



## Detroit Wayne Integrated Health Network

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### Residential Provider Meeting Friday, November 22, 2024 Virtual Meeting 11:30 am –12:30 pm Agenda

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

- I. Welcome/Introductions
- II. Compliance Updates– John Shafer (Pages 2-5)
- III. Quality Improvement – Carla Spight-Mackey
  - Residential Provider Documentation Reporting Requirements for Critical/Sentinel Events (Pages 6-8)
- IV. Claims Department – Debra Schuchert
  - General Funds (Pages 9-12)
- V. Recipient Rights – Edward Sims
  - ORR Monitoring and Training
  - RRI (Pages 13-15)
- VI. Residential Services– Ryan Morgan (Pages 16)
- VII. Administrative Updates – Manny Singla, Executive VP of Operations
- VIII. Questions
- IX. Adjourn

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# CORPORATE COMPLIANCE DEPARTMENT

Provider Meeting Updates  
November 22, 2024

## August-October 2024

The following noncompliance issues remain under heightened scrutiny

- Billing for services not rendered
- Inaccurate time
- Unsigned IPOS (wet signatures vs obtained externally)
- Failure to provide clinical documentation
- Documentation after the close of the investigation

## 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.

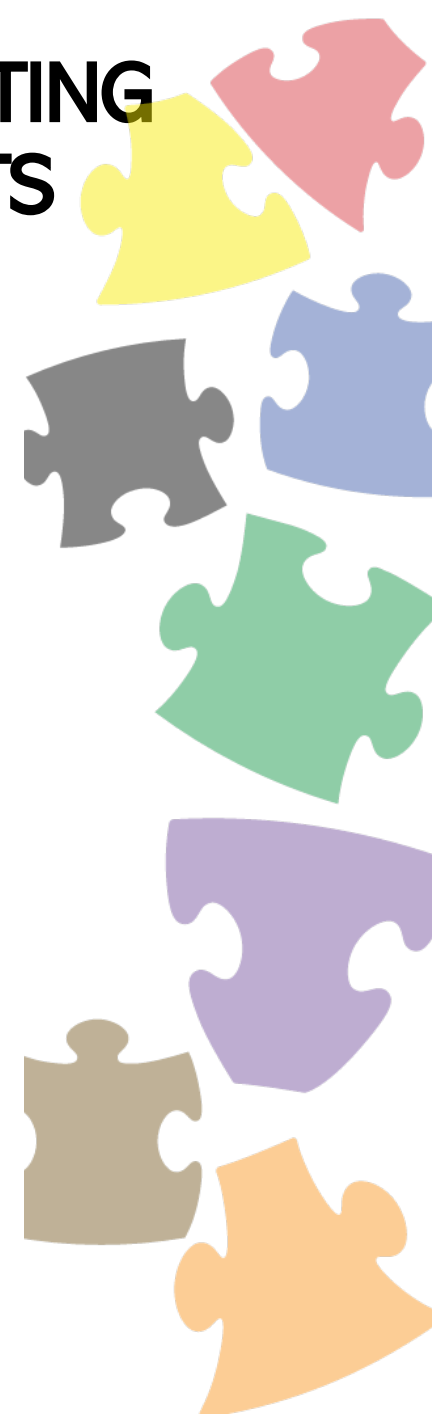
Questions:



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# RESIDENTIAL PROVIDER DOCUMENTATION REPORTING REQUIREMENTS FOR CRITICAL/SENTINEL EVENTS



In an effort to meet all contractual obligations and to increase our collaborative partnership, the following actions are effective immediately:

**Residential Providers** documentation requirements:

-**within 24 hours** of a **member receiving emergency treatment** at :

- (1) doctor's office;
- (2) urgent care;
- (3) emergency room; or
- (4) hospital

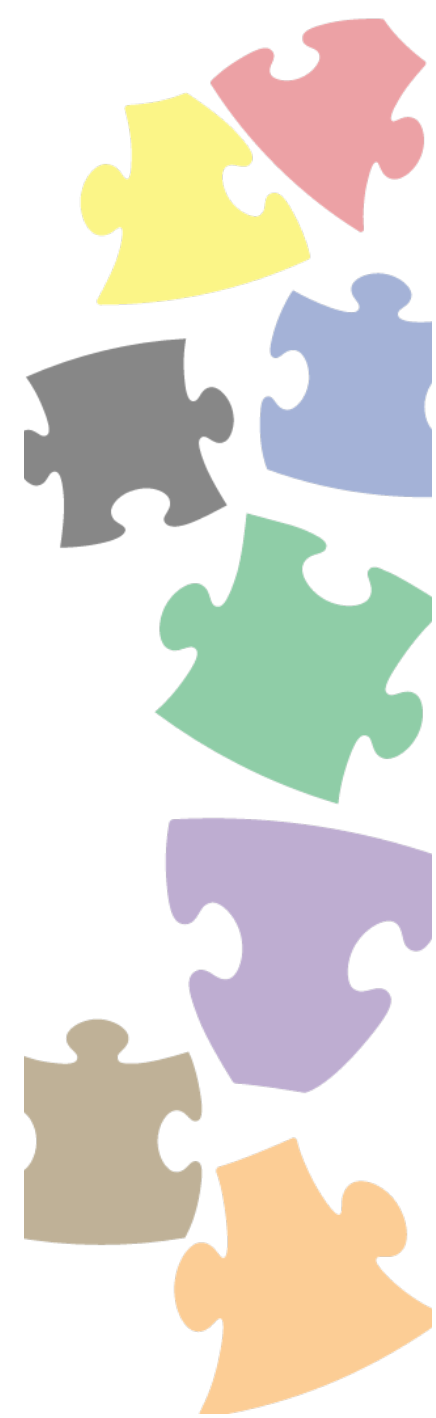
**Documentation** (discharge summaries, follow-up care instructions, all follow-up care exams, arrest reports, etc.) **must be submitted** to the supports coordinator/case manager for the following events/incidents:

- (1) Medication Errors
- (2) All Deaths (Natural, Suicide, Homicide, Accidental)
- (3) Arrests,
- (4) Injuries,
- (5) All Falls with injuries,
- (6) Crisis Stabilization (specific measures are still being developed by MDHHS- **SUBJECT TO CHANGE**)
- (7) Overdose resulting in emergency room or hospitalization

All adverse events (harmful/negative outcome) reports **in the media must be reported** to the supports coordinator/case manager/CRSP **immediately**.

This **does not include** treatment or emergencies due to **a diagnosed condition** (i.e. cancer, asthma, diabetes, etc.) that should be noted and monitored as **part of the IPOS**.

This information is to be **submitted along with a copy of the Incident Report directly related to the areas included above.**







General Funds

**Quinnetta Robinson**

Claims Manager



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Detroit Free Press

# General Funds Claim Edits



We continue to receive many emails about the General Funds error messages listed below

- *Service not in DWMHA benefit plan for this individual on this date of service.”*
- *GF-2 Service not in DWMHA benefit plan for this individual on this date of service (60 days)”*
- *GF-3 Service not in DWMHA benefit plan for this individual on this date of service (90 days).”*

This means that the consumer has lost Medicaid coverage for the dates of service billed for the indicated timeframe (ie. 60 days). There is now a General Fund Exception Authorization needed to pay for denied dates of service. Please follow these steps....



1. The consumer's Case Manager/support coordinator must complete a General Fund Exception Request Form. This is completed via MH-WIN under 'Request for General Fund Exception' in the Authorization screen.

2. Once the special GF Authorization is created the provider must use the new GF authorization to bill for services that fall within the GF period. The GF Authorization will bypass the edits.

Note: General Funds claims edits cannot be overridden to pay.



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TOP WORK PLACES 2023

Claims Department Contact:

[PIHPclaims@dwihn.org](mailto:PIHPclaims@dwihn.org)

Contact

CLAIMS DEPARTMENT



# DETROIT WAYNE INTEGRATED HEALTH NETWORK

**800-241-4949**

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

# ORR Recipient Rights Training

## Updates: November 2024

- ❑ The DWIHN ORR NHRRT certificate remains valid for 1 year from the date attended AND only if not more than 2 consecutive Annual RR trg. updates have NOT been missed.
- ❑ ORR NHRRT training days will be changed beginning in January 2025. NHRRT will be held via Zoom on Tuesday, Wednesday & Thursday of each week. Currently, NHRRT is held Monday, Tuesday & Wednesday.
- ❑ The evening NHRRT will be continue to be held every 2<sup>nd</sup> Tuesday of the month from 4pm-6pm.
- ❑ NHRRT registration availability-currently 3 weeks out; see available New Hire RR training classes in MHWIN.
- ❑ ORR training unit continues to find Providers or their designee marking “cancelled” in mhwin if staff need to be re-registered. Please contact the ORR trg. unit if a staff requires cancellation and/or re-scheduling.

## ORR NHRRT Information:

- ❑ 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 your staff are not tech-savvy, please assist them when they attend NHRRT.
- ❑ An email is sent on morning of trg. to email address listed in MHWIN. If staff experiences any issues with the NHRRT class email, they 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 on website.
- ❑ ORR Trainers: LaShanda Neely, Michael Olver, Joyce Wells, ORR Mgr., Schakerra Pride

# OFFICE OF RECIPIENT RIGHTS: MONITORING (SITE REVIEWS)

## Updates: November 2024

### Final FY2024 totals for ORR monitoring:

- ▶ Total site reviews conducted: **597**
- ▶ Total site reviews compliant: **553**
- ▶ Total site reviews non-compliant: **44**
- ▶ All N/C site reviews-NHRRT beyond 30 doh, with exception of 01 site review-CAP response not submitted timely
- ▶ FY2025 - Providers requested to document ALL current staff's DOH, NHRRT & ARRT dates, if NHRRT over 1 year old; evidence of ARRT will be requested

### ORR Monitoring Information:

- ▶ ORR Site Visit conducted onsite (in person). Covid 19 Questionnaire-If +exposure, an alternative site review will be arranged
- ▶ ORR accepts NHRRT obtained from *different* counties w/evidence provided & verification of validity, in most cases (Oakland, Macomb, Washtenaw accepted)

### ORR Reviewer looks for the following during site review:

- ▶ 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), [lhudson@dwihn.org](mailto:ludson@dwihn.org)  
[ahardrick@dwihn.org](mailto:ahardrick@dwihn.org) or [spride@dwihn.org](mailto:spride@dwihn.org)

# Residential Services

- ▶ Residential Services – Ryan Morgan Director
  - Reminder- Please ensure that staff are monitoring the Medicaid status of the members served at least monthly.

