



# Detroit Wayne Integrated Health Network

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

FAX: (313) 833-2156  
TTY: 711

**Residential Provider Meeting**  
**Friday, February 27<sup>th</sup>, 2026**  
**Virtual Meeting**  
**11:30 am –12:00 pm**  
**Agenda**

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

- I. Welcome/Introduction
- II. MCO- Rai Brown (2)
  - Provider Contact Information Memo
  - Provider Network Survey
- III. Residential Services - Ryan Morgan (3-8)
  - Residential Department Updates
- IV. Claims – Quinnetta Robinson (9-15)
  - Claims Department Updates
- V. IT Services- Ron Slater
  - Cyber Security Memo
- VI. Office of Recipient Rights- Joyce Wells (16-20)
  - ORR Department Updates
- VII. Administrative Updates – James White, President and CEO
- VIII. Questions
- IX. Adjourn

## Board of Directors

Dr. Cynthia Taueg, Chairperson  
Karima Bentounsi  
Kevin McNamara

Jonathan C. Kinloch, Vice Chairperson  
Angela Bullock  
Bernard Parker

Dora Brown, Treasurer  
Lynne F. Carter, MD  
William Phillips

Eva Garza Dewaelsche, Secretary  
Angelo Glenn  
Kenya Ruth

**James E. White, President and CEO**





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February 3, 2026

To: Provider Network  
From: James White, President and CEO  
cc: Manny Singla DCEO/COO, Stacie Durant CFO, Rai Brown Director of MCO and Dayna Clark, Director of Communications

Detroit Wayne Integrated Health Network (DWIHN) is committed to ensuring that all providers receive timely and essential communications needed to effectively serve our members. Over time, provider contact information may change due to staffing updates, email domain changes, or other transitions, and some of our records have become outdated.

To ensure no provider is missed from important announcements or invitations to in-person events, DWIHN is re-developing a comprehensive master list of provider contacts.

We are asking all providers to complete the form using the hyperlink below. Please use the dropdown menu to select your organization’s name. Organization names are based on the billing provider listed in our accounting system, which is used for payment purposes.

Please complete the form in its entirety **by Thursday, February 26, 2026**. If your organization’s name does not appear in the dropdown, contact Stacie Durant, Chief Financial Officer, at [sdurant@dwihn.org](mailto:sdurant@dwihn.org) for assistance.

Our goal is to keep you—our valued partners—informed and up to date on all network communications. We appreciate your cooperation and thank you for helping us ensure accurate and inclusive communication.

<https://app.smartsheet.com/b/form/602a97eab439474aaf24fa3db2904944>

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Detroit Free Press  
DETROIT HEALTHCARE NETWORK

# Residential Providers Meeting

## Residential Services Department

Ryan Morgan LMSW- Director of Residential Services



# Website Document Search

- Go onto DWIHN website at [www.dwihn.org](http://www.dwihn.org).
- Click the  and enter “**Document Search**”, then click **Search**.



# Website Document Search (continued...)

- Locate and click “**Document Search**” link, then hit **Enter**.
- Enter “**Progress Note**” in Search Documents, then click **Search Now**.

HOME / SEARCH

## Search

Search the site   Clear Filter

Displaying search result: 1 - 7 of 7

Result Type: Page  
[Document Search](#)   
Posted: 10/30/25  
... [Document Search](#) Home / [Search Document Search Search Documents Document Topics](#) ...  
[Document Search](#) ...

HOME / DOCUMENT SEARCH

## Document Search

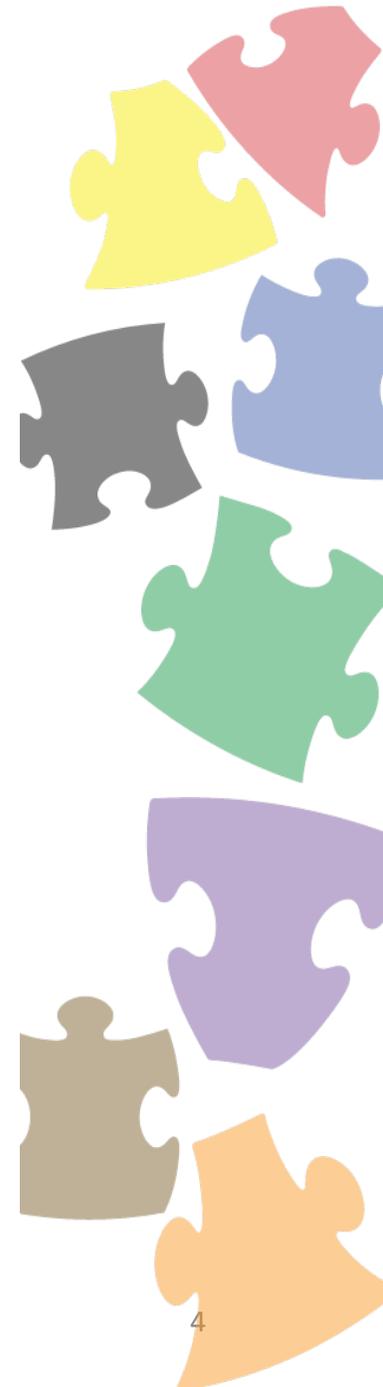
Search Documents

Document Topics

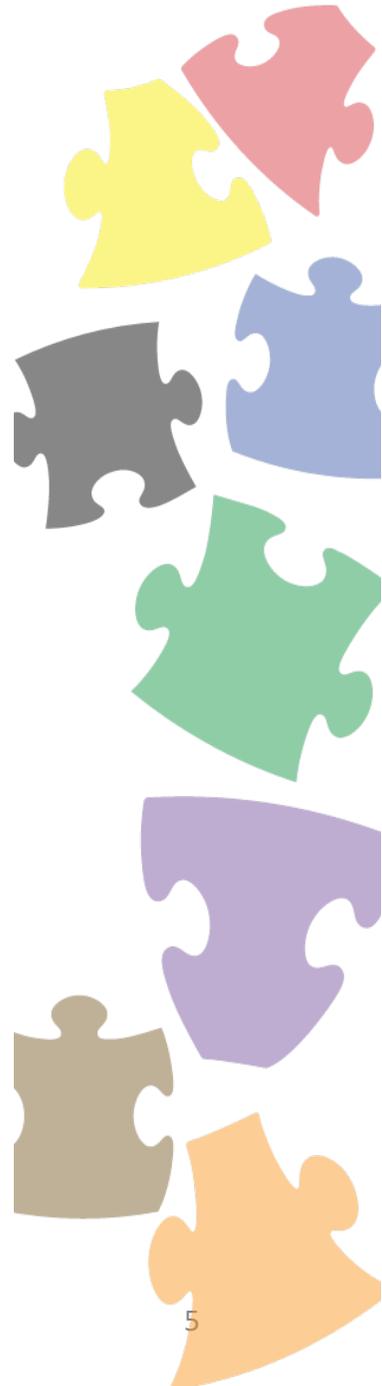
# Website Document Search (continued...)

The screenshot displays the 'Document Search' interface. At the top, there is a search bar with the text 'Progress Note' and a dropdown menu for 'Document Topics'. Below these are two buttons: 'SEARCH NOW' and 'CLEAR FILTER'. The search results are titled 'Search Results for "Progress Note"'. The results list includes:

- PDF**  
[DWIHN Specialized Residential Standardized Progress Note PPT Training Packet \(02.17.2026\)](#)  
Posted: 02/19/26
- PDF**  
[DWIHN Progress Note Time-Conversion Chart](#)  
Posted: 02/11/26
- PDF**  
[DWIHN LICENSED Standardized Progress Note \(Form\)](#)  
Posted: 02/11/26
- PPT**  
[DWIHN Standardized Progress Note Presentation \(07.25.2024\)](#)  
Posted: 02/06/26
- PDF**  
[DWIHN Specialized Residential Standardized Progress Note PPT Training Packet](#)  
Posted: 02/02/26
- PDF**  
[DWIHN Standardized Progress Note Training: Q & A](#)  
Posted: 02/02/26
- PDF**  
[DWIHN UNLICENSED CLS STAFFING Standardized Progress Note FORM](#)  
Posted: 02/02/26



# Website Document Search (continued...)



**Document Search**

Search Documents

Document Topics

**SEARCH NOW** **CLEAR FILTER**

**Search Results for "Discharge"**

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**PDF**  
[DWIHN 30-Day Discharge Guidelines & Form](#)  
Posted: 01/29/26

**Document Search**

Search Documents

Document Topics

**SEARCH NOW** **CLEAR FILTER**

**Search Results for "Transfer"**

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**PDF**  
[DWIHN Internal Transfer Process in a Spec Res Setting Form](#)  
Posted: 01/29/26

**Document Search**

Search Documents

Document Topics

**SEARCH NOW** **CLEAR FILTER**

**Search Results for "Vacancy"**

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**PDF**  
[DWIHN Specialized Residential Vacancy Notification Form](#)  
Posted: 01/30/26



# Thank You, for all you do!

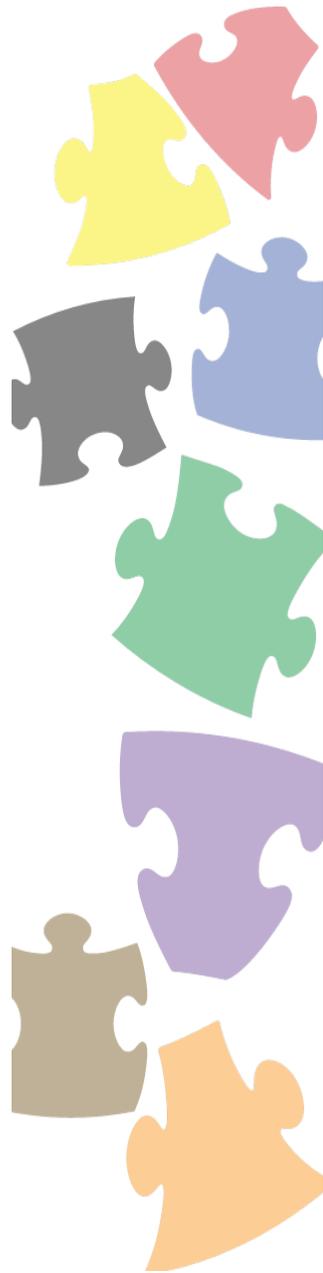
Ryan Morgan LMSW  
rmorgan@dwihn.org





# Provider Claims Best Practices

Quinn Robinson  
Claims Manager



## ➤ General Fund Edit & Exception

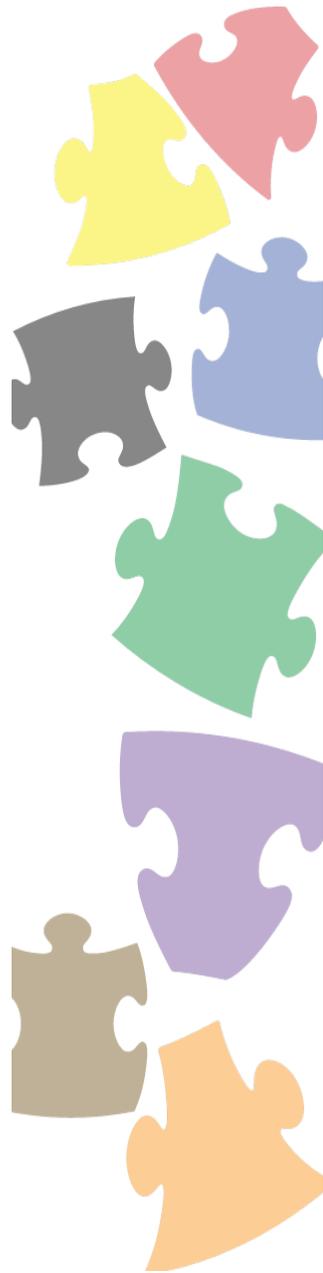
We have identified ongoing confusion regarding the claim error message:

**“Service not in DWMHA benefit plan for this individual on this date of service.”**

This message indicates that the member did not have active coverage on the date of service. As a result, a General Fund Exception Authorization is required for the denied dates of service to be considered for payment.

To resolve this issue promptly, please complete the following steps:

- The consumer’s Case Manager/Supports Coordinator must submit a General Fund Exception Request Form.
- This request must be completed in MH-WIN by selecting “Request for General Fund Exception” within the Authorization screen.



## ➤ Continued..

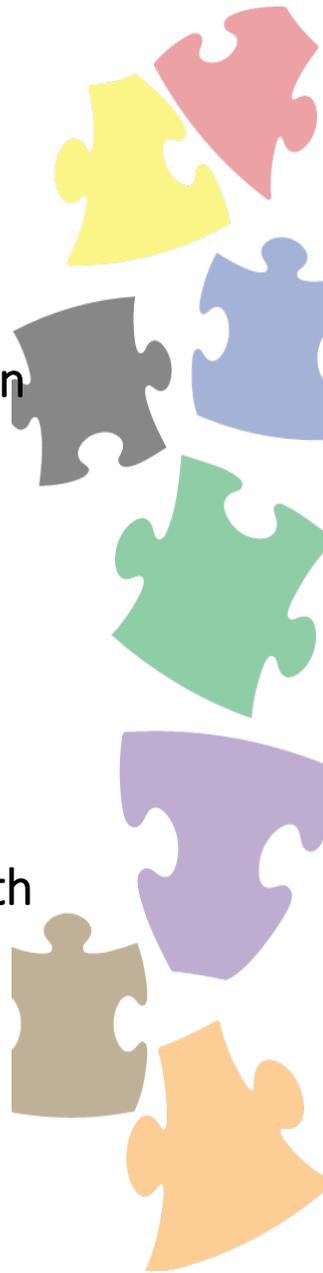
- Once the General Fund (GF) Authorization has been approved and entered, providers must submit claims using the newly assigned GF authorization number for services rendered within the approved GF coverage period. The GF authorization will override the benefit plan edit associated with the lapse in coverage.

\*Timely submission of this request is necessary to prevent further delays in claim resolution.

### **Important Reminder:**

General Fund (GF) authorizations are issued for a maximum of 60 days. During this timeframe, the Case Manager, Supports Coordinator, and/or Guardian is responsible for actively working with the DHS office to facilitate the consumer's Medicaid re-enrollment.

\*Providers should not delay claim submission while waiting for Medicaid coverage to be reinstated. Holding claims may result in avoidable denials for exceeding contractual filing limits, including “timely filing” denials. Timely submission remains the provider's responsibility.

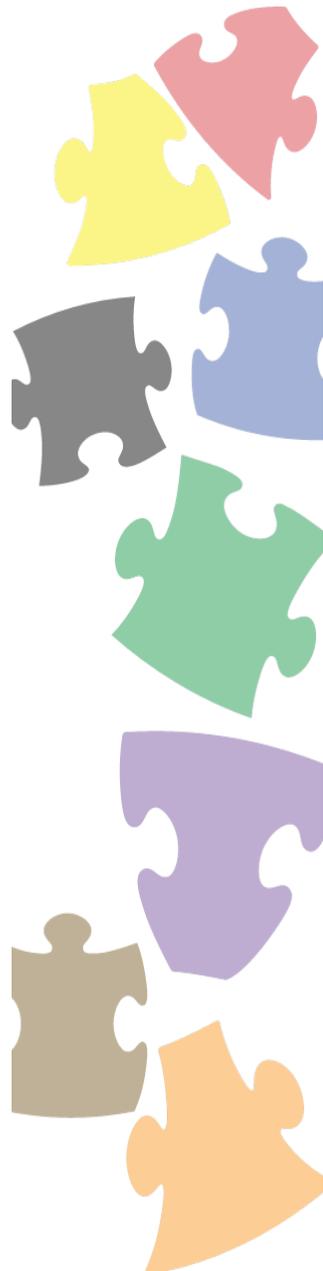


## ➤ Provider Claim Submission

**Important Reminder:** Providers are required to submit all claims for adjudication prior to escalating any issues. Our experienced adjudication team is trained to review and resolve most claim edits during the standard processing phase.

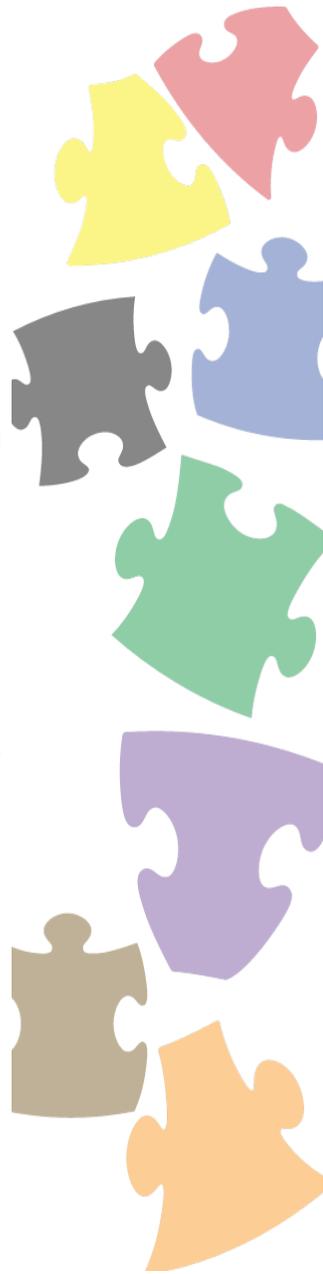
If an edit cannot be resolved, detailed comments outlining the necessary steps toward resolution will be documented directly on the claim.

Only after the adjudication process has been completed and if additional clarification or further review is still needed, should an escalation be submitted to [PIHPclaims@dwihn.org](mailto:PIHPclaims@dwihn.org) for a leadership review.



## ➤ Key Takeaways for Providers

- ✓ Verify consumer eligibility on a regular and ongoing basis.
- ✓ Request General Fund authorizations immediately upon identifying a lapse in coverage.
- ✓ Submit all claims within contractual filing timeframes, even if the claim may result in a denial. Timely submission serves as documentation of compliance.
- ✓ Ensure all claims are submitted and allow the adjudication process to be completed before initiating any escalation.



# Thank You!

*We truly appreciate your partnership and cooperation in helping us improve claims processing efficiency, ensuring timely and accurate resolutions for all providers.*

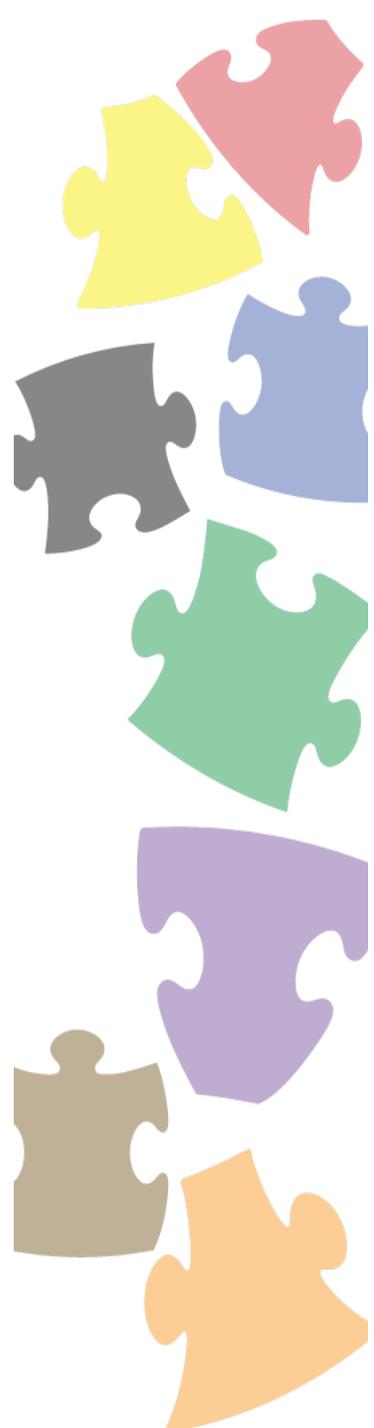




# DETROIT WAYNE INTEGRATED HEALTH NETWORK

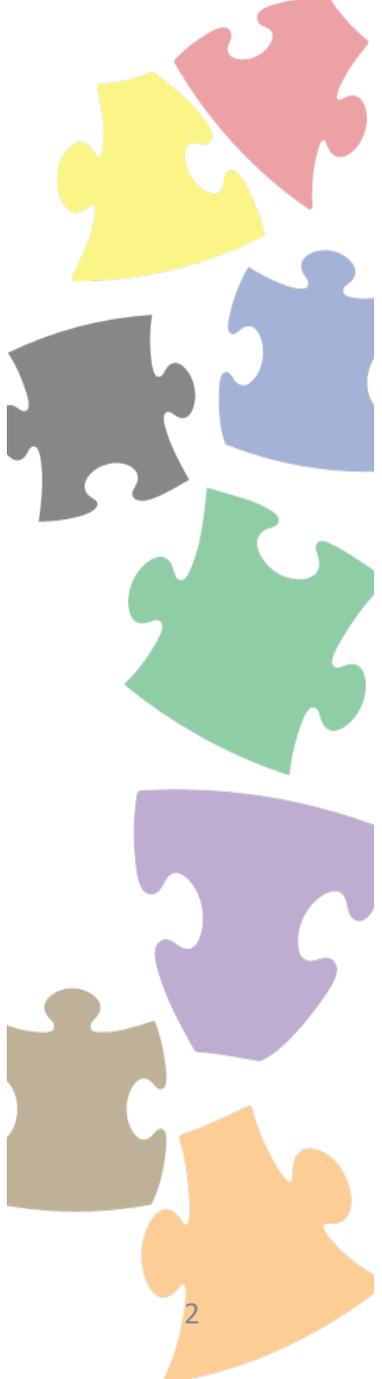
800-241-4949

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



# ORR Training & Monitoring Agenda For Provider Meetings

(02/27/26)



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## Updates: ORR Training (February 27, 2026)

1. **DWIHN website:** (DWIHN.ORG) The DWIHN website has undergone restructuring. Providers can access the “**Office of Recipient Rights**” information re: services, resources, how to contact ORR, etc. via the following:

**[dwihn.org/customer-services/office of recipient rights](http://dwihn.org/customer-services/office-of-recipient-rights)**, (left of the screen), then click on the tab that you require.

2. **ORR NHRRT & Schedule:** All new staff are required to complete NHRRT w/i 30 days of hire-NHRRT classes are held on Tuesday, Wednesday and Thursday each week, from 10am-12pm. Every 2<sup>nd</sup> & 4<sup>th</sup> Tuesday, NHRRT is held from 4pm-6pm. Access trg. calendar on DWIHN website or in MHWIN.

3. **ORR NHRRT Sanction Fee:** Please note, new employees that complete NHRRT beyond 30 days of their hire date, a sanction fee (of no less than \$50) will be issued to Provider. ORR continues to work on the details of this process but anticipates the sanctions to take effect w/in the next couple of months.

### **ORR NHRRT Information for Review:**

NHRRT is held via the Zoom App-participants need a 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. Training participants are not allowed into training 5 minutes after the start time.

Providers, if your staff aren't familiar with the chat feature and Q & A, please provide assistance, if possible.

An email is sent on morning/evening of trg, to the training participant's email address listed in MHWIN. If staff experiences any issues with receiving the NHRRT class email, they can contact ORR trainers at: [orr.training@dwihn.org](mailto:orr.training@dwihn.org)

ORR Trg. info is located on DWIHN website on the MHWIN Newsflash, & on the FAQ's form @ [dwihn.org](http://dwihn.org).

**ORR Trainers:** [orr.training@dwihn.org](mailto:orr.training@dwihn.org)-LaShanda Neely,  
Michael Olver, Joyce Wells  
**ORR Manager:** Schakerra Pride



## Updates: ORR Monitoring February 27, 2026

1. **New Staff-ORR Monitoring**-Welcome, Avery Barnett, ORR RRI to the monitoring team, as of 02/09/26. Avery transferred to the monitoring dept from one of the ORR investigative depts, where he investigated ORR complaints. He has knowledge and experience in monitoring, as well. (See monit. contact info below).
2. **ORR Reviewer & completion of NHRRT**-The ORR Reviewer will check for staff compliance with NHRRT & ARRT, if applicable, during the site review visit. Evidence of staff training will be requested and reviewed for each staff.
3. **ORR Staff Training Record Form**-Providers, or their designee, are required to complete the STRF *prior* to the ORR site visit: staff name, date of hire, date of NHRRT, if over 1 year old, date of current Annual RR training should be documented on the form.

**Questions?** Please place in the Q & A.

### **ORR Monitoring Information for Review:**

ORR Site Visit conducted onsite (in person).



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Covid 19 Questionnaire-If +exposure, an alternative site review will be arranged.

DWIHN ORR accepts NHRRT certificates obtained from *different* counties w/evidence provided & verification of validity, in most cases. (Oakland, Macomb, Washtenaw CMH NHRRT accepted)

During site review, ORR Reviewer will check:

Required postings, RR booklets, confidential items stored, health/safety violations, interior/exterior of facility, interview staff & members re: rights knowledge and complaint filing.

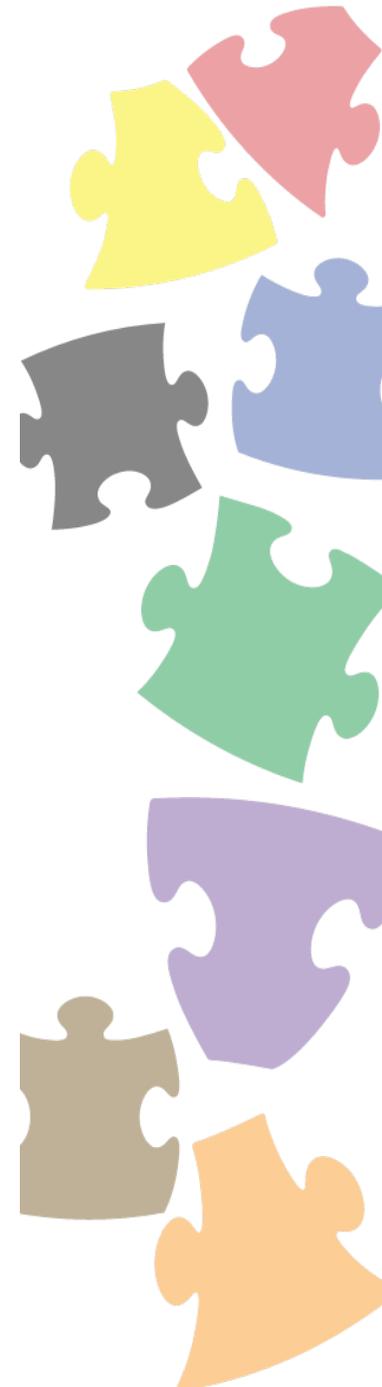
Any violation(s) found requires a Corrective Action Plan. The Provider has 10-business days from the date of the site visit to remedy violation.

End of site review visit, Site Rep is required to sign & date of site review tool.

Important Reminder/Contact Info:

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:lhudson@dwihn.org) [ahardrick@dwihn.org](mailto:ahardrick@dwihn.org)  
[abarnett@dwihn.org](mailto:abarnett@dwihn.org) or [spride@dwihn.org](mailto:spride@dwihn.org)



# THANK YOU FOR ATTENDING!



# QUESTIONS??



**THANK YOU!!!**

