



## Detroit Wayne Integrated Health Network

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[www.dwihn.org](http://www.dwihn.org)

FAX: (313) 833-2156  
TDD: (800) 630-1044 RR/TDD: (888) 339-5588

### Residential Provider Meeting Friday, June 7, 2024 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 Robinson
  - Claims Tips
  - Provider Claims Training
  - Timely Filing Deadlines (Pages 2-4)
- III. Recipient Rights – Edward Sims
  - ORR Training & Monitoring (Pages 5-7)
- IV. Integrated Health Care-Ashley Bond
  - Complex Case Management (Pages 8-10)
- V. Residential – Ryan Morgan
  - Updated Residential Progress Note and Training (Pages 11-13)
- VI. Strategic Operations-Maria Stanfield
  - NCQA Accreditation (Pages 14-21)
- VII. MCO-Sharon Matthews
  - FY 24/25 Contract Renewal (Pages 22-23)
- VIII. Administrative Updates – Eric Doeh, President and CEO
- IX. Questions
- X. Adjourn

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## Claims Tips

**Quinnetta Robinson**

Claims Manager



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## ➤ Provider Claims Training

Providers can request additional claims training or refreshers as needed by sending a request to the [PIHPclaims@dwihn.org](mailto:PIHPclaims@dwihn.org) mailbox.

# Provider Claims Training

CLAIMS DEPARTMENT





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Providers, please ensure you are adhering to the timely filing deadlines.

- **60 Days for outpatient claims**
- **90 Days for inpatient claims**

**Note:** Providers experiencing any barriers that may prevent you from meeting these deadlines you are required to notify DWIHN **immediately** to have your issues documented and investigated before submission deadlines. There will be no “timely filing” denial decisions overturned if there is no documented proof that issues existed prior to the timely deadlines.

# Timely Filing Deadlines

CLAIMS DEPARTMENT



# DETROIT WAYNE INTEGRATED HEALTH NETWORK

**800-241-4949**

**[www.dwihn.org](http://www.dwihn.org)**

# ORR Recipient Rights Training

## Updates: May 2024

- ❑ Increase in NHRRT attendance w/i 30 doh for 04/2024: 74%. Thank you to Providers! Continued improvement.
- ❑ New Procedure-Impact status is *pending* re: Providers checking MHWIN no later than the end of business on Friday to make sure their staff have attended AND completed NHRRT. If they have not, please reschedule them or email [orr.training@dwihn.org](mailto:orr.training@dwihn.org) for assistance.
- ❑ Multiple emails sent out requesting Providers not mark NHRRT participants as “canceled” in MHWIN-affects training data. ORR recommends notifying the ORR Trainers via the orr.trg email address.

## ORR NHRRT Information:

- ❑ NHRRT conducted Mon-Wed from 10am-12pm. Evening NHRRT-2nd Tuesday of the month from 4pm-6pm. Check MHWIN for available training dates.
- ❑ If new staff report they previously attended NHRRT, request *evidence* during the onboarding/orientation process.
- ❑ NHRRT is held via the Zoom App-participants need strong Wi-Fi signal & be familiar w/the Chat feature.

- ❑ Participants must be present online, with working cameras, and remain visible and available to communicate throughout the course. Staff are not allowed into the training 5 minutes after the start time.
- ❑ If your staff are OBSERVED DRIVING OR OTHERWISE NOT ENGAGED DURING THE TRAINING, they will be removed from the training and will need to be rescheduled.
- ❑ Providers, if you know that your staff are not technology savvy, please have them come into the office to take the training, where you are able to assist them.
- ❑ An email is sent on morning of training to email address listed in MHWIN. If your staff experiences any issues with the NHRRT class email, you may contact us at: [orr.training@dwihn.org](mailto:orr.training@dwihn.org)
- ❑ NHRRT vs. ARRT-NHRRT: Virtual ZOOM new staff; ARRT: DWC website (1year after NHRRT training date, and annually thereafter)
- ❑ ORR Trg. info located on DWIHN website ([dwihn.org](http://dwihn.org)), in MHWIN, & on the FAQ's form-See under: “Provider tab/ORR training info”
- ❑ ORR Trainers: LaShanda Neely, Michael Olver, Joyce Wells

# OFFICE OF RECIPIENT RIGHTS: MONITORING (SITE REVIEWS)

## Updates: May 2024

- ▶ “Request for Documents” letters to be sent via email/USPS this month (June), for the upcoming LPH site reviews
- ▶ Recommended LPH Site Review tool revised, 1 page-MDHHS ORR responsible to conduct LPH Assessment (once every 3 years)

## ORR Monitoring Information:

- ▶ ORR Site Visit conducted onsite (in person). Covid 19 Questionnaire-If +exposure, an alternative site review will be arranged
- ▶ Review new staff hired since the previous site review-NHRRT must be completed w/i 30 doh
- ▶ ORR accepts NHRRT obtained from *different* counties w/evidence provided & verification of validity, in most cases (Oakland, Macomb, Washtenaw)

- ▶ ORR Reviewer looks for during site review request:
- ▶ List: Required postings, RR booklets, confidential items stored, health/safety violations, interior/exterior of facility, interviews staff & members re: rights awareness and complaint filing
- ▶ Any violation(s) found requires a Corrective Action Plan. Provider has 10-business days from the date of the site visit to remedy violation
- ▶ End of site review visit, 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
- ▶ Questions re: ORR Monitoring: [esims1@dwihn.org](mailto:esims1@dwihn.org), [ludson@dwihn.org](mailto:ludson@dwihn.org) or [spride@dwihn.org](mailto:spride@dwihn.org)



# Goals of CCM

- Connect to appropriate community resources
- Develop teams that include family, medical, and behavioral health professionals
- Improve quality of life
- Provide early intervention to prevent crisis

CMM services do not take the place of current services but are integrated with the clinically responsible service provider's case management services.

# Referral Process

The DWIHN CCM staff may receive referrals for services via:

- E-mail
- Fax
- Phone

A referral form is available on the DWIHN website on the Integrated Health Care page.

Referrals can be faxed to 313-989-9529 or e-mailed to [pihpccm@dwihn.org](mailto:pihpccm@dwihn.org).

Along with the referral form please send current bio Psychosocial assessment, LOCUS/SIS assessment and any other relevant clinical documents.

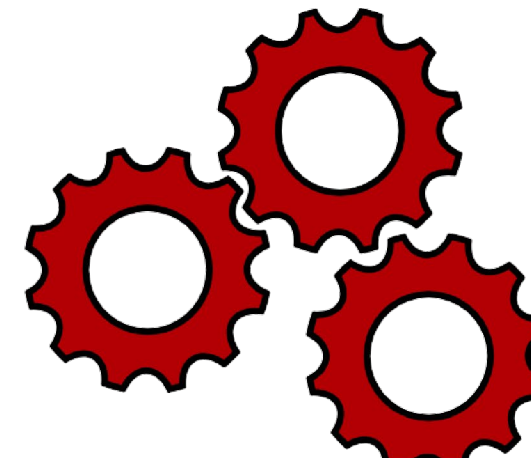


## Detroit Wayne Integrated Health Network

707 W. Milwaukee Street  
Detroit, MI 48202  
313-833-2500  
[www.dwihn.org](http://www.dwihn.org)

### 24-Hour Access Center

800-241-4949





# What is Complex Case Management (CCM)?

CCM is a collaborative process that includes assessment, planning, facilitation, and advocacy. It explores options and services to meet a person's identified needs with the ultimate goal of promoting high quality, person friendly and cost effective outcomes.

CCM does not take the place of services already being received- it compliments them. Participation is not dependent upon the health benefit available to enrollee.



## CRITERIA TO PARTICIPATE IN CCM

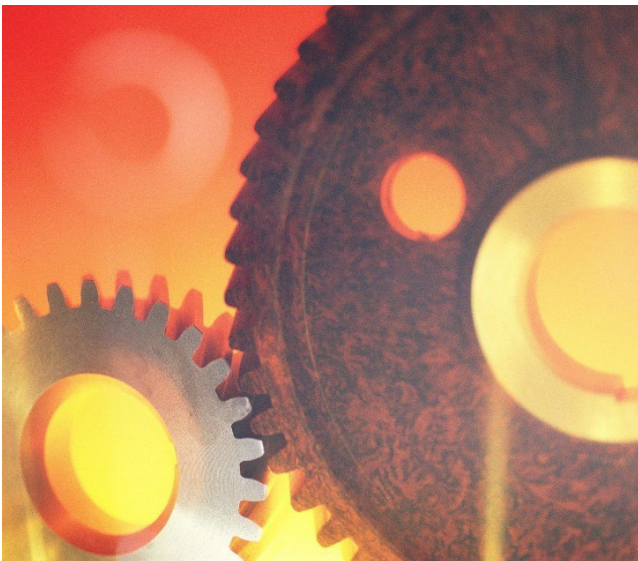
The DWIHN CCM program has general eligibility criteria for adults and children/youth.

### ADULTS

- An active member of outpatient behavioral health services with a disability designation of SMI, DD/IDD, or SUD as evidenced by at least one visit within the quarter with a
  - DWIHN provider AND
  - Evidence of one or more gaps in services, i.e., absence of primary care or specialty medical care visits within the last 12 months, or gaps in medication refills for behavioral health and /or medical chronic conditions
  - AND
  - One or more of the following chronic medical health conditions: hypertension, diabetes, asthma, COPD, heart disease and obesity or chronic pain as well as ten or more visits to the ED in the last six months OR
  - Willingness to be an active participant in the program for at least 90 days.

### CHILDREN/YOUTH

- Diagnosed with serious emotional disturbances ( SED) and Autism Spectrum Disorder (ASD) seen for services at a DWIHN provider at least once in the last quarter AND
- Should range between the ages of 2-21 years of age- those enrollees in this cohort that are 18-21 are usually designated as youth with learning disabilities, court wards, I/DD, etc.
- AND
- Diagnosed with chronic asthma or other medial health condition AND
- 4 or more ED visits related to medical and/or behavioral health in the last 12 months OR Gaps in service/ care - i .e., absence of primary care visit within the last six months& gaps in refilling medications AND
- Willingness of Legal Guardian & Child/Youth to be an active participant in the program for at least 90 days





## Integrated Health Care Initiatives Complex Case Management Referral Form

Complex Case Management is designed to assess, plan, implement, coordinate, monitor and evaluate options and services needed to meet an enrollee's chronic complex health (behavioral and physical) and human service needs. Enrollees are chosen for Complex Case Management because of frequent inpatient admissions, frequent visits to the Emergency Department, and because they have complex medical and behavioral needs that are not being resolved using traditional means/resources. Along with this referral form, please include the psychosocial assessment, current LOCUS, medication sheet, and any other clinicals that would be useful in managing this enrollee's care.

**Referral Source:**

\_\_\_ Behavioral Health Provider

\_\_\_ Medical Health Provider/Primary Care Provider

\_\_\_ DWIHN

\_\_\_ Self-Referral

\_\_\_ Other (specify): \_\_\_\_\_

**Name of Facility/Agency/Referral Source:** \_\_\_\_\_

**Telephone #:** \_\_\_\_\_

**Fax #:** \_\_\_\_\_

**Enrollee Name:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_

**Enrollee Telephone #:** \_\_\_\_\_

**Reason for Referral:**

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Please fax completed form to: 313-989-9529

Please send via secure email to: [pihpccm@dwihn.org](mailto:pihpccm@dwihn.org)

For DWIHN USE:

Date Referral Received: \_\_\_\_\_

Case Assigned To: \_\_\_\_\_

Date Referral Assigned: \_\_\_\_\_

# Residential Services

- ▶ Residential Services Director
  - Ryan Morgan LMSW
  - Email address: [rmorgan@dwihn.org](mailto:rmorgan@dwihn.org)
  - Phone #313-569-1575



# Residential Services Update

- ▶ Updated residential progress note will be coming out later this month.
- ▶ There will in-person trainings available; part of the training will be a video recording that demonstrates how to complete the note. It will be able to be shared with all providers so that they can review it at any time and with any staff.
- ▶ The intention is for trainings to start in July.





# Residential Manager

- ▶ Danita Love-Carter has been hired as a residential manager working with the I/DD unit.
- ▶ Danita can be reached at [Dlovecarter@dwihn.org](mailto:Dlovecarter@dwihn.org)  
Phone number (734) 691-2488
- ▶ Harriet Siddiqui will continue working with DWIHN in a Residential Care Specialist role.



# **National Committee for Quality Assurance**

**Maria B. Stanfield, MA, LLP, CADC**

**June 8, 2024**





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# National Commission on Quality Assurance NCQA

NCQA's Managed Behavioral Healthcare Organization (MBHO) Accreditation program evaluates organizations on whether they implement industry best practices to provide high-quality behavioral healthcare.





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## Revisit our path to success Areas Assessed

Areas of focus for entities who earn MBHO accreditation through NCQA are as follows:

Provides a framework for internal quality improvement in:

- Quality Management and Improvement.
- Care Coordination.
- Utilization Management.
- Credentialing and Recredentialing.
- Members' Rights and Responsibilities.

DWIHN has had uninterrupted NCQA MBHO accreditation since February of 2018.





# National Committee for Quality Assurance Managed Behavioral Healthcare Organization



  
**National Committee for Quality Assurance**  
has awarded

*Detroit Wayne Integrated Health Network*  
*Medicaid MBHO*  
the status of  
**Full**

for the development and maintenance of a clinically effective  
managed behavioral healthcare delivery system  
which maintains as its primary objective the delivery of  
high quality member care and service.



  
CHAIR, BOARD OF DIRECTORS

  
PRESIDENT

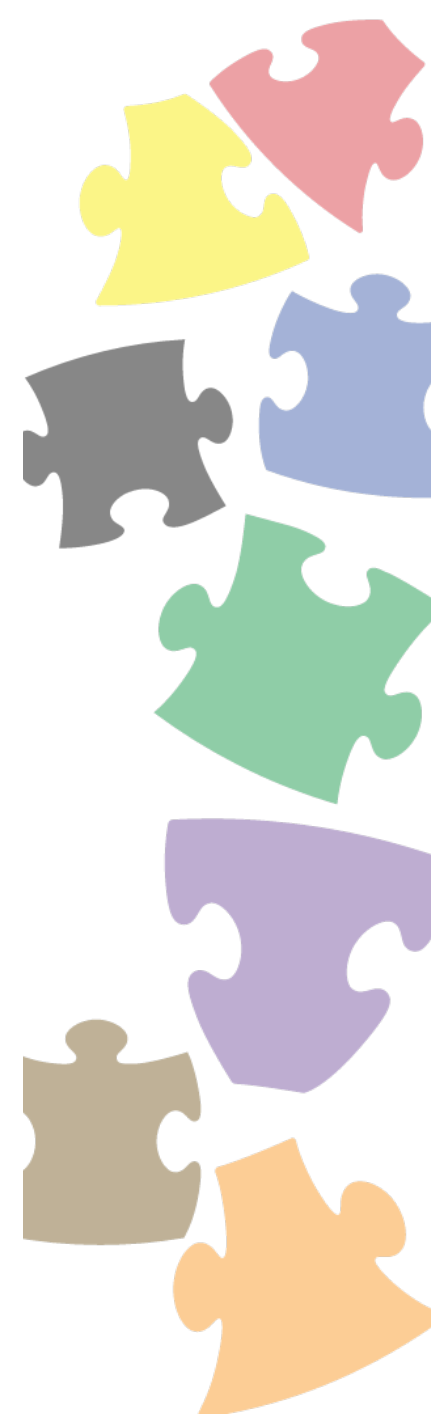
  
CHAIR, REVIEW OVERSIGHT COMMITTEE

05/14/2024                      05/14/2027  
DATE GRANTED                      EXPIRATION DATE



# Where do we go from here?

- Continuous Quality Improvement
- Strategic Planning and Accreditation Alignment
- Modify and Augment our existing tools
- Modify and revise policies PRN
- Revisit our Quality Plans and activities
- Share our accreditation with the State of Michigan and Provider Network
- Provider Recognition Programs: NCQA offers recognition programs for healthcare providers, such as physicians and physician groups. These programs assess the quality of care provided by healthcare professionals
- Public reporting of performance against our measures and standards becomes the focus for groups we evaluate and for their customers

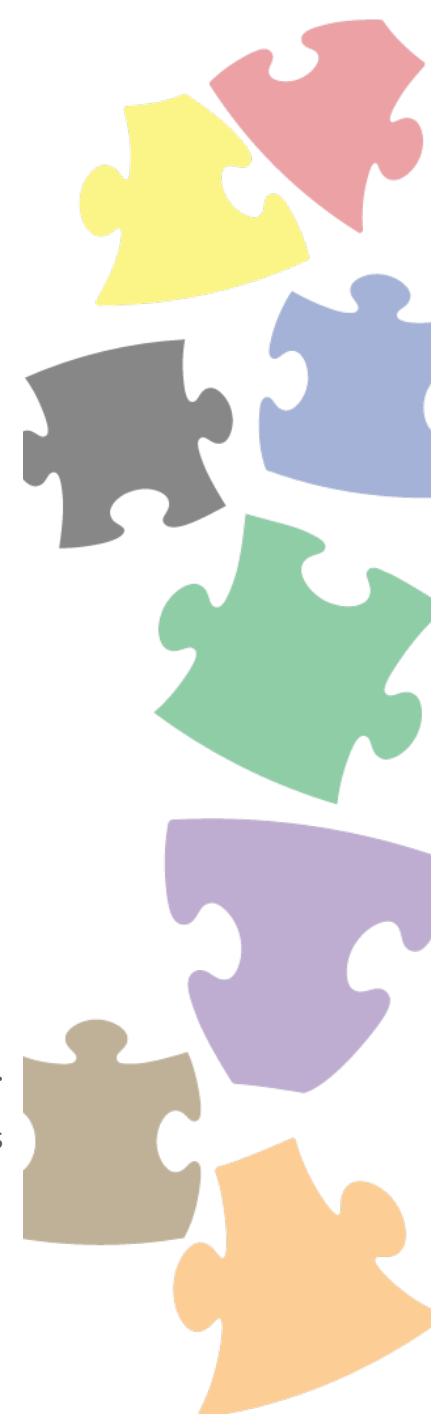


# See it before you see it!



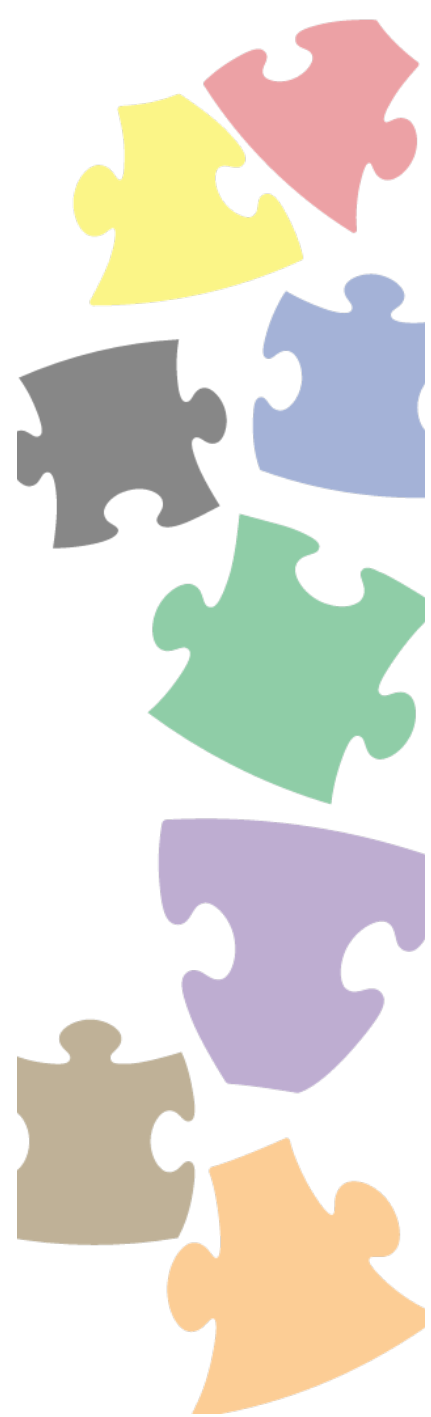
# Why NCQA MBHO Accreditation?

- Demonstrates a level of health plan performance and commitment to Quality
- Considered the “gold standard” for quality
- Entities must demonstrate that they follow evidence-based practices for providing high-quality care across multiple standards. MBHO Accreditation emphasizes care coordination, complex case management, and data exchange between health plans and behavioral health organizations.
- The MBHO standards focus on:
  - Quality Management and Improvement: The MBHO has processes to monitor, evaluate, and improve the quality and safety of care provided, including practitioner availability, behavioral health screening programs, and complex case management.
  - Care Coordination: The MBHO coordinates care among behavioral health practitioners and between behavioral healthcare and medical care.
  - Utilization Management: Utilization management is a critical component of accreditation. The MBHO demonstrates, through extensive record review, that it adheres to a process that ensures members are receiving decisions on treatments that are timely and evidence-based.
  - Credentialing: The MBHO has and follows processes for verifying and monitoring the credentials of practitioners in its network.
  - Member Experience: The MBHO ensures a positive member experience and follows processes for handling member complaints and appeals.





# Questions?





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# FY 2024-2025 PRE-CONTRACTING PREREQUISITES

## MANAGED CARE OPERATIONS



# FY 2024-2025 PRE-CONTRACTING PREREQUISITES

- Credentialing Status
  - Approved or Application Completed
  
- Certificate of Insurance (COI)
  - Proof of General, Professional, Auto & Workers Comp per DWIHN Contract
  - Coverage thru 10-1-24 @ minimum
  - DWIHN is listed as additional insured
  - DWIHN listed as certificate holder
  - If auto not applicable, a statement on company letterhead
  
- Active SAM.Gov with CAGE #
  
- NPI # or proof of application

**\*Please contact your Contract Manager with any questions.**

