



Detroit Wayne Integrated Health Network

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Outpatient Provider Meeting Friday, March 10, 2023 Virtual Meeting 10:00 am –11:00 am Agenda

Zoom Link: <https://dwihn-org.zoom.us/j/93220807823>

- I. Welcome/Introductions
- II. Claims Department- Debra Schuchert
 - Billing and Claims Process (pages 2-6)
- III. Quality Department- William Sabado
 - MDHHS Statewide Transition Plan
- IV. Recipient Rights Department- Chad Witcher
 - Recipient Rights Training, Monitoring & Prevention (pages 7-9)
- V. Residential Department- Kate Mancani & Josie Maples
 - Residential-HCBS-Josie Maples
 - CRSP IPOS-Reports-Kate Mancani
- VI. Medicaid Redetermination and Spend Down – Manny Singla
- VII. Administrative Updates – Eric Doeh, President and CEO
- VIII. Questions
- IX. Adjourn

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DETROIT WAYNE INTEGRATED HEALTH NETWORK

Billing and Claims Processing Unit
Quinnetta Allen



PIHP claims inquiries

The Claims Department is noticing an influx of inquiries through the PIHP claims email box from Providers, prior to claims being submitted for processing.

- Providers are leaving claims in Step 2 “Claim Data Entry” which means that they are “NOT” submitted for processing and can be corrected/modified on the provider level, so there is no need for submitting a request. However, we are receiving requests for the...
 - Return of claims not yet submitted
 - Reconsiderations for claims that has not been submitted or that are in the payment process.
 - Status of claims that have not been submitted or allowed appropriate time to be reviewed by an Adjudicator.

Timely Filing errors

There are a few things to consider when a claim has an error for timely filing.

- All timely filing errors are reviewed by the claims department staff and processed accordingly.
- **AFTER** that claim has completed the payment process the provider is to then open an appeal by clicking the “Claims Appeals” link

Batch Status	Claims	Totals	
Paid / Sent to GL	2	Claimed: \$234.29 Payable: \$234.29	View Claims in Batch Adjudication Report View Batch Info Scanned/Uploaded Documents Claim Appeals
No Payments			
Posted			

- An email to the PIHP mailbox is not necessary.

Reminders

- Review batch status in MHWIN prior to sending inquiries to PIHP claims mailbox

Showing 1 of 1 Claim Batch						
Batch #	Affiliate / PIHP	Billing Provider / User	Batch Date	Batch Status	# of Claims	Totals
537449 Type: Regular	DWIHN CMH	[REDACTED]	11/25/2022	Claim Data Entry Batch is over 4 days old. Please submit your claims for processing.	1	Claimed: \$ Payable: \$

- Authorization issues or questions should be sent to residentialauthorizations@dwhn.org for residential services and pihpauthorizations@dwhn.org for outpatient services.
- There are several resources that can help with many questions you may have, just go to the help tab in MHWIN to find guides and user manuals.



- Visit our website at dwhn.org and click “For Providers” to access all the information needed for billing and authorization. You can also find links to Rate charts, reconsideration forms and bulletins.



The End

ORR New Hire Recipient Rights Training

- ❑ **MHWIN Staff Record**-Ensure the record is filled in, with provider name, location, date of hire & email address of the staff member. **To Maintain Compliance**- Register your staff for NHRRT training during the **onboarding/orientation** process.
- ❑ NHRRT is currently provided on Monday-Wednesday of each week from 10am-12pm. **Evening NHRRT** is currently offered once/month on the 2nd Tuesday of the month from 4pm-6pm. Check MHWIN for available training dates.
- ❑ If your staff fails to receive the email by **8:30 am** for morning classes (**2:30 pm** for evening classes), please ensure the email address is correct in MHWIN and have your staff check their spam folder, prior to contacting us. Otherwise, you may contact us via email at orr.training@dwihn.org no later than **9:30 am** for morning classes (**3pm** for evening classes) for assistance.
- ❑ Participants must be present online, with working cameras, and remain **visible** and available to communicate with us **throughout** the course.
- ❑ If your staff are seen driving, laying down/asleep, OR OBSERVED OTHERWISE NOT ENGAGED DURING THE TRAINING, they will be removed from the training
- ❑ Please review the DWIHN website and/or MHWIN newsflash for updates regarding NHRRT.
- ❑ **NHRRT must be completed w/i 30 doh for new staff**

OFFICE OF RECIPIENT RIGHTS: MONITORING (SITE REVIEWS)

Responsibilities:

- ▶ MDHHS ORR Triennial Assessment-10/16-10/20/23, for DWIHN ORR
- ▶ ORR conducts site reviews for DWIHN-contracted Provider locations, at least annually
- ▶ Review reports from accrediting bodies-QA, Risk Management, pertaining to Rights
- ▶ Review Provider contracts for Rights language

Site Review Process:

- ▶ ORR Reviewer conducts the Site Visit onsite (in person). Covid 19 Questionnaire-If +exposure, an alternative to onsite review arranged
- ▶ NHRRT must be completed w/in 30 days of hire for new employees, ARRT evidence will also be requested, if NHRRT is more than a year old
- ▶ Reviewer conducts a walk-through of the facility to determine any health or safety violations

- ▶ Check for required postings-Rights, Abuse & Neglect, etc.
- ▶ Interviews Staff & Persons receiving service, to determine knowledge on how to file a RR complaint
- ▶ Checks where confidential information is stored
- ▶ Any violation(s) found requires a Corrective Action Plan-Provider has 10-business days from the date of the site visit to remedy violation

Important Reminders:

- ▶ Provider contact info and staff records should be kept current, as necessary in MHWIN
- ▶ Provider best practice is to schedule new employees for NHRRT, during the onboarding process

DWIHN-ORR Prevents Rights Violations

Prevention Unit Primary Responsibilities

- ▶ Provide leadership for developing and implementing prevention-related training initiatives in coordination with DWIHN ORR Training Unit for DWIHN Providers
- ▶ Review Policies and Procedures with recommendations to address Recipient Rights related matters
- ▶ Assess all substantiated complaint investigations and address concerns identified in investigation activities for prevention opportunities.
- ▶ Ensure all trainings and recommendations related to remedial action for Recipient Rights violations are in adherence to the Michigan Mental Health Code and MDHHS Administrative Rules.
- ▶ Confirm information and explanations regarding Rights of recipients provided to Recipients, staff and other stakeholders are practical and effective.
- ▶ Present recognition and commendations for major improvements and outstanding performance in recipient rights protection by DWIHN Providers that have had no Rights Protection incidents and/or demonstrate outstanding performance in a particular instance or situation.