



Detroit Wayne Integrated Health Network

707 W. Milwaukee St.
 Detroit, MI 48202-2943
 Phone: (313) 833-2500
www.dwihn.org

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

To: Children Providers (SED / IDD)
From: Cassandra Phipps (Director of Children’s Initiative)
CC: Melissa Moody (VP of Clinical Operations), Stacey Sharp (Clinical Officer), Daniel West (Director of PIHP Crisis Services)
Re: Children Crisis Clinical Review Form Update
Date: August 12, 2024

In efforts to implement interventions to address the increased hospital recidivism rate among children in Wayne County during FY24 / Q3 (15.81%), this memo is to remind Children Providers of completing the Children Crisis Clinical Review Form and Crisis Plans. The goal is to remain below 15% regarding hospital recidivism.

Children Crisis Clinical Review Form: Per 11/13/2023 memo when a member experiences a crisis event resulting in being placed out of the community into a higher level of care, the Clinically Responsive Service Provider (CRSP) is to complete the Crisis Clinical Review Form. This form is to be completed for members ages 0 to 21st birthday with severe emotional disturbances (SED) and intellectual developmental disabilities (IDD) within 48 hours and submitted to the smartsheet link on the form. The Children Crisis Clinical Review Form is also available on DWIHN Crisis Services website <https://www.dwihn.org/crisis-services>

For Children

Child Crisis Services Brochures

Children’s Crisis Clinical Review Form

Crisis Plan Data: The chart below is an overview of the Crisis Plans completed by Children Providers for FY 24 thus far. The goal is to obtain 85% completion of Crisis Plans. There is noted progress with completed Crisis Plans throughout FY24. Providers refer to Risk Matrix for more detailed information.

Disability Designation	FY 24 – Q1	FY 24 – Q2	FY 24 – Q3	FY 24 – Q4
Serious Emotional Disturbance (SED)	77%	77%	78%	Pending
Intellectual Developmental Disability (IDD)	76%	80%	81%	Pending

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Crisis Plan Feedback Survey: Per 2/7/2024 memo Children Providers whose scores are below 85% are to complete the Crisis Plan Feedback Survey quarterly to inform of barriers, solutions, and next steps to improve compliance of developing Crisis Plans with members.

Survey Link	https://forms.office.com/g/qUv3jXRcWq
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Due Dates:

- Quarter 1 (October – December) Due February 29th
- Quarter 2 (January – March) Due April 10th
- Quarter 3 (April – June) Due July 10th
- Quarter 4 (July – September) Due October 10th

Sincerely,

Cassandra Phipps LPC, LLP, CAADC
Cassandra Phipps, LPC, LLP, CAADC
Director of Children’s Initiatives
Detroit Wayne Integrated Health Network



CORPORATE COMPLIANCE DEPARTMENT

Provider Meeting Updates
August 30, 2024

January-August 2024

❑ The following noncompliance issues remains under heightened scrutiny

- Billing for services not rendered
- Workforce training
- Workforce Background Check
- Unsupported clinical documentation
- Failure to update staffing records in MHWIN

Compliance Investigations

❑ Documentation request from compliance

- Compliance cannot guarantee that any information provided after the due date will be reviewed or considered as supporting documentation for the investigation.
- Compliance investigations are time-sensitive to ensure prompt submission to the appropriate regulatory authorities All requested documentation not received by the date

COMPLIANCE UPDATES

NON-COMPLIANCE

How to avoid being cited for any of the noncompliance allegations.

- **Auditing and Monitoring:** Conduct regular audits and monitoring of operations to identify and address compliance issues promptly.
- **Stay Informed:** Regularly monitor updates to healthcare laws, regulations, and industry standards relevant to your practice.
- **Implement Policies and Procedures:** Establish and maintain clear policies and procedures that align with regulatory requirements and best practices.
- **Training and Education:** Provide ongoing training to staff on compliance issues, including fraud prevention, patient privacy (HIPAA), and billing practices.
- **Documentation:** Maintain accurate and detailed records of patient care, billing, compliance activities and HR files.

COMING SOON

- Beginning October 1st Compliance will hold quarterly provider training sessions on:
 - ✓ Policy Development: Creating and updating policies to reflect current laws and best practices.
 - ✓ Auditing: Conducting regular reviews of billing practices, clinical documentation, and data security to identify non-compliance
 - ✓ Data Security Measures: Implementing technical safeguards to protect patient information and ensure data integrity.



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PLACES
2023

Detroit Free Press



QUEST ANALYTICS

BetterDoctor

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MEMORANDUM

TO: DWHN Provider Network
FROM: Rai Williams, Director of Contract Management
CC: Jeffrey White, Associate VP of Operations, Maria Stanfield, Director of Strategic Operations, Manny Singla, Interim CEO/President
RE: Verification of Provider Information via Quest Analytics BetterDoctor
DATE: July 26, 2024

DWHN is excited to announce a partnership with Quest Analytics BetterDoctor. BetterDoctor is the Quest Analytics provider data verification and validation solution, making it easy for providers to be a better partner and reduce the amount of time spent administering directory data. More than 425 health plans contract with Quest Analytics, and over 700,000 healthcare professionals use their solution.

In partnership with Quest Analytics BetterDoctor, DWHN will be able to link network adequacy and provider directory accuracy while integrating actionable data and insights within DWHNs workflow, including credentialing, directories, contracting and claims.

Please be advised that beginning July 31, 2024, Quest Analytics BetterDoctor will begin reaching out to you by fax, email, phone, and/or direct mail to verify your organization's information. Verification of your information is essential to the success of this initiative and will ensure that DWHN members have access to the most accurate information about your provider organization.

When contacted by Quest Analytics BetterDoctor your full cooperation will be appreciated. Note that verification will be ongoing and will be requested once every 90 days. For your reference, please visit Quest Analytics BetterDoctor's Frequently Asked questions website <https://questanalytics.com/how-we-help/betterdoctor/betterdoctor-faq/> to familiarize you with Quest Analytics BetterDoctor.

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Angelo Glenn
Kenya Ruth

Thanks in advance for your prompt response when contacted by Quest Analytics BetterDoctor; as well as your partnership with DWIHN in serving persons with whom we have been entrusted to serve.

Sincerely,

Rai Williams, MHA

Rai Williams, MHA
Director of Contract Management
Detroit Wayne Integrated Health Network

Detroit Wayne Integrated Health Network Is Working With BetterDoctor® to Ensure the Accuracy Of Your Information in Provider Directories

ATTENTION: OFFICE ADMINISTRATOR OR MANAGER

BetterDoctor may contact you by fax, mail, email, and/or telephone to request a provider directory review and verification once every 90 days.

Verifying your information ensures patients have the most accurate information available to them. Some of the information you may need to verify includes:

- Phone and fax number
- Specialty(s)
- Insurances accepted
- Address
- Office hours

For more information about BetterDoctor's collaboration with Detroit Wayne Integrated Health Network, please click the following link to review their BetterDoctor partnership announcement on their website: https://dwhn.org/providers_announcements

You can also contact their PIHP Provider Network Team by phone at 313-344-0692 or by email at pihpprovidernetwork@dwhn.org

For assistance with the BetterDoctor verification process, contact: support@betterdoctor.com or 1-844-668-2543 (8 AM - 5 PM CT)

ACTION REQUIRED FOR 6 LOCATIONS:

[Click to View and Verify Your Data](#)

<https://betterdoctor.questanalytics.com/{{ACCESSCODE}}>

Do you have additional questions about BetterDoctor? Visit our [FAQ page](#) for more information.

To learn more about who we are and how we help, visit [our website](#).

BetterDoctor shares your verified data with multiple insurance carriers. This reduces administrative burden for you.

Validating your data will remove you from receiving all scheduled reminders for the remainder of your current 90-day period. Why not do it today? View and verify your data [here](#).

For assistance email
support@betterdoctor.com
or call 8 AM - 5 PM CST
1-844-668-2543

Start Verifying Your Provider Directory Information Through BetterDoctor®

The Most Trusted Name in Practitioner Data Verification

ATTENTION: OFFICE ADMINISTRATOR OR MANAGER

BetterDoctor may contact you by fax, mail, email, and/or telephone to request a review and verification once every 90 days.

Who we are:

BetterDoctor is the Quest Analytics® provider data verification and validation solution, making it easy for providers to be a better partner and reduce the amount of time spent administering directory data. More than 425 health plans contract with Quest Analytics, and over 700,000 healthcare professionals use our solution.

The problem we solve, together:

Outdated information confuses patients trying to access care. By validating your data through BetterDoctor, you will ensure that patients have the most accurate data available. You will also spend **less time** administering directory data, allowing you **more time** to focus on providing care for your patients.

What to expect:

We will request provider directory verification every 90 days. After verifying the first time, your information will automatically save so ongoing verification will become a breeze.

ACTION REQUIRED FOR 6 LOCATIONS:

[Click to View and Verify Your Data](#)

<https://betterdoctor.questanalytics.com/{{ACCESSCODE}}>

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