



# Residential Referral Process

## Residential Referral Sources

Clinically-Responsible Service Provider (CRSP\*)  
 Skilled Nursing Homes (Returning Members)  
 Hospital Inpatient / ED  
 Out-of-County CRSP  
 DHHS (Age-Outs)



Referring Agent meets with clinical team to review  
 & determine if Member meets criteria for  
 specialized services



Referring Agent meets w/ Member & Guardian:

- Discuss options of available services
- Obtain consent to submit for residential referral



Referring Agent submits clinical packet\* w/ completed  
 referral checklist to Residential Services:

**Fax: (313) 989-9525**

or

**Email : residentialreferral@dwihn.org**

*\*CRSP to include 2-3 available dates & times for scheduling  
 assessment appointment with Member & Guardian at  
 CRSP facility.*

## DWIHN Residential Services

### Administrative Specialist

- Receives referral and notes referral log for tracking
- Emails receipt confirmation to Referring Agent
- Uploads referral case and notes staff assignment in Member's MHWIN Chart
- Referrals submitted after 2 PM processed next business day
- Excludes ED Referrals

### Manager/Director

- On same day, reviews submitted documentation  
*(Out-of-County referrals must have Director/Manager approval prior to assignment)*
- Assigns Residential Care Specialist

### Residential Care Specialist (RCS)

- Within 24 hours/next business day of assignment, contacts Referring Agent and enters **First Contact** note in Member's MHWIN chart
- Confirms date, time, and location of face-to-face or tele-health assessment with Member/Guardian
- Explains available residential services; location preference, and obtains written consent to complete the MHWIN Residential Assessment/SPG
- Presents to determine criteria has been met for specialized residential services
- Identifies potential residential provider from DWIHN Provider Network
- If requested, coordinates face-to-face or tele-health Member/provider interview
- Obtains Member/provider consent of acceptance of placement
- Notifies Referring Agent of placement acceptance date and location to confirmed residential provider with location & contact info, documenting referral outcome in Member chart notes
- Emails notification of final placement sent to Member's designated CRSP
- Provides copies of additional documentation & signed consent to accepting residential provider
- Completes **Internal Service Authorization Request** form for Care Coordinator to enter new authorization

### Residential Care Coordinator (RCC)

- Receives completed **Internal Service Authorization Request** form to enter new service authorization
- Identifies potential residential provider from DWIHN Provider Network
- If requested, coordinates face-to-face Member/provider interview
- Notifies designated CRSP of placement admission date, provider location/contact info, & signed placement consent
  - *If LOCUS Score below 5:* Notification sent to update score to meet criteria for specialized services
  - *If IPOS needed, approaching expiration, or has expired:* Notification sent to advise update is needed immediately