



Detroit Wayne Integrated Health Network

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

FAX: (313) 833-2156
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Residential Provider Meeting

Friday, August 14th, 2026

Virtual Meeting

11:30 am –12:00 pm

Agenda

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

- I. Welcome/Introductions
- II. Utilization Management- Marlena Hampton
 - Authorization Refresher
- III. Integrated Healthcare Department- Ashley Bond (2-3)
 - Complex Case Management
- IV. ORR Department- Edward Sims (4-10)
 - ORR Training and Monitoring Updates
- V. Access Call Center Department- Yvonne Bostic (11-19)
 - Access Call Center Updates
- VI. Quality Improvement – Fareeha Nadeem (20)
 - DWIHN Pilot Behavior Treatment Plan Review Committee Launch
- VII. Residential Services Department- Kate Mancani
 - Scheduling Residential Assessments
 - IPOS Reports
 - Behavior Treatment Plans 1:1/2:1
- VIII. Administrative Updates – Manny Singla, Deputy CEO
- IX. Questions
- X. Adjourn

Board of Directors

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About CCM

CCM is a collaborative process that includes assessment, planning, facilitation, and advocacy.

It explores options and services to meet a person's identified needs with the ultimate goal of promoting high-quality, person-friendly, and cost-effective outcomes.

CCM services are short-term and does not take the place of current services but are integrated with the clinically responsible service provider's case management services.



Contact Us



dwihn.org



313-833-2500



707 W Milwaukee Ave,
Detroit, MI 48202
(313)-989-9444



COMPLEX CASE MANAGEMENT (CCM)

CCM is a collaborative process involving assessment, planning, facilitation, and advocacy.



REFERRAL PROCESS

DWIHN CCM staff may receive referrals via:

- Email: pihpccm@dwihn.org
- Fax: 313-989-9529
- Phone: 313-833-2500

A referral form is available on the DWIHN website under the Integrated Health Care page.

Please include:

- Current bio-psychosocial assessment
- LOCUS/SIS assessment
- Any other relevant clinical documents



CRITERIA TO PARTICIPATE

ADULTS

Eligible individuals must:

- Be actively receiving outpatient behavioral health services
- Have a diagnosis of SMI, DD/IDD, or SUD
- Have had at least one visit with a DWIHN provider within the past quarter

And show one or more of the following:

- No primary or specialty care visits in the past 12 months
- Gaps in care (e.g., missed medications, not seeing providers)
- Ongoing medical conditions (e.g., asthma, obesity, chronic pain, diabetes, pregnancy)
- Frequent emergency department visits in the past six months
- Missed behavioral health appointments

Children & Youth (Ages 2–21)

Eligible individuals must:

- Be diagnosed with SED and/or ASD
- Have a chronic medical condition (e.g., asthma, obesity, cerebral palsy, epilepsy, pregnancy)

And show one or more of the following:

- Frequent emergency department visits in the past 12 months
- Gaps in care (e.g., no primary care visit in six months, medication gaps)
- Missed behavioral health appointments

GOALS OF CCM

- Connect to appropriate community resources
- Develop teams that include family, medical, and behavioral health professionals
- Improve quality of life
- Provide early intervention to prevent crisis

Eligibility Criteria

CCM is a voluntary program for adults and children/youth.

Participants must commit to at least 90 days.





DETROIT WAYNE INTEGRATED HEALTH NETWORK

800-241-4949

www.dwihn.org



ORR Training & Monitoring Agenda Provider Meeting (08/14/26)



Updates-ORR Training (08/14/2026)

1. **ORR Training NHRRT Class Email**-The New Hire Recipient Rights training class email is sent out to the training participants at ***least 2 hours*** prior to the start of the NHRRT class. The ORR trainers request that the Providers or their Designee, encourage their employees to please review the documents & instructions included in the email, ***before*** the start of the training. This will greatly assist the trainers, as well as the class participants.
2. **NHRRT Participant email address**-Participants are registered for NHRRT using their new employee email address, identified in MHWIN. The NHRRT class training link & documents are emailed to the training participant's email address documented in MHWIN. ISSUE: Participants take the training from home where they don't have access to or are unaware of how to access their work email. Results in the trainers spending additional time resending the documents & link to a different email. Providers, please note that the NHRRT class link & training documents **will be sent to the participant's email address documented in MHWIN.**
3. **Driving or sitting in a vehicle DURING NHRRT class**-Is prohibited, due to safety reasons, non-engagement in the trg, & to abide by the laws against distracted driving.



Participants observed driving or sitting in a vehicle during the NHRRT class will automatically be removed from the training and will need to be re-registered for the training.

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 assure your employee's staff records are kept current.

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



Updates: ORR Monitoring 08/14/2026

1. Employee Staff Record & Training Search-Providers or their Designee are responsible for managing their employee's Staff Record located in MHWIN. This includes, assuring the staff record is up-to-date, verifying employee's New Hire Recipient Rights training attendance & compliance and printing certificates, etc.

2. ORR Staff Training Record Form-To be completed *prior* to the ORR Reviewer's site visit-Includes: **Name**, **DOH**, **NHRRT date & ARRT date** for each staff. **Evidence** of trainings will be reviewed during the site visit (certificates/transcripts).

3. How to complete the Staff Training Record Form-Next slide

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)

Review Cont'd

ORR Monitoring Information for Review:

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



ORR STAFF TRAINING RECORD FORM

1. **Staff Name:** New staff hired since previous site visit-Sp Important
2. **Staff DOH:** Staff date of hire
3. **Staff NHRRT Date: New Hire**
Recipient Rights training date-Virtual, live via the Zoom APP (w/i 30 days of hire) Expires 1 year from date attended
4. **Staff ARRT Date: Annual** Recipient Rights training date-Via Detroit Wayne Connect website (DWC)
5. **Name of Facility:** Where site review will be conducted
6. **Date:** That the ORR Site Review conducted
7. **Complete Address:** Of location being reviewed
8. **ORR Reviewer:** Name of DWIHN staff conducting the site visit
9. **Site Rep:** Name of Provider or Designee site visit conducted with

STAFF NAME: (PLEASE PRINT)	STAFF DOH:	STAFF NHRRT:	STAFF ARRT:

NAME OF FACILITY: _____ DATE: _____

ADDRESS: _____

DWIHN ORR REVIEWER: _____

SITE REP: _____

****PLEASE NOTE: EVIDENCE (CERTIFICATES/TRANSCRIPTS), WILL BE REQUIRED TO BE SUBMITTED FOR REVIEW.**



THANK YOU FOR ATTENDING!



QUESTIONS????

THANK YOU!!!





DWHN
Your Link to Holistic Healthcare



DWHN CRSP Provider Meeting
DWHN Access Call Center
Friday, August 14, 2026





Access Call Center – Access to Services- Children Specialty Services

- Enrollment requests for Children’s Specialty Services do not require a telephonic screening
 - Children Specialty Services – submit enrollment packet request via smartsheet
 - <https://app.smartsheet.com/b/form/336965fa2885435db00b594e4f173251>
 - School Success Initiative
 - Age 0-5 seeking IMH, SED or I/DD services
 - Foster Care
 - Juvenile Justice
 - Juvenile Youth Restorative Program (JYRP)
 - Integrated Youth Juvenile Clinical Services (IYJCS)
 - Children Waiver
 - SED waiver
 - Enrollment packet- CRSP enrollment form, SED or I/DD checklist, Court Order if applicable, Foster Care worker ID (if applicable), Proof of residency, Consent to share information, etc.





Access Call Center – Access to services – Telephonic Screenings

- The following require a telephonic screening to open chart and assign CRSP
 - Request for Autism Services (ASD Evaluation, Supports Coordination, etc.)
 - Age 6+ request for SED, SMI, I/DD, SUD
- The following can be processed via AccessCenter@dwihn.org
 - Generate Member ID
 - Request for CCBHC chart
- Questions about authorizations go to: PIHPauthorizations@dwihn.org
- Questions about claims should go to: PIHPclaims@dwihn.org





Access Call Center – Access to Services – Intake Appointment Calendars

- Routine Intake Appointments
 - (MHWIN Intake Calendar – Child (DD), Adult (DD), Adult (MH). Child (MH)
 - check calendars weekly/daily and offer appointments via MHWIN calendar as soon as they become available
 - check emails daily for requests for intake appointments
 - Put notes in the appointment slot to inform the call center of how the appointment should be used (MDOC, ABA SC, Jail/Returning Citizen, No Medicare/MIHL, etc.)
 - If you cannot accept any intakes, please complete the capacity form to inform that access center that you are closed to intakes
 - If you are not closed to intakes that access center will call or email to request an appointment
 - MHWIN calendar problems/questions should be directed to MHWIN helpdesk and assigned DWIHN Program Network Manager





Access Call Center – Access to Services – Hospital Discharge Follow-up Appointments

- Hospital Discharge Follow up appointments should be with a Mental Health Practitioner within 30 days of discharge. The Access Call Center will continue to scheduled these appointments within 7 days of discharge.
 - Make sure you have a few appointments available weekly for each population you serve (Hospital Discharge MI (Adult, CHILD, Adult or Child), Hospital Discharge DD (Adult, Child, Adult or Child) w/ MH Practitioner
 - All appointments should be scheduled through MHWIN /DWIHN (via call center or UM department or hospital liaison) for tracking purposes.
 - If you have made arrangements for a discharge appointment directly with the member or hospital social worker, make sure that appointment slot is on the calendar with notes and contact the access center so that DWIHN can connect the appointment to the member and include this in the monthly data reports
 - DWIHN Hospital Liaisons may reach out providers to assist with coordinating appointments
 - Label appointment slots for new or existing members





Access Call Center – Access to Services – CRSP Change Request

- CRSP change requests are for existing/active members seeking to transfer services from one CRSP to another
 - Send all CRSP change Request forms to CRSPprovider@dwihn.org
 - The member must be in agreement with the CRSP change request
 - The new CRSP must be contracted to provide services within the member's assigned designation (SMI designation cannot transfer to a provider that only offers I/DD services)
 - The new CRSP must have capacity to accept the member and be contacted before the CRSP change can be approved
 - The CRSP change request can be completed by the new or old crsp
 - A verbal consent must include the name and phone number of the person providing the consent. The form must also include the name of the provider, staff named and phone number of the person completing the form



Access Call Center – Access to Services – Disability Designation Change Request

- Request Form and Supporting documentation should be submitted to the Smartsheet by the current CRSP
 - <https://app.smartsheet.com/b/form/a713f14ee3ca4463ad67b1fb88b80467>
 - The case will be reviewed by Adult Initiatives or Childrens Initiatives or DWIHN Staff Psychiatrist and CRSP will be notified of the final decision
 - Incomplete requests will not be processed and CRSP will be notified of missing documentation
 - The member does not have to be transferred to a new CRSP or change designation if the current CRSP does not offer a particular service. **An addendum can be added to the treatment plan.**
 - Example: member with I/DD designation and primary DD diagnosis needs psychiatric medication management.





DWHN Access Call Center – Access to Services – Contact Information

ph: 800-241-4949 * Fax: 877-909-3950

Email: AccessCenter@dwihn.org

CRSP Change Request: CRSPprovider@dwihn.org

Disability Designation Change Request Smartsheet:

<https://app.smartsheet.com/b/form/a713f14ee3ca4463ad67b1fb88b80467>

Children Specialty Population Enrollment Request Smartsheet:

<https://app.smartsheet.com/b/form/336965fa2885435db00b594e4f173251>



Questions???



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ANNOUNCEMENT

DWIHN Pilot Behavior Treatment Plan Review Committee (BTPRC)

Detroit Wayne Integrated Health Network (DWIHN) is pleased to announce the launch of the Pilot **Behavior Treatment Plan Review Committee (BTPRC)** to support the network with Behavior Treatment Plan reviews and approvals.

How to Schedule a Review

Network providers seeking to schedule a **BTPRC review appointment** should contact using the email below to receive the **appointment paperwork packet and instructions** for scheduling a review.

Important: Completed paperwork must be uploaded to the member's **MHWIN case record at least 15 days prior to the scheduled meeting date.**

First DWIHN BTPRC Meeting

September 14, 2026

9:00 a.m. – 1:00 p.m.

Meeting Format: Microsoft Teams

To Book a Review Appointment

Email: pilotbtprc@dwihn.org

Please ensure all required documentation is completed and submitted according to the instructions provided and timeline.

Board of Directors

Jonathan C. Kinloch, Chairperson
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William Phillips

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