



**Detroit Wayne  
Integrated Health Network**

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**Residential Provider Meeting  
Friday, June 2, 2023  
Virtual Meeting  
11:30 am –12:30 pm  
Agenda**

**Zoom Link: <https://dwihn-org.zoom.us/j/92653624476>**

- I. Welcome/Introductions
- II. Claims Department- Quinnetta Allen
  - PIHP [claims@dwihn.org](mailto:claims@dwihn.org) – Billing Issues
  - [Residentialauthorizations@dwihn.org](mailto:Residentialauthorizations@dwihn.org) – Residential authorization questions/requests
  - PIHP [authorizations@dwihn.org](mailto:authorizations@dwihn.org) – Outpatient Authorization issues/questions
  - [tomani@dwihn.org](mailto:tomani@dwihn.org) – Payment issues/questions
  - [Procedure.coding@dwihn.org](mailto:Procedure.coding@dwihn.org) – Coding, modifiers, rates, questions/issues
  - MHWIN [@dwihn.org](mailto:@dwihn.org) – System issues, trouble tickets (page 2)
- III. Utilization Management – Leigh Wayna
  - Urgent vs. Non- Urgent Authorization Requests (pages 3-6)
- IV. Recipient Rights Department- Chad Witcher
  - ORR Training
  - Monitoring & Prevention PPT
  - Consent to Release RR Info Form (pages 7-10)
- V. Credentialing – Ricarda Pope-King
  - Credentialing Updates (page 11-16)
- VI. Quality Improvement –Tiffani Harris, Mark Matthews
  - HCBS (page 17-22)
- VII. Administrative Updates – Eric Doeh, President and CEO
- VIII. Questions
- IX. Adjourn

**Board of Directors**

Angelo Glenn, Chairperson  
Karima Bentounsi  
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William Phillips

Eric W. Doeh, President and CEO



# Claims Reminders

[PIHPclaims@dwihn.org](mailto:PIHPclaims@dwihn.org) -- Billing Issues

[Residentialauthorizations@dwihn.org](mailto:Residentialauthorizations@dwihn.org) - Residential authorization questions/requests

[PIHPauthorizations@dwihn.org](mailto:PIHPauthorizations@dwihn.org) - Outpatient Authorization issues/questions

[tomani@dwihn.org](mailto:tomani@dwihn.org) - Payment issues/questions

[Procedure.coding@dwihn.org](mailto:Procedure.coding@dwihn.org) -- Coding, modifiers, rates questions/issues

[MHWIN@dwihn.org](mailto:MHWIN@dwihn.org) - System issues, trouble tickets,

Claims have not been submitted if status indicated “Claim Data Entry” and can be edited/modified prior to submission.

Claim status can be reviewed via MHWIN. “View All Batches”



# PRIOR AUTHORIZATION REQUESTS

Urgent vs. Non-Urgent Requests

**WHEN:** On 6/15/23 at 1:00pm

**WHAT:** The DWIHN Utilization Management Department will be hosting a brief training regarding a change in the way authorizations are entered/requested.

**WHERE:** Zoom

<https://us05web.zoom.us/j/89413046836?pwd=R2xqdk5sZnp4cUhPRVZjR0xmL1NiQT09>

Meeting ID: 894 1304 6836 -- Passcode: Kqvk4Y



# PRE-SERVICE REQUEST DEFINITIONS

Urgent Pre-Service - A request for coverage of care or services where **absent a disposition within 72 hours**, application of the time frame for making routine or non-life-threatening care determinations could seriously jeopardize the life, health or safety of the enrollee/member or others, due to the enrollee/member's psychological state or, in the opinion of the practitioner, would subject the enrollee/member to adverse health consequences without the care or treatment. **If the request meets this criteria**, a disposition will be provided within 72 hours.

Non-Urgent Pre-Service - A request for care or services for which application of the time periods for decision making does not jeopardize the life or health of the enrollee/member, or the enrollee/member's ability to regain maximum function, and would not subject the member to severe pain. If the request does not meet the criteria for Urgent Pre-Service Request, the disposition will be provided within 14 days.



QUESTIONS?

# ORR New Hire Recipient Rights Training

## Updates

- ❑ ORR Training- preparation for MDHHS Triennial Assessment in Oct. 2023 continues.
- ❑ If Providers have registered a staff for NHRRT but then need to cancel/reschedule, notify ORR Trainers at [orr.training@dwihn.org](mailto:orr.training@dwihn.org), and they'll be happy to assist you.
- ❑ **MHWIN Staff Record**-Provider to ensure the record is filled in, completely. Register your staff for NHRRT training during the onboarding/orientation process.
- ❑ NHRRT provided on Monday-Wednesday each week from 10am-12pm. **Evening NHRRT** offered once per month on the 2nd Tuesday of the month from 4pm-6pm. Check MHWIN for available training dates.
- ❑ If your staff fails to receive the NHRRT email by **8:30 am for morning classes (2:30 pm for evening classes)**, check email address is correct in MHWIN & have staff check their spam folder. Otherwise, you may contact us via email at [orr.training@dwihn.org](mailto: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 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**
- ❑ **Comments Section for Staff Records-located on registration page in mhwin-ORR staff only**

# OFFICE OF RECIPIENT RIGHTS: MONITORING (SITE REVIEWS)

## Updates:

- ▶ ORR Monitoring dept. continues to prepare for the upcoming MDHHS Triennial Assessment-10/16-10/20/23
- ▶ Assessment will focus on Rights Protection for DWIHN members including: complaint investigations, monitoring, training, death reporting, appeals, RRAC, prevention efforts
- ▶ Increase in staff not attending NHRRT with site reviews and complaints-adhere to the requirement of the MMHC mandate that all new employees required to receive NHRRT w/i 30 doh
- ▶ Any violation(s) found requires a Corrective Action Plan. Provider has 10-business days from the date of the site visit to remedy violation
- ▶ Site Rep required to sign & date page #4 of site review tool

## Important Reminders:

- ▶ Provider contact info and staff records should be kept current, as required in MHWIN
- ▶ **NHRRT vs. ARRT**

## Site Review Process:

- ▶ ORR Site Visit conducted onsite (**in person**). Covid 19 Questionnaire-If +exposure, an alternative will be arranged
- ▶ Any new staff hired since the previous site review-NHRRT completed w/i 30 doh
- ▶ NHRRT obtained from different county, pls provide evidence
- ▶ ORR Reviewer looks for: required postings, confidential items stored, health/safety violations, interior/exterior of facility, interviews staff & members re: rights



# ORR Prevents Rights Violations

## Revised Recipient Rights Background Checks

- ▶ Obtain an updated consent form by visiting our website at [https://www.dwihn.org/ORR\\_forms\\_consent\\_background.pdf](https://www.dwihn.org/ORR_forms_consent_background.pdf) or by emailing ORR Administrative Support staff (see contact information below).
- ▶ Submit updated, completed consent form via fax to ORR at **313-833-7066**.
- ▶ You should receive your consent form via fax or email (based on a preference you have previously specified), within 5 business days.
- ▶ Consent forms are completed by ORR daily. Although it does not take 5 days to complete your consent form, if you do not receive it back within 5 days, please reach out to our Administrative Support staff (Vanique Houser) via email and/or phone at [vhouser@dwihn.org](mailto:vhouser@dwihn.org), 313-344-9099 ext. 3831 (please leave a voicemail and your call will be returned.) You may also reach out to our Clerical Support staff (Whitley Kidd-King) via email at [wkiddking@dwihn.org](mailto:wkiddking@dwihn.org).
- ▶ Reasons for delays in processing consents:
  - Sent to the wrong fax number (313-833-2043)
  - The top portion is blank and we do not know who to send the form to.
  - Staff/applicant name is not printed clearly and we cannot read it.
  - Staff/Applicant and other signatures are not present on the form.



**CONSENT TO RELEASE OF RECIPIENT RIGHTS INFORMATION**

Send to: DWIHN-ORR  
707 W. Milwaukee Street, 2<sup>nd</sup> floor  
Detroit, MI 48202-2943  
Phone: (888) 339-5595  
Fax: (313) 833-7066 - Attn: DWIHN ORR

I, \_\_\_\_\_, hereby authorize Detroit Wayne Integrated Health Network (DWIHN), Office of Recipient Rights (DWIHN ORR) to release to:

Company/Name:  
Address:  
City, Zip  
Phone:  
Fax:

any and all written reports and records, including the outcome(s) of any investigation(s) of allegation(s) of abuse or neglect that the Recipient Rights Office has conducted involving me. By signing this Consent, I hereby release, waive and relinquish any and all claims against DWIHN, arising from the disclosure of information covered by this Consent to the third-party named above. I absolve DWIHN of any and all liability for the use of the information contained in any disclosed written reports and/or records. I fully understand and accept that the information contained in documents disclosed pursuant to this Consent may preclude my employment with third-party entities.

\_\_\_\_\_ Name [please print] \_\_\_\_\_ Maiden or Other name used [please print]

Last 4 digits of SSN: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**To Be Completed by Above Named Corporation:**

I verify that the above named individual has been given a conditional offer of employment with the listed company and that the identifying information listed above matches the information provided in the application of employment completed by this individual, that the Recipient Rights information requested from DWIHN ORR pertains only to the time period specified below and that DWIHN ORR makes no representation as to whether the Recipient Rights information disclosed includes every Recipient Rights violation substantiated against the above named individual.

Signature of Executive Director/Designee \_\_\_\_\_ Date: \_\_\_\_\_

**To Be Completed by DWIHN ORR:**

Upon review of our records for the period from \_\_\_\_\_ to \_\_\_\_\_, the following was discovered. For the above named individual:

- Was identified as violating a recipient’s Michigan Mental Health Code protected right(s)
  - Date(s) of report(s): \_\_\_\_\_
  - Violation(s): \_\_\_\_\_

Was not identified as violating a recipient’s Michigan Mental Health Code protected right(s)

Signature for DWIHN ORR: \_\_\_\_\_ Date: \_\_\_\_\_

# CREDENTIALING

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Anytime you make any changes to your Microsite and Provider Source application you must re-attest and upload that document. If you do not re-attest Medversant will not see the document and continue to do outreach for what is missing in your file.

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- Providers and practitioners are notified 6 months prior to the expiration of the initial or re-credentialing date. If you do not meet the re-credentialing date your file will be treated as a credentialing file.
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# PRACTITIONER RIGHTS

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1. Review information submitted to support their credentialing application.
2. Correct erroneous information.
3. Receive the status of their credentialing or re-credentialing application, upon request.
4. Right to Appeal:
  - If you receive an adverse credentialing decision you have the right to appeal.
  - The letter that you received of the adverse decision has an appeal document attached that must be returned within 30 calendar days of the decision in order to get a review by the Appeals Committee.
  - The applicant will receive a decision within 7 business days of the final disposition.
  - Failure to send a valid request for appeal within 30 calendar days allotted shall constitute waiver by the practitioner of any right to appeal.

# PRACTITIONER RIGHTS

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- The letter that you received of the adverse decision has an appeal document attached that must be returned within 30 calendar days of the decision in order to get a review by the Appeals Committee.
- The applicant will receive a decision within 7 business days of the final disposition.
- **Failure** to send a valid request for appeal within 30 calendar days allotted shall constitute waiver by the practitioner of any right to appeal.

EVERY PROVIDER MUST BE CREDENTIALLED. IF YOU HAVE NOT STARTED THE PROCESS IMMEDIATELY CONTACT THE CREDENTIALING UNIT AT [PIHPCREDENTIALING@DWIHN.ORG](mailto:PIHPCREDENTIALING@DWIHN.ORG) OR YOUR PROVIDER NETWORK MANAGER AT [PIHPPROVIDERNETWORK@DWIHN.ORG](mailto:PIHPPROVIDERNETWORK@DWIHN.ORG)

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# Home and Community Based Services Updates

Quality Residential and HCBS Team

6/02/2023

# Residential Settings on Heightened Scrutiny

## Current Process:

- Complete remediation if needed
- collect evidence of HCBS remediation / HCBS readiness
- Complete attestation of HCBS remediation / HCBS readiness
- Schedule virtual review with MDHHS representative
- Participate in virtual review with MDHHS HCBS Team.

# Non-responders on Heightened Scrutiny

All Virtual Reviews with MDHHS Rep. must be scheduled by **June 12, 2023.**

All Virtual Reviews with MDHHS Rep. must be completed by **June 23, 2023**

# Observations from Process

## Areas for Continued Improvement:

- Modify IPOS language to represent HCBS approved approaches reflecting member choice, autonomy, and participation to include wants, desires and needs.

## Improvement Noted:

- Observed improvements addressing environmental safety and as well as improvement in documentation processes. This allows the IPOS to be the roadmap for the services and execute successful HCBS approved approaches.

# Observations from Process

## General observations

- Observed the bond between residential providers and members. Members/guardians chose to remain in their home, and residential providers advocate for members to remain (often times members remained in house without funding, with the goal of having funding returned and retro pay to May 1<sup>st</sup>.)

# DWIHN Goals

Network and Community Goal is to support residential providers as an ally, to provide the transfer of knowledge, skills and the tools for HCBS Sustainability.

The goal of the HS Consultation is the returning the Members to full funding and maintaining the spirit of HCBS principles going forward.