Mobile-App.id.5079.htm> - 19.9kb
- DWIHN Online Provider Directory - <https://www.dwihn.org/find-a-provider>
- DWIHN Provider Manual - https://www.dwihn.org/provider_manual-1,221.1kb

You can also check the DWIHN website for policies/guidance on process and procedures at: <https://www.dwihn.org/policies>

Your Provider Network Manager (PNM) can assist you with questions. To find your assigned PNM, please click the link, <https://www.dwihn.org/providers-mco-contract-assignments>

PROVIDER MEETINGS

DWIHN hosts Provider Meetings in accordance with the following schedule:

- Outpatient Provider Meetings – Every 6 weeks
- Residential Meetings – Every 6 weeks
- CRSP Provider Meetings –Every 6 weeks
- CRSP Performance Indicators Follow Up Meetings - Every 30-45 days



DWIHN CONTACT INFORMATION

For all other inquiries, please contact the respective departments below:

Access Call Center - accesscenter@dwihn.org

Authorizations - pihpauthorizations@dwihn.org

Care Coordination - pihpcarecoordination@dwihn.org

Claims- pihpclaims@dwihn.org

Complex Case Management - pihpccm@dwihn.org

Credentialing - pihpcredentialing@dwihn.org

Customer Service - pihpcustomerservice@dwihn.org

Grievances - pihpgrievances@dwihn.org

MHWIN - mhwin@dwihn.org

Provider Network - pihpprovidersnetwork@dwihn.org

Residential Referrals - residentialreferral@dwihn.org

Self Determination - selfdetermination@dwihn.org

Procedure Code Workgroup - procedure.coding@dwihn.org

CRSP - crspprovider@dwihn.org

Provider Alerts/Changes/Closures

PROVIDER CLOSURES

AWBS-IDD Skill Building Program - 12/12/2022
4401 Conner, Detroit, MI 48212

Developmental Essential Services (Northeast) - 2/3/2023
21722 Harper, St. Clair Shores, MI 48080-2214

Five C's Manor - 9/30/2022
24476 Schoolcraft, Redford, MI 48239

Homes of Opportunity - closing 3/4/2023
22795 Northline Rd., Taylor, MI 48180

Neighborhood Living Services - 1/19/2023
23001 Norfolk, Detroit, MI 48219

Precious Care AFC-Harding Home - 12/14/2022
21930 Harding, Oak Park, MI 48237

Spectrum Community Living Services - 12/1/2022
16928 Boulder St., Northville, MI 48167



Provider Spotlight



Since 1929, The Children's Center has been helping children and families shape their own futures. Serving nearly 3,500 children and their families each year, the organization's licensed psychiatrists, psychologists, and therapists work with children who struggle with behavioral, emotional, educational, and physical challenges and may have experienced trauma.

TCC treats the whole child, looking at more than a single issue so they can provide the best, most comprehensive integrated care. The organization provides best practice and evidence-based care to guide diagnosis and treatment, and help children and families overcome their struggles—so they can heal, grow, and dream again. For more information, <https://www.thechildrenscenter.com/> or call 313-833-5535

Super Heros Wanted!

Super Heroes come in all shapes and sizes but the ones that work in Community Mental Health are especially exceptional. Their kindness, compassion and caring natures offer hope and support to some of our most vulnerable people living in Wayne County. The career opportunities, personal growth and fulfillment of providing hope and support to someone in need is immeasurable. Consider a career in community mental health and become someone's SuperHero. Click [HERE](#) to learn how you can make a difference.



Mental Health Care-Putting Children First

The Detroit Wayne Integrated Health Network continues to focus on putting children first and ensuring that the community knows DWIHN offers a

comprehensive System of Care for children, families

and parents. Please visit our Children's Initiatives page for more information about Trauma- Informed Care, Infant & Early Childhood Mental Health, and services for LGBTQ2S youth.



Video: https://www.youtube.com/watch?v=q1_EqvXDpBs

Go to: <https://www.dwihn.org/childrens-initiatives>



Detroit Wayne Integrated Health Network

Residential Services Department
707 W. Milwaukee St.
Detroit, MI 48202-2943
Phone: (313) 989-9513
Phone: (313) 989-9525

Email: residentialreferral@dwihn.org

TDD: (800) 630-1044 RR/TDD: (888) 339-5588

To: **DWIHN CRSP Providers and Residential Providers**

Date: **Monday, February 6, 2023**

Re: **2023 Residential Department Trainings Schedule**

Please note the scheduled dates and times for all residential department trainings for DWIHN contracted clinically-responsible service providers and residential providers.

- CRSP Residential Assessment: Clinical Alignment of Documentation Refreshers
 - Monthly, every 1st Tuesday
 - **Next meetings: Tuesday, 3/7/23 and 4/4/23**
 - IDD CRSP staff at 11 AM
 - AMI CRSP staff at 2 PM
- CRSP Residential Service Authorization Refresher Trainings
 - Monthly, every 1st Thursday
 - **Next meetings: Thursday, 3/2/23 and 4/6/23**
 - IDD CRSP staff at 11 AM
 - AMI CRSP staff at 2 PM
- Specialized Residential Standardized Progress Note Trainings
 - Monthly, every 2nd Monday
 - **Next meetings: Monday, 3/13/23 and 4/10/23**
 - IDD CRSP staff at 11 AM
 - AMI CRSP staff at 2 PM
- Residential Pre-placement Providers & CRSP Supervisory Staff (only)
 - Quarterly on the 3rd Wednesday
 - **Next meeting: Wednesday, 3/15/23 and 6/21/23**
 - 2:00 PM
- CRSP & Residential Provider Meetings
 - Quarterly on the 3rd Monday
 - **Next meetings: 4/17/23 and 7/17/23**
 - IDD CRSP staff at 11 AM
 - AMI CRSP staff at 2 PM

Please send requests for invitation meeting links to Residential Administrative Specialist
Sherri Watson at swatson@dwihn.org.

Board of Directors

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What is the 1915(i) SPA?

Following CMS requirements, Michigan is transitioning all specialty behavioral health services and supports currently covered under Medicaid (b3) authority to a 1915(i)SPA State plan benefit effective October 1, 2023.

Michigan developed the HCBS benefit to meet the specific needs of its behavioral health and developmental disabilities priority populations that were previously served through the Managed Specialty Services & Supports B3 Waiver authorities within Federal guidelines.

<p>Eligibility Criteria:</p>	<p>The 1915(i)SPA target groups include individual beneficiaries with a serious emotional disturbance, serious mental illness and/or intellectual/developmental disability.</p> <p>To be eligible for 1915(i) services, an individual must meet the following needs-based criteria:</p> <p>A. Have a substantial functional limitation in 1 or more of the following areas of major life activity:</p> <ol style="list-style-type: none"> 1. Self-care 2. Communication 3. Learning 4. Mobility 5. Self-direction 6. Capacity for independent living 7. Economic self-sufficiency; and <p>B. Without 1915(i) services the beneficiary is at risk of not increasing or maintaining sufficient level of functioning in order to achieve their individual goals of independence, recovery, productivity or community inclusion and participation.</p>
<p>Enrollment Process:</p>	<p>Each member’s eligibility is evaluated annually to determine they meet the needs-based criteria for the 1915(i) benefit, which includes an array of services.</p> <p>The enrollment process includes:</p> <ol style="list-style-type: none"> 1. Evaluation completed by the clinical staff 2. Services requested are included in the IPOS/Addendum 3. Clinical Staff provides the evaluation information to the 1915(i) SPA Lead 4. 1915(i)SPA Lead enters the information into the Waiver Support Application (WSA) 5. DWIHN is notified that there is an application to review 6. DWIHN processes the application and sends to MDHHS for final review 7. Provider is notified directly via e-mail of application status

FAQs:

Do children under 21 need to do the evaluation for Respite?

- Yes- Children under 21 would need to be evaluated and enrolled in the benefit if there is an assessed need for respite services. The Medicaid program’s benefit for children and adolescents is known as Early and Periodic Screening, Diagnostic and Treatment services, or EPSDT. EPSDT provides a comprehensive array of services for children and adolescents under age 21. This service array does not include Respite.

Should 1915(i)SPA services be included in the IPOS?

- Yes- The service should be in the IPOS and can have a future start date (1-2 weeks to allow time for approval in the WSA). However, there should be no delay in services as we work through this transition from the CMH/PIHP to MDHHS approving eligibility. The service should begin, as authorized in the IPOS, even if there is a delay in MDHHS approving it. DHHS's goal is to have them approved within 1 week of receiving it in the WSA queue.

Do we need to do a 1915(i) SPA application if a member receives the service that is included in another Waiver Service they are approved for?

- No. If the service is already included under another waiver program that the member is currently enrolled they do not have to do a 1915(i) SPA application/enrollment.

Services Provided:

1915(i)SPA Services	CCBHC	Behavioral Health Covered EPSDT	Children's Waiver 1915C	SED Waiver 1915C	Habilitation Supports Waiver 1915C	1915(i)SPA
Community Living Supports		X	X	X	X	X
Enhanced Pharmacy					X	X
Environmental Modifications			X		X	X
Family Support & Training	X	X	X	X	X	X
Financial Management Services (FMS)/Fiscal Intermediary			X	X	X	X
Housing Assistance						X
Respite	X		X	X	X	X
Skill Building	X	X			**	X
Specialized Medical Equipment & Supplies (Assistive Tech)			X		X	X
Supported/Integrated Employment	X	X			X	X
Vehicle Modification (Assistive Tech)			*		*	X

* = This service may be covered under Specialized Medical Equipment & Supplies. Please refer to the code chart for further details.
 ** = Skill Building (H2014) is not an HSW covered service; however Out-of-home non-voc (H2014WZ) is an HSW covered service. Please refer to code chart for further details.
 X = This service is a covered service.

Next Steps:

- Based on the number of eligible members, DWIHN should have processed approximately 3,000 evaluations to date (currently at 10% of that number)
- Evaluations and IPOS and/or Addendums need to be completed to enroll members in this service array and should be completed as soon as possible.
- All members in the DWIHN system of care that are eligible and receiving 1915(i)SPA services need to be enrolled in the WSA by 9/30/2023.
- DWIHN and provider 1915(i) SPA Leads are meeting with MDHHS on 2/13/2023 at 9am to receive further technical assistance for our County.
- DWIHN will be offering additional training to providers as requested.

THE FAMILY CENTER OF
GROSSE POINTE AND HARPER WOODS
PRESENTS OUR

SPECIAL NEEDS RESOURCE FAIR

Tuesday, February 28 | 4-8 pm

The War Memorial

32 Lake Shore Dr. Grosse Pointe Farms



THE WAR MEMORIAL

Free Event - Open to Everyone
30+ Vendors



For parents and caregivers looking for supportive opportunities for their neuro-diverse children.

Featuring a wide variety of educational, recreational, and occupational resources along with mental health, legal, and government services.

In conjunction with:



Youth MOVE Detroit Meet & Greet

Friday Night Cosmic Bowling

JOIN YOUTH MOVE
DETROIT IN LAUNCHING ITS
MENTOR/MENTEE LIFE
SKILLS GROUP

03.24.23 | 5:30PM
THUNDERBOWL LANES
4200 ALLEN RD. ALLEN
PARK, MI 48101

FREE EVENT!!
GIVEAWYS AND
LIGHT REFRESHMENTS
WILL BE PROVIDED.

TEXT "YMD" TO (313)348-1169 TO RSVP
WE HAVE 40 SLOTS AVAILABLE
EARLY ARRIVAL SUGGESTED!*





It's EASY to refer individuals to my Strength!

✓ *Scan the QR Code or download the free mobile app from Apple App Store or Google Play and click the sign-up button*

✓ *Enter the appropriate access code from the list below*

✓ *Complete a personal profile and brief wellness assessment*



Service Area Description		Access Codes
1	DWIHN & Provider Network Staff	DWIHNStaff
2	DWIHN Member Referral	DWIHNc
3	Non-Member Referral	DWIHNp
4	Prevention Initiatives and Services	DWIHNSupport
5	Referral First Responder Referral	DWIHN911
6	Access Center Referral	DWIHNAccess

SCAN TO SIGN UP

- Open camera app on phone
- Select the rear facing camera in Camera or Photo mode
- Center the camera on QR Code until myStrength link pops up
- Tap the link and you will be directed to myStrength website





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detroit-wayne-integrated-health-network](https://linkedin.com/company/detroit-wayne-integrated-health-network)



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TikTok.com/@DetroitWayneIHN



**MENTAL HEALTH,
SUBSTANCE USE
DISORDER, CHILDREN'S,
OR DISABILITIES SERVICES**
DWIHN HAS RESOURCES
FOR IT ALL



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.

SUD Trainings are available on Improving MI Practices posted at www.dwihn.org.



Detroit Wayne Integrated Health Network

707 W. Milwaukee St.
Detroit, MI 48202
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



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