



PROVIDER NETWORK NEWS



SMA Awareness Month

Spinal muscular atrophy (SMA) is a progressive neurodegenerative disease that affects the motor nerve cells in the spinal cord and impacts the muscles used for activities such as breathing, eating, crawling, and walking.

CURE SMA Values:



Innovation



Balance



Collaboration



Respect



Compassion



Determination

Each year, our community lights candles to remember those who have passed away from SMA, and to honor the diverse people and perspectives that make up our community. The annual candle lighting occurs at sunset on the second Saturday of August.

Don't forget to share your candle lighting photos on social media by tagging @CureSMA and using #SMAawarenessmonth #CureSMA.



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Let Us Tell You About DWIHN's Quality Assurance Performance Improvement Plan (QAPIP).



The Quality Assurance Performance Improvement Plan (QAPIP) Evaluation is an annual document that assesses and identifies DWIHN's improvements, achievements and outcomes throughout the year. The QAPIP includes the six (6) pillars that are identified in DWIHN's Strategic Plan: Customer, Access, Quality, Finance, Advocacy and Work Force Development. As part of the QAPIP Evaluation, the Work Plan identifies goals and objectives which includes an assessment of the results and noted outcomes. The QAPIP 2022 Annual Evaluation and Work Plan is available to providers, stakeholders and members on DWIHN's website at: <https://dwihn.org/Quality-Assessment-Performance-Improvement-Program-QAPIP.id.1734.htm>.



Managed Care Operations

Brandon Taylor, Director of Managed Care Operations

Providers are the lifeline of DWIHN. Without them, we would not be able to care for or improve the lives of the people that we are entrusted to serve. To this end, Managed Care Operations (MCO) 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 the people that DWIHN serves.

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 MCO Department is committed to supporting you with excellent customer service. As you are aware each provider organization has an assigned Provider Network Manager (PNM) 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 8:00 am to 5:00 pm, Monday-Friday. Feel free to reach out to your PNM at any time, 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 pandemic and recover from its adverse impact, we understand that providers may experience challenges with staffing 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.



Provider Resources

CONTRACTING SEASON HAS BEGUN!

Current DWIHN Outpatient and Residential Contracts will expire on September 30, 2023.

Pre-contracting document packets for the October 1, 2023 thru September period were emailed to providers on June 16, 2023. These Pre-Contracting Packets were due back by **June 30, 2023**.

If you have not received your packet or require assistance, please contact your assigned Project Network Manager (PNM).

COMPANY CHANGES

Whenever you need to make a change, please contact your PNM 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)

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)

DWIHN PROVIDER TOOLBOX

Please click the linked item(s) to automatically go to the selected website or document:

- DWIHN Website – www.dwihn.org
- DWIHN APP - <https://www.dwihn.org/DWIHN-Mobile-App.id.5079.htm> - 19.9kb
- DWIHN New Provider Orientation PowerPoint - <https://www.dwihn.org/providers-network-orientation-powerpoint.pdf>
- MCO Staff Contract Assignments for Outpatient Providers - <https://www.dwihn.org/providers-mco-contractors-outpatient-providers.pdf>
- MCO Staff Contract Assignments for Residential Providers - <https://www.dwihn.org/providers-mco-contractors-residential-providers.pdf>
- MCO Staff Phone List - <https://www.dwihn.org/providers-mco-staff-phone-list.pdf>
- 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 processes and procedures at: <https://www.dwihn.org/policies>

Your PNM is your guide to all of your questions, here's how to locate them: <https://www.dwihn.org/providers-mco-contract-assignments>

PROVIDER MEETINGS

DWIHN hosts meetings in accordance with the following schedule:

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

COMING SOON:

PROVIDER SUGGESTION BOX

&

FREQUENTLY ASKED PROVIDER QUESTIONS AND ANSWERS



THE COMPLIANCE CORNER

THE SIGNIFICANCE OF A REQUEST FOR INFORMATION

Should a government agency or another authoritative entity seek information from DWIHN, our compliance signifies our commitment to enforcing compliance with an ongoing investigation or, in cases where the Compliance Department aims to ascertain alignment with established policies and procedures, to maintain ongoing compliance standards.

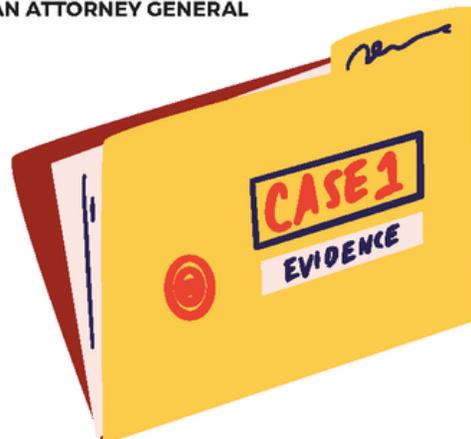
Even if you disagree with the request of the Compliance Department, maintaining a cooperative attitude can help in managing the situation.

Non-compliance could lead to legal actions, fines, or other penalties.

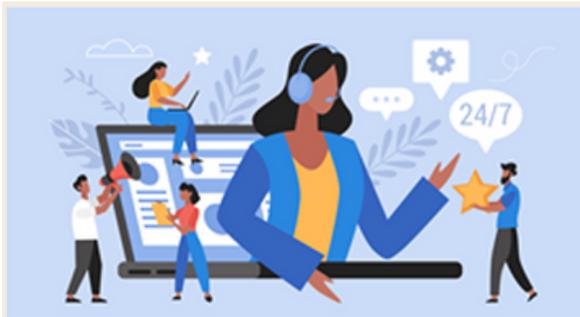
The Compliance Department's goal is to ensure that DWIHN operates with integrity, transparency, and adherence to applicable rules and regulations. Requesting information is a crucial part of our oversight and management processes.

WHO ARE THE GOVERNING AGENCIES?

1. CENTER FOR MEDICARE & MEDICAID SERVICES (CMS)
2. OFFICE OF THE INSPECTOR GENERAL (OIG)
3. OFFICE FOR CIVIL RIGHTS (OCR)
4. DEPARTMENT OF JUSTICE (DOJ)
5. MICHIGAN ATTORNEY GENERAL



In the Know with I.T.



Message from MHWIN Helpdesk...

5 TIPS for Resolving Tickets Quickly

- Provide all details – include examples & pictures outlining the issue
- Do not submit multiple tickets on the same issue - this slows the process for resolution
- Respond to questions within 1 business day to prevent further delays/problems
- Do NOT submit tickets on behalf of others – request providers/actual person submit the ticket
- Use mhwin@dwihn.org for MHWIN related issues – otherwise delays may occur

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 - pihpprovidernetwork@dwihn.org

Residential Referrals - residentialreferral@dwihn.org

Self Determination - selfdetermination@dwihn.org

Procedure Code Workgroup - procedure.coding@dwihn.org

CRSP - crspprovider@dwihn.org

Provider Spotlight



The Arab Community Center for Economic and Social Services (ACCESS) strives to enable and empower individuals, families and communities to lead informed, productive and culturally sensitive lives. As a nonprofit model of excellence, we honor our Arab American heritage through community-building and service to all those in need, of every heritage. ACCESS is a strong advocate for cultural and social entrepreneurship imbued with the values of community service, healthy lifestyles, education and philanthropy.

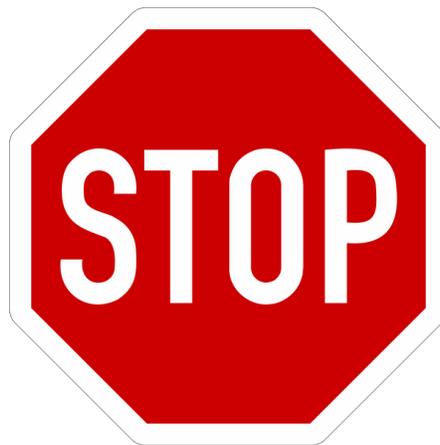


Provider Alerts/Changes/Closures

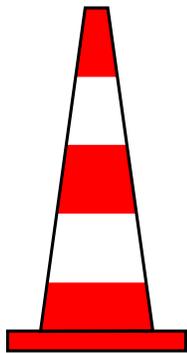


New Provider Locations:

Advanced Therapeutic Solution - 5/17/2023
7794 Paint Creek Dr., Ypsilanti, MI 48197



Provider Closures:



Redley AFC Inc. - 7/21/2023
4756 Cecil, Detroit, MI 48210

Serenity Facility Marshall Home - 3/8/2023
26461 Marshall Street, Inkster, MI 48141

Serenity Facility Coyle - 11/15/2022
8210 Coyle, Detroit, MI 48225



Serenity Facility Emerson - 11/15/2022
32920 Emerson, Inkster, MI 48141

DETROIT WAYNE INTEGRATED HEALTH NETWORK (DWIHN) WANTS YOU TO KNOW YOUR RIGHTS AND RESPONSIBILITIES

You are receiving this communication because you are eligible for services through DWIHN. We are committed to maintaining a mutually respectful relationship with you and our providers. As a DWIHN member, you have rights and responsibilities in the treatment process.

As a member you have the right to:

- ◆ Receive information on the structure and operation of DWIHN, our providers, programs, services and role in the treatment process.
- ◆ Be treated with respect and recognition of your dignity and right to privacy.
- ◆ Be treated fairly regardless of race, ethnicity, age, religion, gender, disability, or ability to pay.
- ◆ Be free from any restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- ◆ Participate in decision-making regarding your health care, including the right to refuse treatment from a provider and have a representative facilitate care or treatment decisions when you are unable to do so.
- ◆ Have a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage. Also, to freely communicate with your providers without restriction on any information regarding care.
- ◆ Receive information about the clinical guidelines used in providing and managing your care.
- ◆ Seek a second opinion from a qualified health professional within the network, or have a second opinion arranged outside the network, only if there is not adequate in-network coverage at no cost to you.
- ◆ Be informed of the availability of an independent/external review of internal Utilization Management final determinations.
- ◆ Have a copy of DWIHN's Provider Directory which is inclusive of providers who speak a language other than English and are able to accommodate members with disabilities.
- ◆ Know any restrictions on your freedom of choice among network providers.
- ◆ Review, amend or correct your medical records in accordance with applicable federal and state laws.
- ◆ Be provided information regarding mediation, appeals, grievances, state fair hearing requests and recipient rights complaints.
- ◆ Voice a complaint against DWIHN or any of our providers about the care you receive by calling 1-888.490.9698.
- ◆ Receive information in a language you can understand free of charge.
- ◆ Make recommendations regarding DWIHN's Members' Rights and Responsibilities policy.
- ◆ Receive a copy of the members' rights and responsibilities statement annually.
- ◆ Receive a copy of the member handbook upon enrollment, annually and upon request. You will find information on the following topics but not limited to:

- ◆ How to access services
- ◆ Covered and non-covered benefits
- ◆ Out-of-network benefits
- ◆ Benefit restrictions that apply to services obtained outside of DWIHN's service area
- ◆ Co-payments and deductibles
- ◆ How to submit a claim, if needed
- ◆ How to obtain language assistance
- ◆ Availability of TTY services
- ◆ How to obtain outpatient care, partial and inpatient hospitalizations and other services
- ◆ How to obtain emergency care, when to directly access emergency care or use 911 services
- ◆ How to obtain care after normal business hours
- ◆ How to obtain subspecialty care
- ◆ How to obtain a list of network providers
- ◆ How to appeal a decision that adversely affects coverage, benefits or your relationship with DWIHN
- ◆ How to file a complaint, grievance and recipient rights violation
- ◆ How to access mediation to resolve a conflict or dispute

All DWIHN Members have a right to request reports and documents that may better help you to understand your benefits, Privacy Rights, Reports, data and tools that describe the work of the DWIHN system. Documents can best be located on our website at www.dwihn.org some of those documents include, but are not limited to:

- ◆ DWIHN's Quality Improvement Program and Annual Report
- ◆ Notice of DWIHN's HIPPA Requirements and Privacy Practices
- ◆ Clinical Practice Improvement Guidelines
- ◆ ECHO Survey Results
- ◆ Other Survey Results, Documents, Resources and Brochures
- ◆ Complex Case Management

Please visit the DWIHN website routinely to stay informed on the latest information available to members and stakeholders or contact the Customer Service Department for more information toll free **888-490-9698**.

DWIHN AFFIRMATIVE STATEMENT

All DWIHN, Crisis Service Vendors, and Access Center practitioners and employees who make Utilization Management decisions understand the importance of ensuring that all consumers receive clinically appropriate, humane and compassionate services of the same quality that one would expect for their child, parent, or spouse by affirming the following:

- ◆ Utilization Management (UM) decision-making is based only on appropriateness of care, service, and existence of coverage.
- ◆ DWIHN, The Access Center, and Crisis Service Vendors, do not reward practitioners or other individuals for issuing denials of coverage or service care.
- ◆ No Physicians nor any other staff making UM decisions are rewarded for issuing denials of coverage or service or reducing the provision of care which is deemed medically necessary.

You have responsibility to:

- ◆ Provide, to the best of your knowledge, accurate and complete information regarding your medical history, including: present and past illnesses, medications, hospitalizations, etc. to DWIHN and its Practitioners and Providers needed in order to care for you.
- ◆ Follow your treatment plan of care and instructions. The plan of care is to be agreed upon by you and your provider.
- ◆ Ask questions about your care. This will help you to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
- ◆ Follow all MDHHS procedures for the required annual Medicaid enrollment and inform DWIHN of any changes in your insurance status.

To obtain a complete list of your members rights and responsibilities or to request a member handbook and/or provider directory, you may contact Customer Service at **888.490.9698** or visit www.DWIHN.org.

Revised: 8/22/22

What Is NAMI?



 **NAMI** is the National Alliance on Mental Illness, the largest grassroots mental health organization dedicated to improving the lives of persons living with serious mental illness and their families. Founded in 1979, NAMI has become the nation's voice on mental illness, a nationwide organization with affiliates in every state and in more than 1,100 local communities across the country.

Event Date:

Saturday September 16,
2023

Location:

Wayne State University
630 Merrick St,
Detroit, MI 48202

#Together4MH

Event Time:

Check-in at 8 am,
Walk time is 10 am -12:30 pm
ET

Contact Us:

NAMI Michigan
401 S Washington St. Suite
104, Lansing, MI 48933

Nick Babcock,
Walks Manager
(517) 485-4049
nickbabcock@namimi.org





FOCUS: HOPE Free Food Distributions Are Back!

We've partnered with Wayne County for the second year in a row to provide free food distributions across Wayne County starting in April 2023 and throughout select Saturdays this summer! This distribution is open and free to **EVERYONE**. No pre-registration necessary. All food boxes available while supplies last. Please plan to arrive early.

See upcoming dates below:

Saturday, August 26 | 9 am-12 pm
Our Lady of Loretto, 17116 Olympia, Redford, MI 48240

Saturday, September 16 | 9 am-12 pm
Ernest T. Ford Recreation Center, 10 Pitkin Street, Highland Park, MI 48203

Saturday, September 23 | 9 am-12 pm
Focus: HOPE Inkster Food Center, 759 Inkster Road, Inkster, MI 48141

Please stay tuned to our social media pages and website for more dates and update distribution details!

***NO PRE-REGISTRATION
NEEDED OPEN TO EVERYONE!**
**food boxes available while supplies last!*
Stay tuned to our social media for more information!

 @Focus_HOPE  @Focus HOPE  @FocusHOPE

Hegira Health Inc. is proud to present



ONE VOICE TO ACTION

BRINGING OVERDOSE AWARENESS TO OUR COMMUNITY PARTNERS



LUIS SHARPE

*NFL 3-time Pro Bowler
and person in recovery*

Featuring the powerful team of Luis Sharpe, and his daughter, Rebekah, this event promises to empower our participants with knowledge, new community connections and resources.



REBEKAH SHARPE

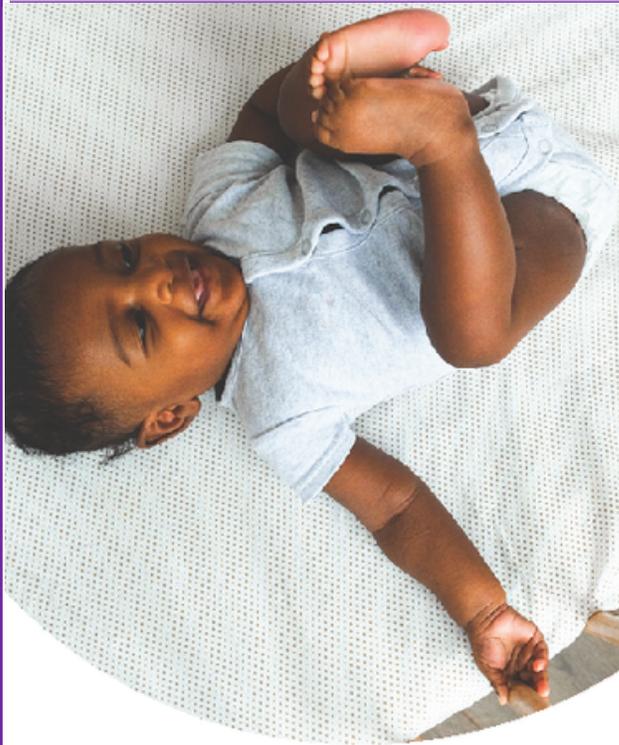
*Dynamic speaker and
substance use advocate*

Join us during national **Overdose Awareness Week** to raise awareness of the individual, family and community impact on rising overdose deaths in our community, our state and across our country. Be empowered with knowledge by joining our **ONE VOICE** event. **Together** we can impact the stigma of substance use, improve access to treatment, and save lives through harm reduction and other lifesaving policy changes.

TUESDAY AUG 29, 2023 8:30 - 10 AM

OAKDALE RECOVERY CENTER

43825 Michigan Ave, Suite 1, Canton, Michigan 48188



Save THE Date

WAYNE COUNTY'S FIRST ACTIVE COMMUNITY TEAM MEETING

SEPTEMBER 8TH, 12-2PM
MCKENNY CENTER
19750 BURT RD. DETROIT, MI

**BRINGING TOGETHER
PROFESSIONALS AND
COMMUNITY MEMBERS
WHO SERVE &
SUPPORT VULNERABLE
INFANTS, TODDLERS,
AND THEIR FAMILIES.**

Please register here:



QUESTIONS?
CSPUDOWSKI@DWIHN.ORG

A NATIONAL COURAGEOUS CONVERSATION

**YOUTH SUICIDE
PREVENTION
9/12/2023**

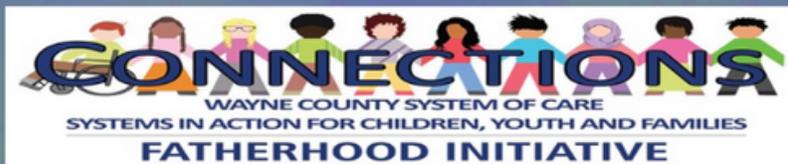
**FREE VIRTUAL
EVENT
5 - 7 PM EST
4 - 6 PM CT
2 - 4 PM PST**

ACCESS ZOOM HERE



IN COLLABORATION
WITH
JORDAN
& *Scott*
T-KEA
Blackman

**BLACK PEOPLE DIE
BY SUICIDE TOO**



A  MICHIGAN RADIO Amplify Event

Navigating a Mental Health Crisis:

When & Who to Call



Tuesday, Sept. 12th
5:00 - 7:30 PM

LOS HQ
2026 Lawndale St.
Detroit, MI 48209

Free Admission | Food Provided | Kids Welcome

Register now: michiganradio.org/resources



Un evento de  MICHIGAN RADIO Amplify

Navegando Una Crisis de Salud Mental:

Cuándo y a quién llamar



Martes, 12 de septiembre
5:00 - 7:30 PM

LOS HQ
2026 Lawndale St.
Detroit, MI 48209

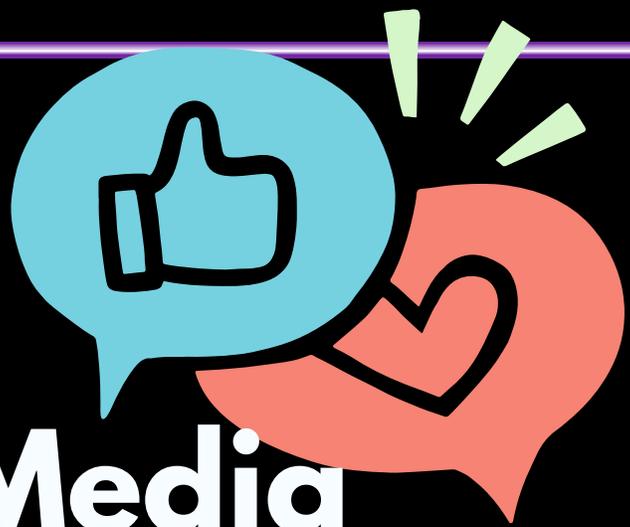
Entrada Gratuita | Comida Proporcionada
Niños Bienvenidos

Regístrate ahora: michiganradio.org/resources





DWIHN
Your Link to Holistic Healthcare



Follow Us on Social Media

Stay Connected for News & Updates



twitter.com/DetroitWayneIHN



facebook.com/DetroitWayneIHN



instagram.com/detroitwayneihn



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



youtube.com/@DetroitWayneIHN



Tiktok.com/@DetroitWayneIHN



Snapchat.com/@DetroitWayneIHN



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 Referral	DWIHNSupport
5	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





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



[@DetroitWayneIHN](https://www.instagram.com/DetroitWayneIHN)