



Detroit Wayne Integrated Health Network

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Residential Provider Meeting Q&A Friday, January 16th, 2026 Virtual Meeting 11:30 AM –12:30 PM

1. Are we going to get an increase in addition to the October increase? because we aren't getting paid enough to give that rate

Answer: I would advise emailing Stacie directly as she stated she can answer questions more extensively as needed at sdurant@dwihn.org as they pertain to finance questions and rates

2. I am getting an error 404 message when trying to access DWIHN.

Answer: Our new website was launched this week, and there was a period where DNS was being migrated (which takes 24-48 hours to propagate across all ISPs) where this could potentially occur. This should be fully functional for all ISPs worldwide at this point.

3. You make the min wage increase sound so simplistic. However, it is not. A provider can't simply raise people up to \$17.13. What about the DCWs that have been working for 2-3 years and are making about that amount? Now, a brand-new DCW will be making the same as a seasoned 2-3-year employee. Moral will go straight down the drain. It's already incredibly difficult to find caring, qualified staff. Now we're supposed to crap on long-term employees and give them nothing, while newer staff get an approximate \$1 raise. Make that make sense. For my agency, this is not a sustainable mandated wage, and I will be giving notice on all of my homes. You will be draining the pool of good, experienced providers who cannot make these numbers work.

Answer: DWIHN passed through 100% of the funding provided by MDHHS.

4. Will we ever be able to do progress notes electronically?

Answer: We acknowledge that the residential provider network has been asking for this option for some time. Ryan and I will review options with our Quality Department via a workgroup and provide an update at future meetings.

5. What is email for Allision Smith? Can't access the site.

Answer: asmith@dwihn.org Allison Smith

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6. MDHHS still states that the minimum wage requirement for AGENCIES to pay their staff is \$15.88. The minimum requirement for individual caregivers (working and billing directly with the individual) is \$17.13. Agencies in Michigan are to be at \$15.88 or higher with THEIR discretion being the deciding factor.

Answer: All providers contracted with DWIHN that bill the applicable CPT codes previously included as part of the hazard pay (i.e., H2015, H2016), are required to compensate staff a minimum of \$17.13/hr. effective January 1, 2026. In accordance with their contract, providers are subject to audit at our discretion.

7. It would be nice to have an Agenda that the Provider network actually would like to discuss, rather than your authoritative agenda that we have no say in. Great Partnership!

Answer: Good Moring, if there are any topics you would like us to present, please send us an email at pihpprovidernetwork@dwihn.org.

8. Can you explore why many of the members are being denied Medicaid and SSI?

Answer: While I am unable to speak on SSI denials, I can state that one of the top reasons for Medicaid denials is for failure to return verifications. This is mainly related to proof of assets. It is highly recommended that when an application is completed, if possible, verification of all income and assets are returned with the application.

9. How should a provider move forward when CRSP workers are unresponsive to their clients? Also, when guardians are unresponsive.

Answer: Reach out to the residential services department manager, AMI- Josie Alshorbaji jalshorbaji@dwihn.org, or for I/dd Danita love-carter dlovecarter@dwihn.org, and they can reach out to the CRSP supervisor if needed.

10. I tried to locate quarterly forms on the new site, and I couldn't. Will you show us today?

Answer: Please reach out to your assigned Provider Network Manager for a copy of the Quarterly Contract Status Report.

11. Often, my CRSP and Guardians are not timely with completing forms, even with consistent reminders from the provider. What can we do? We are penalized (not paid) because of their neglect. Or are their actions considered neglect/abuse?

Answer: Please feel free to reach out to the Residential department. management Josie Alshorbaji and Danita Love-Carter, and they can reach out to the CRSP department. Supervisor for assistance with contacting the treatment team. We will also assist with contacting the guardian; however, the CRSP case holder should have the guardian's contact information.

12. Hello Ryan, is it possible to get a copy of the information pertaining to where to send discharge documentation from hospitalization for the members

Answer: Yes, please request a copy of the discharge notification process to residentialreferral@dwihn.org and CC me.

13. Have you all stop providing the agenda prior to the meeting? I have not been able to obtain the agenda in quite some time, as it was once emailed prior to a meeting.

Answer: Good afternoon. The agenda is posted on our website under events. At the top, go to News & Events and select Events. Filter Event Time to any or past, and you will find them there.

14. Is everyone else not receiving the meeting updates anymore? We used to receive dates for provider meetings and the opportunity to submit questions beforehand. We have not received any of those emails. Our PNM had to send us the dates for provider meetings

Answer: Thank you for this feedback. Once you have registered, you should have access to the calendar invite for the series. I will take this information back and work with our Communications Department to see how we can disseminate this information, including the question submission link to providers, ahead of the scheduled meeting

15. Will info change from quarter to quarter? If I can't make Q1, will Q2 have the same information

Answer: Yes, each session is based on the quarters trends, now some of those trends may remain constant and, in those cases, I do present new information and risk mitigation techniques.

16. The CRSP has failed to perform an assessment. Client's authorization is expiring soon

Answer: Again, reach out to department management for assistance with contacting the treatment team. AMI- Josie Alshorbaji, I'DD Danita Love-Carter. Auth. questions can go to the Authorization unit manager, Kate Mancani, at Kmancani@dwihn.org. She can also reach out to the CRSP if needed.

17. Where can I find dates for upcoming meetings

Answer: Good afternoon. You can always check our News & Events tab on our website for upcoming meeting dates. You can also register for this provider meeting series by using this link: https://dwihn-org.zoom.us/webinar/register/WN_HQOWn80bS66FoKytaf8icA#/registration

18. How do we register for the compliance academy?

Answer: DWC website under the events tab. If you need more assistance, you can email me at aling@DWIHN.org

19. Find it difficult to sign into the website.

Answer: The new DWIHN website <https://dwihn.org/>

The link to search PolicyStat does not require providers to log in (the login is for internal DWIHN staff only). As a provider, you can use the search for any active policy or procedure <https://dwmha.policystat.com/>. If you need additional help, please reach asmith@dwihn.org or Justin Zeller jzeller@dwihn.org

