



# Detroit Wayne Integrated Health Network

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## Outpatient/ CRSP Provider Meeting Q&A Friday, February 27<sup>th</sup>, 2026 Virtual Meeting 10:00 AM –11:00 AM

1. Can the Authorizations Department clarify to the CRSP which codes qualify for a General Funds Exception? Many of the Supports Coordinators don't know which codes can have them. For instance, as a Skills Building Provider, they don't know that H2014 can have a General GFunds Exception.

Answer: Please see the link below attached memo from February 2025 for covered GF services and length of authorization. If you have any questions, please contact me at [mhampton1@dwihn.org](mailto:mhampton1@dwihn.org). The DWIHN website has been updated, but the overall content remains unchanged.

[https://dwihn.org/sites/default/files/2026-03/DWIHN\\_Website\\_update-General\\_Fund\\_Benefit\\_Grid\\_%28v2%29.pdf](https://dwihn.org/sites/default/files/2026-03/DWIHN_Website_update-General_Fund_Benefit_Grid_%28v2%29.pdf)

2. The Behavior Treatment Plan Needs Memo dated for 2/20. The survey link does not open:

Answer: I fixed it and will send out a new memo. I'm going to talk about that today.

3. When is the Cyber Security Due? And can you share the link?

Answer: For all providers, use this link to complete the assessment:

<https://forms.office.com/g/eKawUFh3Gc>, The completed form is due by **March 24th 2026**.

4. For General Funds, we have not been using the General Funds Exception Form for quite some time (even when I was at DWIHN 2+ years ago). We have been submitting the authorizations directly through the UM Department as we do with all other authorizations and the authorizations automatically categorize as General Fund if the Member is General Fund.

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Answer: You are correct. The "form" is now the first page of the Request for General Fund Exception module, which is where the basis for the GF request and funding efforts are documented. Additional information: Please see the attached instructions for submitting a Request for General Fund Exception. This can also be found under the "Help" tab in MHWIN.

5. We have noticed that DWIHN (not sure if it is the Access Center) is changing the designations of our clients without our knowledge, which causes billing issues. Can we understand the process for changing the designations without a switch packet? Thank you!

Answer: There are other avenues in which a designation may be changed, sometimes accidentally. Most commonly through a PAR assessment (done for individuals seeking crisis services). If you come across a situation where a designation has been changed in error, please reach out to [accesscenter@dwihn.org](mailto:accesscenter@dwihn.org), and we will review to provide clarification or correct the error if necessary.

6. CRSP discharge forms - I may have missed this, but if we are completing them inside MHWIN, are they still required to be emailed?

Answer: CRSP Discharge forms do not need to be emailed. only CRSP CHANGE forms.

7. When was the Behavior Treatment Plan memo sent?

Answer: Monday, but I can send it to you.

8. Hello, we haven't received any of the memos mentioned. [info@rbcsupportservices.org](mailto:info@rbcsupportservices.org)

Answer: Hello Ms. Myers, please complete the Smartsheet link attached to the Provider Contact Information Request Memo (page 2) of this packet.

9. We serve people with IDD employed by individuals. They only provide payroll services as FMS. Will we be sanctioned if direct care workers do not complete RR training in 30 days? Will the sanctioning be on the employer?

Answer: All staff are required to complete the Recipient Rights (RR) training within 30 days of their hire date. Even if the provider's primary role is limited to payroll services, there may be unforeseen circumstances where staff could interact with a member.

Because of this possibility, RR training is mandatory to ensure everyone understands their responsibilities and can support member rights appropriately. The provider would be sanctioned if training isn't conducted on time.

10. Can I plead with the Office of Recipient Rights to please conduct the annual Recipient Rights Site Visits for all our locations on one date with one reviewer? We have several

locations, and the reviews are happening throughout the year. If they were all on the same day, it would cause less disruption for us. Thank you!

Answer: Yes, this can be arranged. One reviewer can complete all site visits in a single day, depending on the number of locations. Please contact Training Manager Schakerra Pride at [spride@dwihh.org](mailto:spride@dwihh.org) to schedule.