



Residential Provider Meeting Q&A

Friday, July 14, 2023

Virtual Meeting

11:30am –12:30pm

1. Our papers have all been submitted but I haven't heard anything from Medversant or DWIHN. Terry adult Foster Care
A. we have had a HCBS visit/ IDK if we have passed just yet
2. When should we receive the copy licensing certificate once pass?
A. I am unclear as to your request are you talking about credentialing?
3. I have submitted applications to Medversant several times. I have never received a reply from them, good or bad. Can we get some help with this?
A. Please send an email to pihpcredentialing@dwihn.com so that we can assist you
4. We have had a HCBS visit/ IDK if we have passed just yet.
A. Please send your inquiry to William Sabado at wsabado@dwihn.org and he will update you on the status of your review.
5. How do we know if our credentialing documents have been accepted? We submitted required documents in May and have not heard anything since.
A. First please send an email to dwihn@medversant.com if you are unable to get a response then send an email to pihpcredentialing@dwihn.org with you organizations name, the issue and the contact persons name.
6. Will there be more training for the CRSP S.C. on the IPOS to match the Residential Assessment?
A. We certainly can and will take that back to the department for follow-up.
7. How often do you have to be credentialed?
A. Every two years.
8. Will we be voicing concerns for Progress Notes or will you be reaching out to Providers for our input? I understand the objectives being aligned with the Assessment categories...however, supports coordinators have stated that they are being told by DWIHN that they should have a goal in the plan for every category that has minutes in the Assessment...this is to Person Centered and does not allow the individual and their team to decide which goals they want to work on (and working on too many at once may

be upsetting or overwhelming, or they might not feel that goal is important to them)...please clarify your position on that...can the areas of the Assessment just be noted in the IPOS and if the individual chooses not to work on a particular area/need, a statement saying such would suffice??

A. We have postponed the new note implementation to review with our compliance department to ensure we are meet regulatory requirements, but also try to be as provider user friendly as possible. We will take this feedback into consideration as well.

9. Start/end times are unreasonable...the staff are already overwhelmed by the progress notes and how much time away from the individuals they require...if they are providing care to multiple people over a given time, it would be impossible to track all the times and record that much detail...also, for those needing 24 hour shared supervision and the minutes being mainly under health and safety, it would really be the entire shift vs any specific time or event that they are providing the health and safety monitoring
Also, other counties do not require the start/stop time and are still Medicaid compliant

A. As indicated at the beginning of this meeting, we postponed the new note to allow further review with our compliance department and will follow-up with providers as soon as possible.

10. How do you join the provider committee?

A. Can you let me know which specific committee you are referring to so I can follow-up?

11. How long does it take for Medversant to get back to a provider and how do they do it?

A. The time line varies but the entire process should take 60-90 days if everything is correct with current information.

12. Before the new progress notes are implemented, will there be a progress note training to discuss the changes and how they should be properly complete? The providers want to be in compliance but we demand of covering everything we do on progress notes in a day is overwhelming.

A. Yes. Thank you.