



Detroit Wayne Integrated Health Network

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

FAX: (313) 833-2156
TTY: 711

Residential Provider Meeting
Friday, April 10th, 2026
Virtual Meeting
11:30 am –12:00 pm
Agenda

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

- I. Welcome/Introduction
- II. Clinical Operations- Erik Hutchinson (2-3)
- III. Managed Care Operations – Rai Brown (4-10)
 - MCO Updates
- IV. Compliance – Andrew Ling (11-12)
 - Compliance Department Updates
- V. Residential Service – Ryan Morgan (13-18)
 - Residential Updates
- VI. Claims – Debra Schuchert (19-24)
 - Claims Department Updates
- VII. ORR Training and Monitoring- LaShanda Neely (26-36)
 - ORR Training and Monitoring Updates
- VIII. Recipient Rights- Lexus Davis (37-39)
 - Recipient Rights Department Updates
- IX. Administrative Updates – Manny Singla, Deputy CEO
- X. Questions
- XI. Adjourn

Board of Directors

Jonathan C. Kinloch, Chairperson
Karima Bentounsi
William Phillips

Bernard Parker, Vice Chairperson
Lynne F. Carter, M.D.
Kenya Ruth

Dora Brown, Treasurer
Eva Garza Dewaelsche
Dr. Cynthia Tauieg

Angelo Glenn, Secretary
Kevin McNamara

James E. White, President and CEO





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Erik Hutchison
Vice President of Clinical Operations



Goals:

Strengthening Partnership
Learn from each other
Education with Expectations



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HEALTHCARE

INDUSTRY

TOP
WORK
PLACES
2025

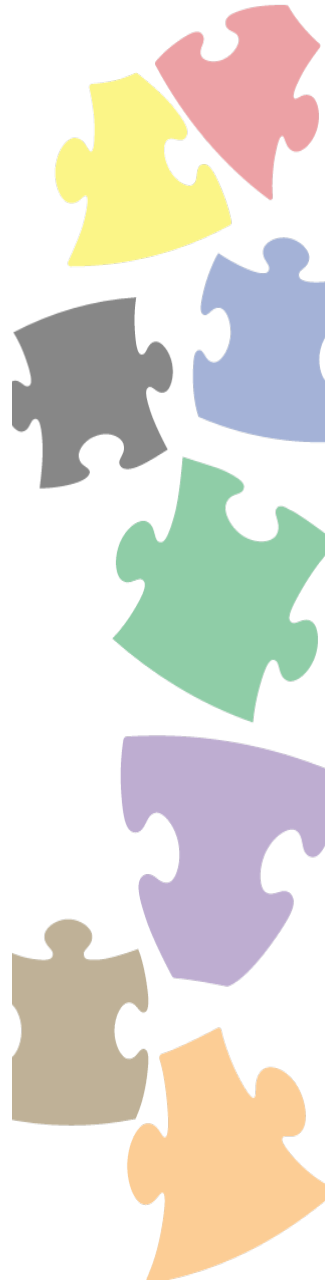


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Managed Care Operations

Rai Brown



Electronic Quarterly Contact Status Report:



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MEMORANDUM

TO: DWIHN Provider Network
FROM: Brown, Director of Contract Management
CC: James White, President/CEO, Manny Singla, Deputy CEO
RE: Urgent: Quarterly Contract Status Report Extension Date for Quarter 2
DATE: April 6, 2026

Dear DWIHN Providers:

As promised, the Quarterly Contract Status Reports are now electronic and are scheduled for rollout in the second quarter. Due to short notice, you will be given an extension to complete this report two weeks after the original due date, April 30, 2026, by the close of business.

Detroit Wayne Integrated Health Network (DWIHN) would like to offer you the opportunity to come in person for step-by-step training and same-day submission of your Quarterly Contract Status Report. Your document will be forwarded to your Provider Network Manager (PNM) in real time for review and approval. Prior to the training, you will receive the Standard Operating Procedure (SOP) and a training video. You will see reminders at the beginning and end of the SOP to save the link you submit to your PNM, so you don't have to complete the document again if revisions are needed.

The dates and times are as follows for the in-person training:

Tuesday, April 14, 2026 – 9:00 AM – 11:00 AM; 1:00 PM – 3:00 PM
Thursday, April 16, 2026 – 9:00 AM – 11:00 AM; 1:00 PM – 3:00 PM
Friday, April 17, 2026 – 2:00 PM – 4:00 PM



Electronic Quarterly Contract Status

Report Training

You're Invited!

- In-Person Sessions for the Provider Network
- The Managed Care Operations team is hosting a series of in-person training sessions at Woodward to support our provider network with the new Therefore forms and the FY26 Quarterly Contract Status Report.
- Team representatives will be on-site to walk you through the updates, answer questions, and ensure you're fully prepared.

What to Bring:

To ensure a smooth and efficient session, please bring:

- Your laptop or tablet

Please Note:

- Do not bring food or uncovered drinks.
- You may bring water or coffee in spill-proof cups with lids.

Location:

8726 Woodward, Detroit, MI 48202 Training Room

Training Dates & Times:

Tuesday, April 14, 2026 | 9:00 AM – 11:00 AM; 1:00 PM – 3:00 PM

Thursday, April 16, 2026 | 9:00 AM – 11:00 AM; 1:00 PM – 3:00 PM

Friday, April 17, 2026 | 2:00 PM – 4:00 PM

Don't miss this opportunity to get familiar with the new tools and ensure a successful QCSR submission.

We look forward to working with you!

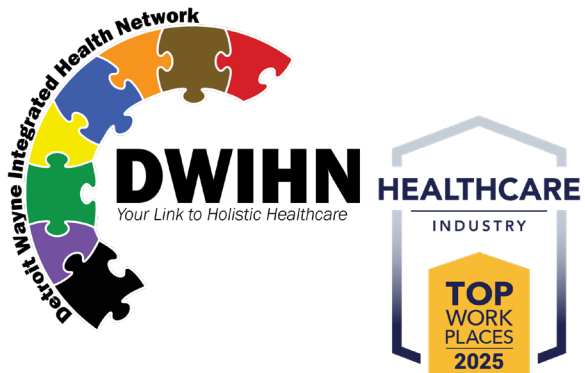
Questions? Please contact the Managed Care Operations team at
pihpprovidernetwork@dwhn.org

Service Provider Change Procedure:

Service Providers are required to notify DWIHN of any changes at least sixty (60) calendar days prior to the effective date. Providers and Practitioners are to notify their assigned Provider Network Manager. These changes are inclusive but not limited to the following:

1. Name
2. Hours of Operation (EQR: Standard I, Provider Directory Checklist, Element #1)
3. Telephone Number(s) (EQR: Standard I, Provider Directory Checklist, Element #3)
4. No longer accepting new patients (EQR: Standard I, Provider Directory, Element #6)
5. Affiliation Change (i.e. Merger) (EQR: Standard I, Provider Directory, Element #1)
6. Addition or deletion of service(s)
7. Addition or change in program location (new or existing) (EQR: Standard I: Provider Checklist, Element #1)
8. Sanctions, suspensions or termination of Chief staff (i.e. CEO, COO, CIO, CFO, etc)
9. Provider locations and/or program closure (temporarily or permanently) (EQR): Standard I: Provider Directory Checklist, Element #2)
10. Other

- <https://dwmha.policystat.com/policy/17673456/latest>





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MEMORANDUM

TO: DWHIH Provider Network
FROM: Brown, Director of Contract Management
CC: James White, President/CEO, Manny Singla, Deputy CEO
RE: Urgent: Quarterly Contract Status Report Extension Date for Quarter 2
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Dear DWHIH Providers:

As promised, the Quarterly Contract Status Reports are now electronic and are scheduled for rollout in the second quarter. Due to short notice, you will be given an extension to complete this report two weeks after the original due date, April 30, 2026, by the close of business.

Detroit Wayne Integrated Health Network (DWHIH) would like to offer you the opportunity to come in person for step-by-step training and same-day submission of your Quarterly Contract Status Report. Your document will be forwarded to your Provider Network Manager (PNM) in real time for review and approval. Prior to the training, you will receive the Standard Operating Procedure (SOP) and a training video. You will see reminders at the beginning and end of the SOP to save the link you submit to your PNM, so you don't have to complete the document again if revisions are needed.

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Friday, April 17, 2026 – 2:00 PM – 4:00 PM

Please bring your laptop. You are allowed to bring water or coffee in a spill-proof cup with a lid. You will not be able to bring in liquids that could potentially stain the carpet in the training room. If you have any questions, please do not hesitate to contact your PNM at your earliest convenience.

Sincerely,

Board of Directors

Jonathan C. Kinloch, Chairperson
Karima Bentounsi
William Phillips

Bernard Parker, Vice Chairperson
Lynne F. Carter, M.D.
Kenya Ruth

Dora Brown, Treasurer
Eva Garza Dewaelsche
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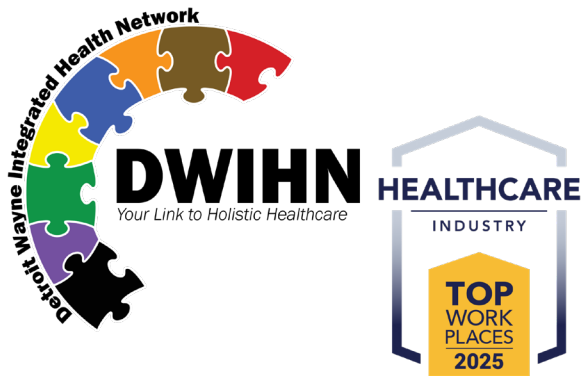
James E. White, President and CEO



Rai Williams, MHA

Rai Williams, MHA
Director of Contract Management
Detroit Wayne Integrated Health Network

Thank you !



Who and When to Contact?

- **If you have any questions or suggestions regarding the Compliance Academy.** Please contact Andrew Ling, Senior Compliance Auditing Specialist, Aling@dwihn.org
-
- **If you have a question pertaining to an active compliance review?** Your designated reviewer is listed in the notification letter sent to your agency, along with their name and contact details.
 - **If you have a question pertaining to a closed case. This means you have submitted your CAP and satisfied all CAP or other requirements, and no further action is required from your agency?** Please contact Eboni Rousell, Special Investigations Unit Administrator, Erousell@dwihn.org
 - **If you have concerns about sanctions or actions being taken against your agency.** Please contact Sheree Jackson, Vice President of Compliance, Sjackson@dwihn.org



FY '25-'26 Compliance Academy

QRT 1:

Jan: 6th and 8th - CRSP
Jan: 13th and 15th - Outpatient
Jan: 20th and 22nd - Residential
Jan: 27th and 29th - ABA

QRT 2:

March 31st and April 2nd- CRSP
April: 7th and 9th- Outpatient
April: 14th and 16th- Residential
April: 21st and 23rd- ABA

QRT 3 data:

July: 7th and 10th- CRSP
July: 14th and 17th- Outpatient
July: 21st and 23rd- Residential
July: 28th and 30th- ABA

QRT 4:

October: 6th and 8th- CRSP
October: 13th and 15th- Outpatient
October: 20th and 23rd- Residential
October: 27th and 29th- ABA

End of the FY review:

November: 3rd and 6th-CRSP
November: 10th and 12th- Outpatient
November: 17th and 20th-Residential
December: 1st and 3rd-ABA



Residential Provider Meeting

Director of Residential Services: Ryan Morgan



Residential Updates

- Inconsistent billing practices of H2X15 and T2X27 have been identified and DWIHN has begun a review of modifiers being used to identify enhanced staffing. When inconsistencies are identified between the billing practices and the member's IPOS DWIHN will expect a full recoupment of funds.

Residential Updates

- Electronic Visit Verification in home caregiver attestations documentation can be emailed to residentialreferral@dwhn.org for review and signature.
- Administrative denials for residential authorizations.



Updates: Cont.

- Ensure you are submitting Incident Reports to the Office of Recipient Rights at the ORR secure fax line at (313) 833-2043.
- Please ensure staff listed in MHWIN and have completed ORR training as well.

Specialized Residential Referrals

per Referring Agent Type

	CRSP	CSU	DHHS AGE-OUT	ED	HOSPITAL	NURSING HOME/SNF	WAYNE COUNTY JAIL	TOTALs
October 2025	121	5	1	15	77	7	2	228
November 2025	85	6	2	7	58	7	1	166
December 2025	99	7	1	17	64	7	0	195
January 2026	135	8	1	27	76	7	2	256
February 2026	140	7	4	16	72	6	1	246
March 2026*	78	5	2	9	52	8	2	187



Thanks for all you do!

Ryan Morgan LMSW rmorgan@dwihn.org.





Provider Claims Best Practices

Quinn Robinson
Claims Manager



➤ Claim Reconsideration – Required Review Steps

Before submitting a claim reconsideration request to PIHP Claims, please confirm the following:

- ✓ Review the claim under **View All Batches**
- ✓ Confirm the claim has **completed the payment process**
- ✓ Verify the claim is **eligible for reconsideration**

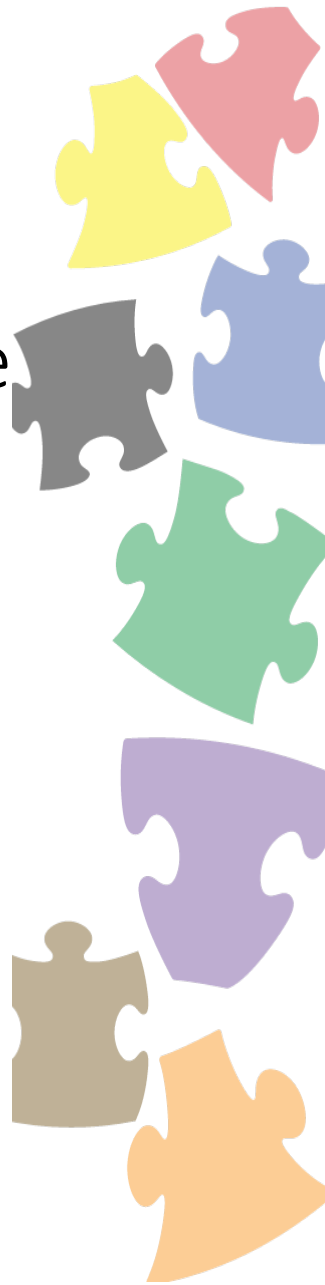
Important Reminder:

⊘ *Do not submit reconsideration requests for claims that are still in processing.*



➤ Why This Is Important

- ❖ Reconsideration requests submitted too early cannot be processed
- ❖ Increases response time for all providers
- ❖ Creates duplicate work and delays resolution
- ✓ System verification ensures accurate and timely reviews



➤ Return Batch / Claim Requests – Required Review Steps

Before submitting a return, batch or claim request to PIHP Claims, please confirm the following:

- ✓ Verify the claim is **not still in Claims Data Entry**
- ✓ Review **View All Batches** to confirm the current claim status
- ✓ Confirm the claim is **not in the payment process**
- ✓ Verify the claim has **not already been paid**

Important Reminder:

⊘ *Claims may only be returned if they have been submitted for adjudication and have not entered the payment process.*



➤ Key Takeaways for Providers

- ❖ Always verify claim status before emailing PIHP Claims
- ❖ Use **View All Batches** and view **Claims Data Entry** consistently
- ❖ Submit requests only after confirming eligibility
- ✓ These steps reduce delays, rework, and processing time



Thank You!

We appreciate your cooperation in improving claims processing efficiency, which supports timely resolutions for all providers.





DETROIT WAYNE INTEGRATED HEALTH NETWORK

800-241-4949

www.dwihn.org



ORR Training & Monitoring Agenda Provider Meeting (04/10/26)



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HEALTHCARE
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WORK
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2025**

Updates: ORR Training (April 10, 2026)

1. Provider Staff “Re-registration” for NHRRT process:

After Provider staff have initially been registered for NHRRT but missed the class, they will require “re-registration.” The following steps should be taken when re-registering Provider staff:

Step 1: Go to the MHWIN home page & click on the “Training Management tab” to the left of the screen, then click the “Staff Training History” tab, to go to the “Staff List” page.

Mental Health Wellness INFORMATION NETWORK

Detroit Wayne Integrated Health Network
Mental Health Wellness Information Network

Home Logout Help

MI Health Link
My Page
ORR
ORR Reports
Peer Support Specialist
Performance Indicators
Provider Management
Provider Reports
Reports and Downloads
Site Reviews and Monitoring
Staff To-Do List
System Setup
TEDS Submission
Training Management
Training Management Reports

may be specified by JOB Type/Position Code, Employee or Department.

- **View Training Class Activity**
View the status of upcoming class sessions, such as current enrollment, number currently on waitlist, etc.
- **Training Class Participant Status**
Log individual participant Completion or "No Show" status for a selected Class session. Add "Walk-In" participants for a selected class session.
- **Staff Training History**
View a training history for a selected staff person. Add, change and view Course Completion Verification. Generate Completion Certificates.
- **View Staff Training Requirements**
View required training for a selected staff person.
- **Work With Staff Course Alerts**
Add, view, renew and delete Course Alerts for a selected staff person.
- **Upload Training Records for a specific course/class**
Upload training completion records for a selected course/class.



Updates: ORR Training (April 10, 2026)

Re-registration for NHRRT for Provider staff cont'd:

Step 2: "Staff List" screen-Enter the staff's first and last name in the "staff name" box, & click the "search" tab. The staff's name will appear to the left of the screen. To the right of the screen click the "select" option, to go to the "Training history" page.

Mental Health Wellness INFORMATION NETWORK
Detroit Wayne Integrated Health Network
Mental Health Wellness Information Network
DWIHN

Back Home Logout Help

Staff List

Affiliate / PIHP: ▾ *Any
Staff Name: Staff ID:
Staff Type: ▾ *Any Assigned Location: ▾ *Any
User Group: ▾ *Any
Supervisor:
 Show Active Staff Only Exclude Contract Provider Staff
Staff DOB:
Staff Email:
Staff State ID / Driver's License #:
User ID:

Showing 1 - 20 of 48603 Staff 1 2 3 4 5 6 7 8 9 ...

Staff	User ID	Type	Affiliate / PIHP	Primary Location	
1 marcinaha, Daniel (490904)	dmarcinaha	Psychiatrist / DA / MD			Select



Updates cont'd: ORR Training (April 10, 2026)

Re-registration for NHRRT for Provider staff cont'd:

Step 3: "Training History" page, documents the Course Name, Date Registered, Class Date, & Status. To **Re-register** the provider staff, to the right of the screen click the "Re-Register staff name" option, to go the "Class Activity" List page.

Course(s)

Course Name	Date Registered	Class ID Class Date Class Time Class Location	Status	Comments	Add External Transcript Re-Register
New Hire Recipient Rights Training - DWIHN	10/14/2025	2036 11/04/2025 10:00 AM 12:00 PM	No Show 11/04/2025		Add Course Completion Verification
					Change Delete View
					Print Registration Confirmation

[Back](#) [Home](#)



Updates cont'd: ORR Training (April 10, 2026)

Re-registration for NHRRT for Provider staff cont'd:

Step 4: “Class Activity List” page, documents the various NHRRT classes available for the **re-registered** staff to choose from.

Class Start Date: From 4/1/2026 thru 05/30/2026

Course Name/Information:

Additional Class Search Criteria: *Select Additional Search Criteria v

Exclude Cancelled Classes

SEARCH

25 class(es)

[◀PREVIOUS](#) Page 1 of 2 [NEXT▶](#)

Course Name/Location	Start/End Date	Begin/End Time	Status	Status Date	
New Hire Recipient Rights Training - DWIHN Location: Course ID: 1	04/01/2026 04/01/2026	10:00 AM 12:00 PM	Closed to Registration	03/27/2026	Change Delete View Participants Wait List Print Class Roster Enter Class Completion Send Email Print Certificates Cancel Class
Seats	Min Max Used Available Attended				
	1 64 64 0 39				
Re-Register Keyera Butler					
New Hire Recipient Rights Training - DWIHN Location: Course ID: 1	04/02/2026 04/02/2026	10:00 AM 12:00 PM	Closed to Registration	04/01/2026	Change Delete View Participants Wait List Print Class Roster Enter Class Completion Send Email
Seats	Min Max Used Available Attended				
	1 64 64 0 37				



Updates cont'd: ORR Training (April 10, 2026)

Re-registration for NHRRT for Provider staff cont'd:

Step 5: “Class Activity” List page, choose the NHRRT class date you want the staff to attend and click on the “Participants” selection to the right of the screen, to go to the “Participant” List page.

5 class(es) ◀ PREVIOUS Page 1 of 2 NEXT ▶

Course Name/Location	Start/End Date	Begin/End Time	Status Status Date													
New Hire Recipient Rights Training - DWIHN Location: Course ID: 1	04/01/2026 04/01/2026	10:00 AM 12:00 PM	Closed to Registration 03/27/2026	Change Delete View Participants Wait List Print Class Roster Enter Class Completion Send Email Print Certificates Cancel Class												
<table border="1"> <thead> <tr> <th>Seats</th> <th>Min</th> <th>Max</th> <th>Used</th> <th>Available</th> <th>Attended</th> </tr> </thead> <tbody> <tr> <td></td> <td>1</td> <td>64</td> <td>64</td> <td>0</td> <td>39</td> </tr> </tbody> </table>					Seats	Min	Max	Used	Available	Attended		1	64	64	0	39
Seats	Min	Max	Used	Available	Attended											
	1	64	64	0	39											



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Re-registration for NHRRT for Provider staff cont'd:

Step 6: "Participant List" page, click on the "Add Participant" selection to the right of the screen.

4 Participant(s) [◀PREVIOUS](#) Page 1 of 7 [NEXT▶](#)

Participant Name Department/Organization	Date Wait Listed	Date Registered	Status	Comment	Add Participant
		03/18/2026	Attended 04/01/2026		Change Delete View Print Registration Confirmation Print Certificate

The staff has been successfully re-registered to attend the NHRRT class.



ORR Training (April 10, 2026)

Questions? Please place in the Q & A.

ORR NHRRT Information for Review:

How to access ORR resources via the DWIHN website: (**DWIHN.ORG**). 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, (left of the screen), then click on the tab that you require.

NHRRT is held via the Zoom App-Tues, Wed, & Thur, **10am-12pm**, and every **2nd & 4th Tuesday**, from **4pm-6pm**.

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 issue with receiving the NHRRT class email, they can contact ORR trainers at: orr.training@dwihn.org

ORR trg. info is located on DWIHN website, on the MHWIN Newsflash, & on the FAQ's form @ dwihn.org.

ORR Trainers: orr.training@dwihn.org-LaShanda Neely, Michael Olver, Joyce Wells
ORR Manager: Schakerra Pride



Updates: ORR Monitoring April 10, 2026

1. **ORR Monitoring Staff**-Edward Sims, ORR RRI, Lawrence Hudson, ORR RRI, Avery Barnett, ORR RRI, Andre Hardrick, ORR RRS, & Schakerra Pride, ORR Mgr. (See email address at the bottom of slide), for any information or questions.

2. **Staff Training Evidence Required**-During the ORR site review visit, the ORR Reviewer will request evidence of staff training:

- For all program types, **with the exception of AFC's**, the ORR Monitoring staff will request to review any Newly Hired staff & their NHRRT evidence, since the previous site review visit.
- For **AFC Home Staff**, the ORR Monitoring staff will request to review all staff's training information, who work at the location, including New Hires since the previous site review.

Questions? Please place in the Q & A.

ORR Monitoring Information for Review:

ORR Site Visit conducted onsite (in person).

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



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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 the 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,
lhudson@dwihn.org ahardrick@dwihn.org
abarnett@dwihn.org or spride@dwihn.org



**THANK YOU FOR
ATTENDING!**



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QUESTIONS??



THANK YOU!!!





2026 DWIHN PROVIDER MEETING



INVESTIGATIVE TRENDS



- Medication Errors
- Leaving Members Alone with 1:1 staffing
- Non-compliance of Member's IPOS
- Non-compliance of eating guidelines
- Treating members with Dignity and Respect
- Abusive language towards Members
- Bed Bug IRs w/documentation
- Timely Incident Reporting

In order to stop a reoccurrence of the same violations, we would suggest that when giving remedial action, it is ensured that the action fits the incident that occurred.

This way staff will understand how important it is to understand the services and requirements needed to provide for our Members.

TEAMWORK MAKES THE DREAM WORK!!!



**LET'S STOP
RE-OCCURRENCES
FOR THE SAME
ACTION!**