

## **ORR Training FAQ's** **2026-2027 edition**

**Does DWIHN ORR accept New Hire Recipient Rights Training (NHRRT) conducted by another CMH?** Providers must email proof of training (certificate) to DWIHN ORR at [orr.training@dwihn.org](mailto:orr.training@dwihn.org) for verification. Once verified, the staff will be marked compliant, and the training recorded in their MH-WIN staff record.

**ORR Trainer Contact Info:** DWIHN ORR Trainers-Joyce Wells, LaShanda Neely, and Michael Olver are available at email address: [orr.training@dwihn.org](mailto:orr.training@dwihn.org)

- **ORR trainers' hours of availability:** Monday-Friday 7:00am-4:30pm
- **New Hire Recipient Rights Training (NHRRT):** Takes place via the **Zoom App**, typically Tuesday, Wednesday & Thursday of each week, from 10am-12pm for mornings scheduled and 4pm-6pm for evening trainings scheduled. Evening training classes are held on the 2nd and 4th Tuesday of each month. Registration is available on MHWIN.

**How do Providers determine if a specific staff has a staff record in MH-WIN?** To confirm a Staff Record, click the link below, complete the form and submit:

<https://forms.dwihn.org/TWA/eForms/#/embed/9?allowanonymous=1>

The staff file maintenance person, would be the person who is aware of who has what permissions or record available in MHWIN.

The MHWIN Helpdesk will process your request within three business days.

The Help Desk will conduct a record search in MHWIN to see if that Staff record already exists. If it does exist, the Helpdesk will update the record and assign the Staff to the Provider. If it does NOT exist, the administrator will receive notice to set up the Staff ID.

**How are Providers notified after the MHWIN Helpdesk unit creates or moves the staff record?** When a Provider submits the request for a staff record, they receive an email from the Help Desk stating that a "helpdesk ticket" has been opened for them. When the staff record is created or moved, the Provider receives an email from the Helpdesk (using the email address that was used to submit the original request). The Provider also receives an email that the "helpdesk ticket" is now closed, which means the task has been completed.  
**CONFIRM WITH MHWIN HELPDESK.**

**Is there current availability in NHRRT classes?** Yes, see the New Hire Recipient Rights calendar in MHWIN. Registering staff in MHWIN is easy and convenient. DWIHN ORR conducts on average 11 trainings per month virtually. This provides about 600 available seats per month. There is always at least two months' worth of ORR New Hire trainings (NHRRT) open at any given time. If assistance is needed, contact the ORR Training team at: [orr.training@dwihn.org](mailto:orr.training@dwihn.org)

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**Does this apply to Substance Use Disorder (SUD) Providers and staff?** No, only to Providers and staff that provide services to members with Serious Mental Illness, Intellectual/Developmental Disabilities, and Serious Emotional Disturbance. SUD Providers and staff have different training requirements.

**Can DWIHN implement contract sanctions?** The Michigan Mental Health Code requires that all individuals employed by the Detroit Wayne Integrated Health Network and its Providers receive training related to recipient rights protection **before or within 30 days** of their hire date, [MCL 330.1755 (5)(f)]. Section 3.7 of the Detroit Wayne Integrated Health Network (DWIHN) Service Provider Agreement specifically states the requirements and sanctions associated with this training.

**What is the definition of “Date of Hire?”** The date of hire is determined by the Provider and it is entered into the staff record in MHWIN. **For ORR Training (NHRRT) purposes** the Date of Hire is the first day a new staff provides a Medicaid billable service to DWIHN members.

**What if the “date of hire” is blank in the MHWIN staff record?** Remember, the Provider is responsible for ensuring the completeness and accuracy of the MHWIN staff record, including the date of hire. If that data field is blank, the staff will be considered non-compliant regardless of when they attend the New Hire Recipient Rights training. **No certificate** will be issued until the MHWIN Staff Record is completed.

**Once the face-to-face NHRRT is completed within 30 days of hire, are annual updates required?** **Yes**, once NHRRT is completed all employees within the DWIHN Network are required take the online Recipient Rights Annual update each year. The Recipient Rights Annual update can be found on the website <https://dwihn.elevarelms.com/>

**How long is the NHRRT certificate valid?** The NHRRT certificate is valid as long as not more than two consecutive Recipient Rights Annual update trainings are **missed** at <https://dwihn.elevarelms.com/>

Thank you.

DWIHN ORR Training Unit