



Detroit Wayne Integrated Health Network

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www.dwihn.org

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TTY: 711

CRSP/Outpatient Provider Meeting

Friday, July 17th, 2026

Virtual Meeting

10:00 am –11:00 am

Agenda

Zoom Link: <https://dwihn-org.zoom.us/j/93220807823>

- I. Welcome/Introductions
- II. Managed Care Operations- Rai Brown
 - Q3 Quarterly Contract Status Reports
 - FY 27 pre-contracting
 - Credentialing Reminders
- III. Quality Improvement- Fareeha Nadeem (2-9)
 - Behavior Treatment Services Updates
- IV. Claims Department – Quinetta Robinson (10-16)
 - Claims Updates
- V. ORR Training and Monitoring – Joyce Wells (17-21)
 - ORR Updates
- VI. Children Initiative- Cassandra Phipps (22-31)
 - Children Initiative Updates
- VII. Compliance Department – Andrew Ling (32-34)
 - Compliance Updates
- VIII. Community Engagement- Trent Sanford
 - DWC Transition
- IX. Administrative Updates – Manny Singla, Deputy CEO
- X. Questions
- XI. Adjourn

Board of Directors

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Bernard Parker, Vice Chairperson
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Dr. Cynthia Tauieg

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BEHAVIOR TREATMENT SERVICES UPDATES

Outpatient Providers Meeting 07.17.2026.



Fareeha Nadeem, MA, LLP, Senior Psychologist, DWIHN



BEHAVIOR TREATMENT TRAINING SERIES FY 2026

We want to extend a sincere **Thank you** to our providers for their tremendous participation in our recent **Behavior Treatment Services** training series (March–May), which covered:

1. Guidelines for 1:1/2:1 Staffing
2. BTPRC Requirements and HCBS Compliance
3. Best Billing Practices

To date, **868 participants** have attended our Behavior Treatment trainings during FY 2026.

Thank you for your continued commitment to delivering high-quality services.



BEHAVIOR TREATMENT SATISFACTION SURVEY FY 2026

- On March 31, 2026, we launched our first Behavior Treatment Satisfaction Survey.
- The FY 2026 Behavior Treatment Survey was administered to individuals receiving behavioral treatment services within the I/DD program.
- A total of 682 surveys were distributed, with 123 completed surveys returned for analysis (20.5% response rate).
- The deadline for submitting these surveys was set for May 31, 2026.



BEHAVIOR TREATMENT SURVEY RESULTS

- **Overall satisfaction was high**, with an average score of **84.63%**, exceeding the **80% quality benchmark**. **Strongest areas** included:
- **Positive behavioral support**
- **Treatment with dignity and respect**
- **Protection of individual rights**
- **Overall satisfaction with behavioral treatment services**



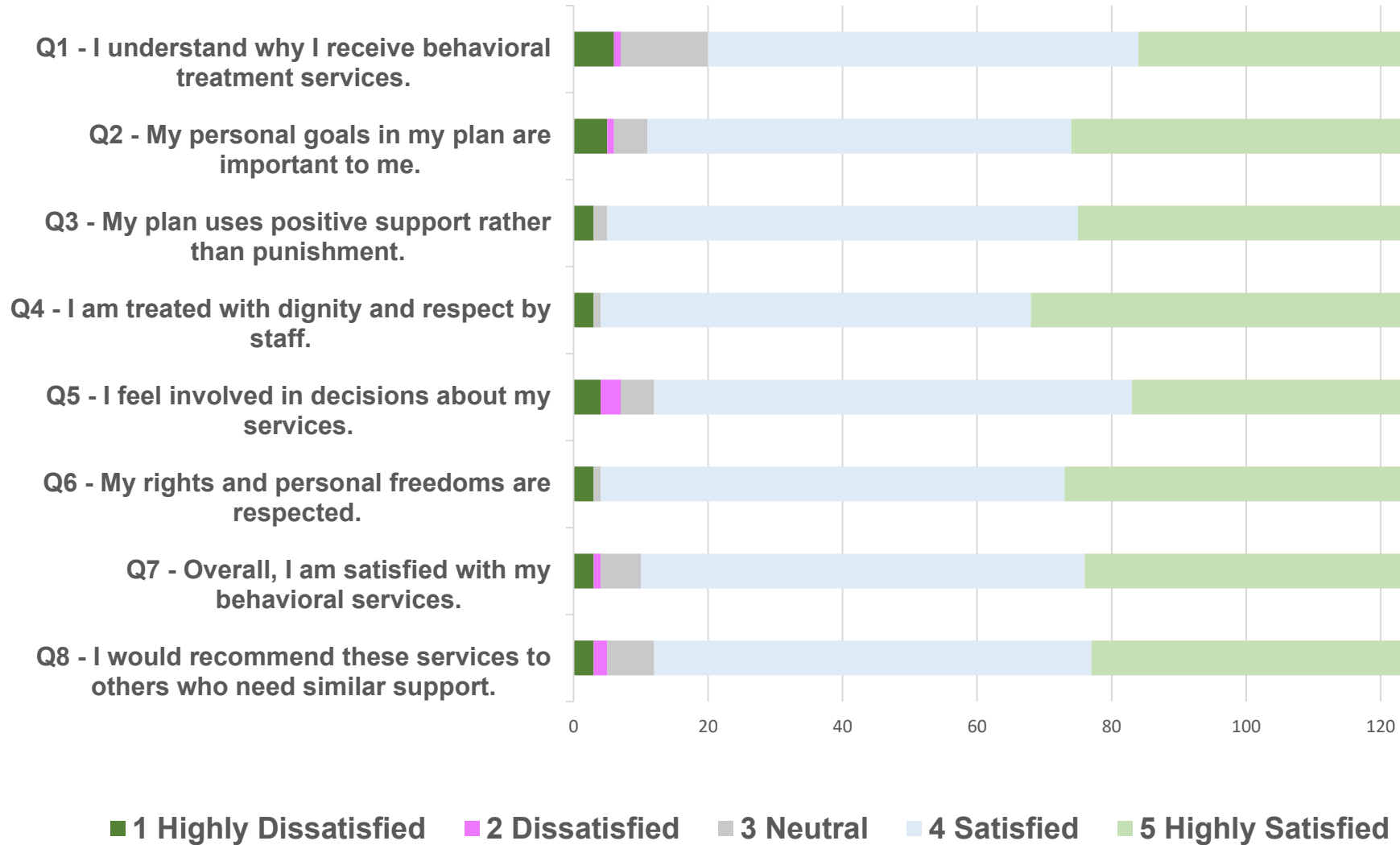
BEHAVIOR TREATMENT SURVEY RESULTS

Lowest-scoring areas included:

- Understanding the purpose of behavioral treatment services (**80.98%**)
- Involvement in decisions about services (**82.76%**)
- Willingness to recommend services to others (**84.23%**)
- The lower-scoring areas reflect: **person-centered planning.**
- A higher proportion of "**Highly Dissatisfied**" responses in these domains suggests that some individuals may **not consistently experience meaningful participation in treatment planning** or fully understand the purpose and goals of their behavioral interventions.



Behavior Treatment Survey FY 2026



DWIHN
Your Link to Holistic Healthcare



RECOMMENDATIONS

- Maintain current behavioral treatment practices that promote positive behavior support, and dignity with respect.
- Maintain positive, person-centered behavioral treatment practices.
- Improve communication about behavioral treatment goals and outcomes.
- Increase individual participation in behavior support planning.
- Strengthen BTPRC monitoring using survey and quality review
- Incorporating survey and quality monitoring activities.



UPCOMING PILOT BTPRC PROJECT

- We are excited to announce that DWIHN is in process of launching a Pilot for Behavior Treatment Plan Review Committee to help network providers with Behavior Treatment Review Process.
- We will send a Memo with more details in next few weeks.
- Stay Tuned!!!





DWHN
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Claims Department Customer Service Improvement Initiatives

Increasing Provider Satisfaction



Our Focus

- ✓ Streamline provider inquiries
- ✓ Improve response times
- ✓ Enhance provider education
- ✓ Deliver consistent, high-quality customer service

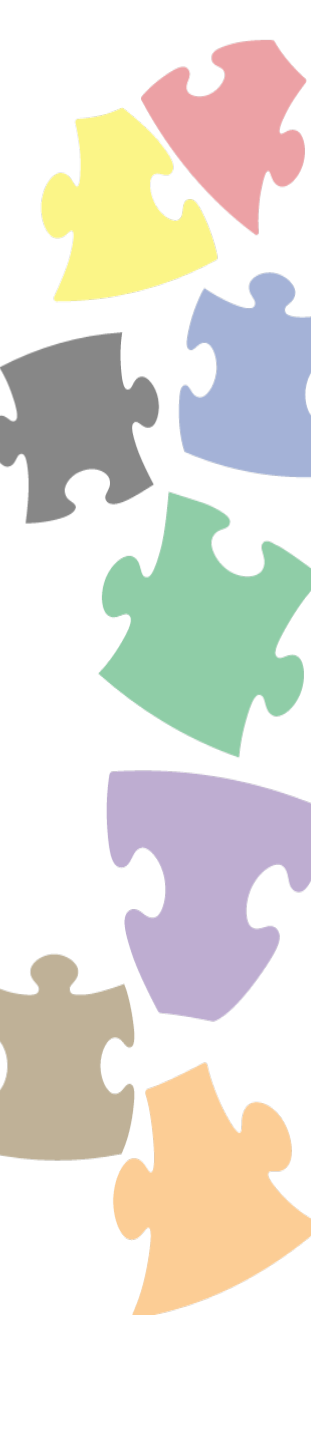


Provider Inquiry Improvements

New processes have been implemented to:

- Standardize inquiry handling
- Improve tracking and follow-up
- Reduce delays in responses
- Ensure providers receive timely, accurate information





Provider Education

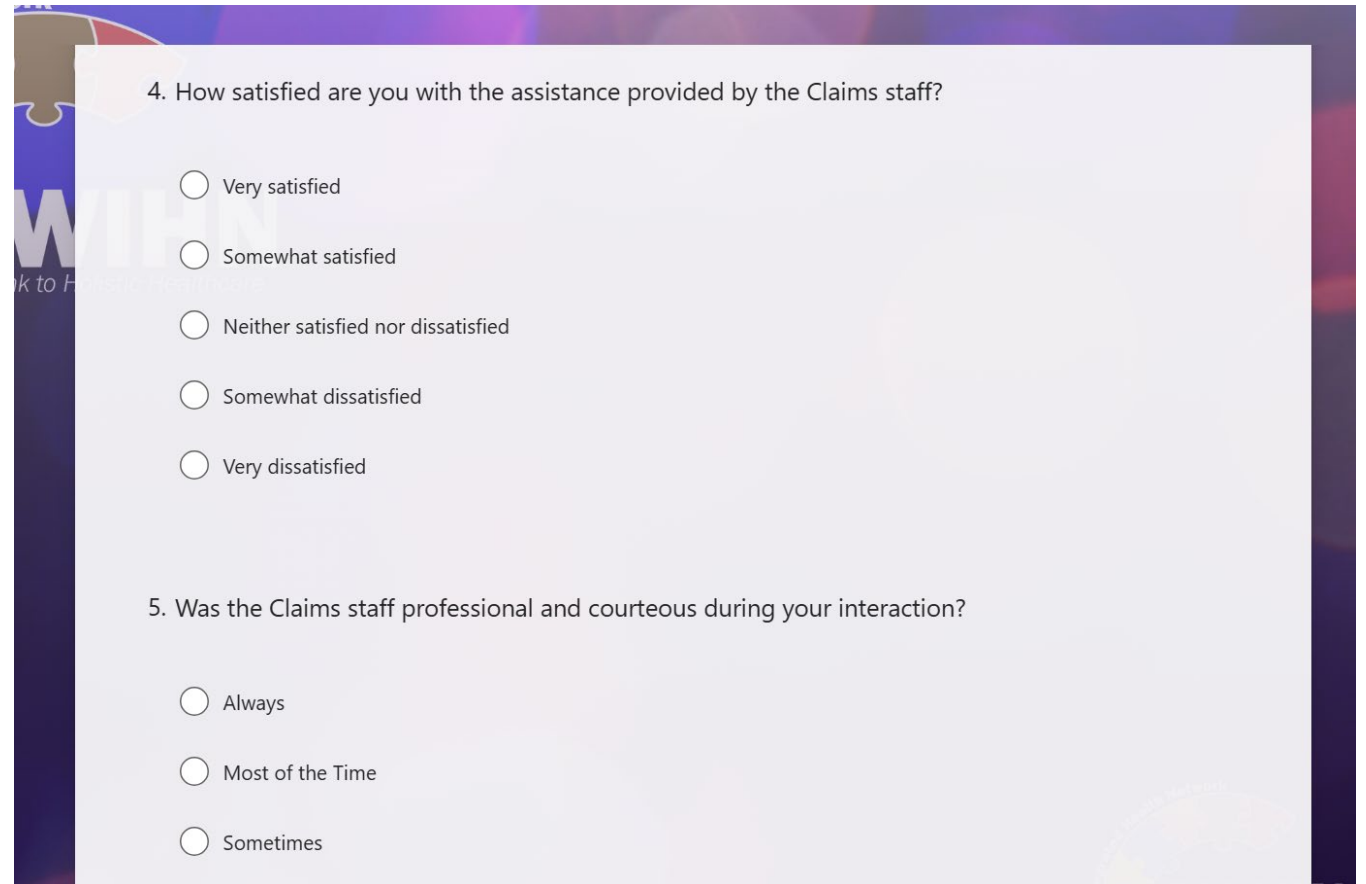
We are committed to helping providers navigate the claims process through:

- Clear guidance
- Educational communication
- Consistent claim resolution support
- Improved understanding of claims processes

Provider Satisfaction Survey

Following interactions with the Adjudication Team, you may receive a survey link. The survey link is also included in the tagline of Adjudication Team emails.

<https://forms.office.com/g/FVWYqUgi3a>



4. How satisfied are you with the assistance provided by the Claims staff?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

5. Was the Claims staff professional and courteous during your interaction?

- ☐ Always
- ☐ Most of the Time
- ☐ Sometimes

Provider Satisfaction Survey

If you receive a survey request, please complete it.

- The survey contains 13 multiple-choice questions.
- It takes only a few minutes.
- Questions focus on your resolution experience with our team and allows for you to provide feedback.

Your feedback helps us continuously improve your customer service experience!





DETROIT WAYNE INTEGRATED HEALTH NETWORK

800-241-4949

www.dwihn.org



ORR Training & Monitoring Agenda Provider Meeting (7/17/26)



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Updates ORR Training (Pending 2026)

1. **NHRRT Compliance**-NHRRT percentage of compliance has improved: **June 2026-76.75%**. Thank you to all Providers whose staff were trained w/i 30 doh. Please continue, as we're not quite where we need to be yet-**82%** or above.
2. **NHRRT Class Availability**-Always **2 months** of NHRRT classes available in MHWIN, at any given time. Availability-2 weeks out **at the most**. Questions should be directed to the ORR trainers at: orr.training@dwihn.org
3. **NHRRT Class Attire**-Please dress business casual on camera.
4. **NHRRT vs. ARRT-NHRRT** w/i 30 doh, new staff, held via Zoom App. **ARRT**-1 year after NHRRT and each year thereafter, via DWC.
5. **NHRRT Quiz Submission**-Required to be submitted by **3pm** (morning class) by **9pm** (evening class)
6. **Providers check MHWIN**-On Fridays for the status of their staff's NHRRT=Attended, Incomplete, No Show, etc.
7. **Name of Employer**-Providers, please assist ORR training dept. & assure that staff are aware of the name of their employer.

ORR NHRRT Information for Review:

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

Participants are required to 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.

An email is sent on morning/evening of trg, to the training participant's email address listed in **MHWIN**. Please keep current.

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



Updates: ORR Monitoring Pending 2026

1. ORR Staff Training Record Form-To be completed *prior* to the ORR Reviewer's site visit-Include: **Name, DOH, NHRRT date & ARRT date** for each staff. Provide evidence of trainings (certificates/transcripts). Difficulty experienced with Site Reps completion of the form correctly. As a result, a training will be provided at the next Provider meeting re: how to complete the Staff Training Record form. Stay tuned.

2. How to Access ORR Information-On the DWIHN.org website:

- Click the "Care and Services" tab
- Under the "Find & Connect" heading, click on "Office of Recipient Rights" (ORR forms, Booklets, how to contact the Rights Office, etc)
- Under "Provider RR Training Resources" heading find:
- Training Newsflash=FAQ's, pending, to be corrected.
- MHWIN Newsflash-A link needs to be added, pending.
- Also find the current Provider Meeting ORR PPT
- Yearly NHRRT Class calendar

3. ORR Reviewer & Training Search-Providers or their Designee are responsible for managing their employee's Staff Record located in MHWIN. This includes keeping the record up-to-date, verifying NHRRT compliance, reviewing/printing certificates, etc.

ORR Monitoring Information for Review:

ORR Site Visit conducted onsite (in person).

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

DWIHN ORR accepts NHRRT certificates obtained from other 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.

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!!!



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TOP
WORK
PLACES
2023

Detroit Free Press

Children Services CRSP/Outpatient Provider Meeting

July 17, 2026

Director of Children Initiative - Cassandra Phipps



WAYNE COUNTY SYSTEM OF CARE
SYSTEMS IN ACTION FOR CHILDREN, YOUTH AND FAMILIES



Agenda

1. ABA Request for Qualifications (RFQ) Notification – 2026-007
2. Children Services Rate Adjustment Letter to Members
3. Bulletin 24-001 v3: Children Evidenced Based Practices
4. Instructions to locate bulletins on DWIHN website
5. Summer Youth Events & Activities



ABA Request for Qualification Notification

DETROIT WAYNE INTEGRATED HEALTH NETWORK
REQUEST FOR QUALIFICATIONS
FOR
OUTPATIENT MENTAL HEALTH PROVIDERS TO PROVIDE
APPLIED BEHAVIOR ANALYSIS SERVICES

CONTROL NO. 2026-007

Issue Date:	Wednesday, July 8, 2026
Pre-Response Conference:	N/A
Response Question Due:	Thursday, July 16, 2026 at 2:00 p.m. local time
Responses Deadline:	Thursday, July 30, 2026 at 2:00 p.m. local time
Oral presentations*:	TBD
Response Submission Format:	Electronic
Purchasing Contact:	Larry Lee, Procurement Administrator Email: llee@dwihn.org Purchasing Division Email: procurement@dwihn.org





ABA Request for Qualification Notification

Description: The Detroit Wayne Integrated Health Network (DWHN) is requesting responses to this Request for Qualifications (RFQ) for the purpose of creating a list of qualified Providers to provide Applied Behavioral Analysis (ABA), for individuals under 21 years of age diagnosed with autism spectrum disorders (ASD) that are eligible for Behavior Health Treatment (BHT) per the Michigan Medicaid Provider Manual. Contract awards will be made only to Respondents placed on the Qualified List established through this RFQ.

Providers currently included on the Qualified List established under RFQ 2023-005 and RFQ 2023-005 REBID are not required to submit a response to this solicitation and will remain qualified through September 30, 2028. This RFQ is intended to expand the Qualified List by allowing additional qualified providers to be added through September 30, 2031.

A copy of this bid may be obtained from the BidNetDirect website (formerly MITN.info) at <https://www.bidnetdirect.com>, until the deadline date and time noted above. Until the Bid Deadline, it is incumbent upon the Bidder to check the website for additional information and/or addenda. If you have any questions, please email Purchasing Contact Above. *Late Responses will not be accepted – NO EXCEPTIONS.*

Written questions regarding the substance of the RFQ or scope of services must be submitted via BidNetDirect or via e-mail to the purchasing contact listed above no later than the Pre- Response Question Deadline indicated above.

Children Services Rate Adjustment Letter



DWIHN Customer Service Department is in the process of preparing the Rate Adjustment Letter to be sent to members authorized for CLS, Respite, and Overnight Health and Safety Support services.

Re: H2015(Community Living Supports), T2027(Overnight Health and Safety Supports), and T1005(Respite) – Rate adjustments

This letter is to inform DWIHN Members, Parents, and Caregivers of a recent change in the reimbursement rates for the following children services effective 7/1/2026.

- Community Living Supports (CLS)
- Overnight Health and Safety Supports
- Respite services

The rate change ensures these services provided to members are reimbursed at the same level regardless of disability designation or waiver status. This update does not change the amount of time that members are approved to receive services.

Self Determination: For members using self-determination, current budgets can remain in place until the Individual Plan of Service (IPOS) ends. When a new IPOS is created, a new budget will be developed using the updated rates.

Contract Program	H2015 Community Living Supports (15 Minutes)		T2027 Overnight Health and Safety (15 Minutes)		T1005 Respite (15 Minutes)	
	Current Rate	Revised Rate Effective 7/1/26	Current Rate	Revised Rate Effective 7/1/26	Current Rate	Revised Rate Effective 7/1/26
MH Child Residential	\$7.76	\$6.47	NA	NA	NA	NA
Children's Waiver	\$8.42	\$6.47	\$7.06	\$6.26	\$8.42	\$5.85
SED Waiver	\$8.42	\$6.47	\$7.06	\$6.26	\$8.42	\$5.85

Any questions or concerns can be directed to DWIHN's customer service department at 313-833-2493.

Bulletin: 24-001 v3 – Children Evidenced Based Practice

BACKGROUND

Currently Michigan Department of Health and Human Services (MDHHS) permits certain Evidenced Based Practices (EBP) modifiers for children's services. DWIHN has developed local modifiers to capture all the children services EBPs to identify members ages 0 to 21st birthday who are receiving EBPs and to measure the outcomes of services.

PROCEDURE

MDHHS updated the code chart to add cpt codes and modifiers for children services evidenced based practices. Children Providers are to utilize the identified CPT codes and modifiers according to the chart below.

- *New codes/modifiers* – highlighted yellow in the chart below
- *Removed codes/modifiers* – documented in the Evidenced Based Practice Description column

DEFINITIONS:

Evidenced Based Practice (EBP): is a process in which the practitioner combines well researched interventions with clinical experience, ethics, client preferences, and culture to guide and inform the delivery of treatments and services. (National Association of Social Work)

Bulletin: 24-001 v3 – Children Evidenced Based Practice

AUTHORIZATIONS & CLAIMS:

- Providers are also able to submit and or resubmit claims effective 10/1/2025 as needed by 8/31/26.
- Refer to chart below for further guidance on billing the EBPs.
- Providers are required to reference the MDHHS Code Chart for appropriate credentials to bill the various cpt codes for EBPs. (*Refer to the REFERENCE section below*).
- Claims must include the appropriate cpt code, modifiers, and staff credentialing modifiers according to the approved Individual Plan of Service (IPOS) and authorization.
- Since the EBPs are classified as “informational modifiers” in MHWIN, Providers have to manually add the appropriate modifiers when submitting progress notes and claims.

Click on the link to view the Bulletin Document

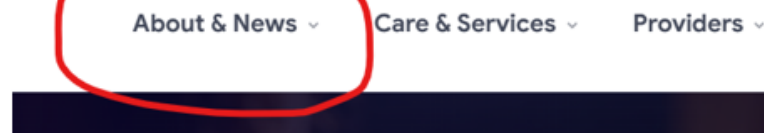
<https://dwihn.org/sites/default/files/2026-06/Children Evidenced Based Practice Bulletin 24-001 v3.pdf>

How to view bulletins on DWIHN website?

<https://dwihn.org/>

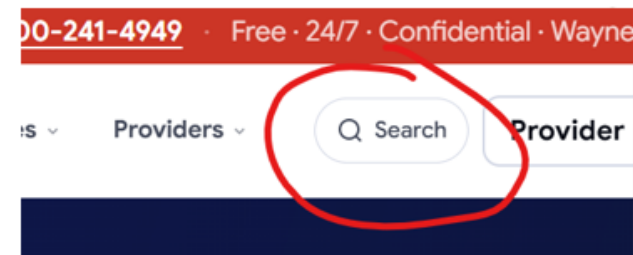
Step 1: Go to “About & News”

- Select “Document Library”



Step 2: Go to “Search”

- Type “Bulletin”
- Select applicable bulletin



2026 TRANSITIONAL AGE YOUTH FORUM

Choosing Your Current: Claiming Direction in Uncertain Waters

Free

Ages 14-25 Welcome

SCAN HERE

JULY 31, 2026
10:00 AM – 3:00 PM

WAYNE COUNTY COMMUNITY COLLEGE DISTRICT
EASTERN CAMPUS (COOPER ROOM)
5901 CONNER ST.
DETROIT, MI 48213

Resource Fair - Lunch Provided - Youth-led Presentations

Contact weyouthunited@dwihn.org with any questions

FREE COMMUNITY EVENT

BACK TO SCHOOL BASH

Resources, Face Painting, Bounce Houses, Music, Lunch, Backpack and School Supplies Giveaway*, Crafts and more!

*Backpack & School Supply Giveaway while supplies last

Friday, August 14, 2026 12pm-4pm	Kemeny Recreation Center 2260 S Fort St, Detroit, MI 48217
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MiSideHealth miside.org

Contact Us

Children Initiative Department
TeamChildrens@dwihn.org



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 Dawn N. Ison, Interim Vice President of Compliance, Dison@dwihn.org



Introduction

The purpose of the DWIHN Compliance Academy:

Goal: To address frequent identified noncompliance issues and educate the DWIHN Provider Network on how to remain in compliance. Using the train-the-trainer method, ensure that all members of the DWIHN Provider Network are aware of and trained on noncompliance trends.

*****Training will be provided quarterly based on updated noncompliance trends and compliance policies, laws, and regulations*****



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: 14th and 16th- CRSP

July: 21st and 23rd- Outpatient

July: 22nd 29th- Residential

July: 28th and 30th- ABA

QRT 4: October

TBD

End of the FY review: November TBD

