



DWHN Pre-Placement Process

<div><div>Referral Sources</div><div>DWHN Residential Care Specialists</div><div>COPE</div><div>Clinically Responsible Service Provider (CRSP)* (*with Supervisor Approval)</div></div>	<ul style="list-style-type: none">Reviews Member Pre-Placement Agreement form, and obtains member’s/guardian’s signatureFaxes following forms to selected Pre-placement Facility:<ul style="list-style-type: none">Member’s referral packet/COPE PAR documentsSigned Member Pre-Placement AgreementMember Pre-Placement Initial Plan for the designated Pre-Placement facility* <p>*Refer to DWHN Pre-Placement Facility Contact listing for designated facility information.</p>
<div><div>Pre-Placement Facility</div><div><small>*Placement to these facilities are coordinated by RCS Lezlee Adkisson*</small></div><div>Akwaaba House</div><div>Georgia’s Care</div><div>Glenwood Home</div><div>Lewis Manor-NW</div><div>*Detroit Family Home-Boston</div><div>*Kinloch Home</div><div>*Slim Haven-Abington</div></div>	<ul style="list-style-type: none">Immediately ensures receipt of member's Pre-Placement referral packet for placement reviewSubmits timely response on accepting members also confirming scheduled pick-up date and time member once accepted into pre-placement<ul style="list-style-type: none">If referral is refused/denied, the Pre-placement Provider is to send email to notify assigned Residential Care Specialist within 2 hours noting the following:<ul style="list-style-type: none">Member MHWIN ID#Referral Agent Information (direct contact name and phone numberReason for denial (i.e. behaviors, age of member, etc.)Pre-placement Provider Contact InformationCoordinates transport of member from referral site to designated Pre-Placement facility upon acceptance notification that all prescribed medications are available:<ul style="list-style-type: none">Community Hospital D/C: 14-day written prescription with 7-day (in-hand) supplyEmergency Department D/C: Up to the discretion of the ED to provide medicationsCrisis Center COPE D/C: Medication prescription to be coordinated with the member’s designated CRSPConfirms scheduled CRSP follow-up appointment, providing/coordinating transportation and any additional communicationCompletes daily Member Pre-Placement Progress Note for every memberConfirms member weekday census via phone call to designated Residential Care Specialist reporting:<ul style="list-style-type: none">New arrivals, confirming Referral TYPEExtended lengths-of stay (if needed)Member dischargesBed availabilityCompletes Member Pre-Placement Discharge form, sending to Residential DepartmentImmediately reports urgent concerns and/or issues to designated Residential Care Specialist as they occur
<div><div>Residential Services</div></div>	<ul style="list-style-type: none">Designated Residential Care Specialist updates weekday facility census:<ul style="list-style-type: none">Verifies member admissions, extended lengths-of-stay, and dischargesEmails daily bed census for step-down availability to Residential Team, UM, and COPESubmits Internal Auth Requests for incoming members, authorization extensions, and/or member discharges<ul style="list-style-type: none">Service Authorizations are not to exceed 14 days; unless reviewed and determined clinically necessary by RCS; or upon review with department Director and Manager for approval)Completes member's assessment if needed prior to permanent placementRCS verifies effective date and Medicaid status via MHWIN system, uploading all relevant documentation into member's chart<ul style="list-style-type: none">Member Accepted: RCS obtains member's/guardian's consent to proceed with specialized placement process, documenting the member's MHWIN chart when obtained.Member Refused/Denied: RCS notifies CRSP of pre-placement facility with expectant discharge date, to coordinate alternate services and resources.Documents member's chart of pre-placement activity
<div><div>CRSP</div><div>Supports Coordinator/ Case Manager</div><div>Within 5 Days, Including initial 3-day Authorization</div></div>	<ul style="list-style-type: none">Receives email of pre-placement census to update member contact informationRevises Member Initial Pre-Placement Referral Plan as needed and verifies next scheduled outpatient appointmentContacts and informs RCS of member's refusal for placementAssists member with identifying alternate housing options and resources available