



**Detroit Wayne
Integrated Health Network**

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**CRSP/Outpatient Provider Meeting
Friday, March 15, 2024
Virtual Meeting
10:00 am –11:00 am
Agenda**

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

- I. Welcome/Introductions
- II. 1915iSPA – Melissa Moody
 - Backdated Authorizations (Pages 2-4)
- III. Claims Department – Quinnetta Robinson
 - Claims Inquires (Pages 5-8)
- IV. Recipient Rights – Edward Sims
 - Recipients Rights Training
 - Monitoring Site Reviews (Pages 9-11)
- V. Adult & Children Services – Cassandra Phipps
 - PHQ A (Pages 12-13)
- VI. Access Center – Yvonne Bostic/Artavia Epperson
 - Sending Fax/Email to Access Call Center
 - Proof of Wayne County Residency
 - Mobile Crisis Services (Pages 14-19)
- VII. Administrative Updates – Eric Doeh, President and CEO
- VIII. Questions
- IX. Adjourn

Board of Directors

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1915iSPA Services

1915iSPA Reminders

- 1,600 persons have re-evaluations currently due/overdue
- All 1915iSPA Services need to be approved through the Waiver Support Application (WSA) prior to plan implementation
- Re-evaluations need to be completed and entered into the WSA on an annual basis.
- DWIHN sent all providers their 1915iSPA status lists for immediate review and completion.

Technical Assistance



Assessments/Evaluation:

Problem: Unable to add new evaluation due to overlapping assessments

Solution: Go into initial evaluation and edit the expiration date to the date prior to the new evaluation date

Example:

- Initial evaluation 1/8/23- 1/7/24
- New evaluation date 1/5/24
- Change initial evaluation dates to 1/8.24- 1/4/24
- Enter new evaluation

Assistance: Tashalee Denham tdenham@DWIHN.org Melissa Moody mmoody@dwihn.org



Refreshers

Quinnetta Robinson

Claims Manager



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Please be sure you are including the **claim/batch numbers** when inquiring about claim status or issues. Not providing this information causes delays in response time, as we can not effectively review or investigate your issue without this information.

Batch Number	Affiliate / PIHP
654334	DWIHN CMH

Claim Type	Claim ID / Claim #	Affiliate / PIHP
CMS-1500	122020485 122020485	DWIHN CMH
Adjudicated - Pending Approval		

Claims Inquires

CLAIMS DEPARTMENT



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TOP
WORK
PLACES
2023

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➤ General Fund error messages occur when the consumer has lost Medicaid Coverage for your dates of service. A General Fund Exception Authorization (GFE) is required to pay the denied dates of service.

Service not in benefit plan for this Individual on this date of service	
GF-2 Service not in DWMHA benefit plan for this Individual on this date of service (60 Days)	<u>GF</u>
GF-3 Service not in DWMHA benefit plan for this Individual on this date of service (90 Days)	<u>GF</u>

General Funds Claim Errors

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- The consumer's Case Manager/Supports Coordinator **must** complete a General Fund Exception Request Form. This is completed via MH-WIN under 'Request for General Fund Exception' in the Authorization screen.
- Once the special GFE Authorization is created the provider **must** use the new authorization to bill for services that fall within the General Funds period to receive reimbursement.

General Funds Claim Errors

CLAIMS DEPARTMENT



DETROIT WAYNE INTEGRATED HEALTH NETWORK

800-241-4949

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ORR Recipient Rights Training

Updates:

- ❑ *ORR Trg. info located on DWIHN website (dwihn.org), in MHWIN, & on the FAQ's form-See under: "Provider tab/ORR training info"
- ❑ *NHRRT availability-continues to be about **2 weeks out**; 2 mos. open trgs in MHWIN
- ❑ *Recommended: Register staff for NHRRT during the **onboarding/orientation** process-all new staff require **NHRRT w/i 30 DOH**
- ❑ *If new staff report they already took NHRRT, request **evidence during the onboarding/orientation process**
- ❑ NHRRT-available seats: **50/class=600/mo.**
- ❑ If Provider staff marked "Incomplete" for NHRRT, please contact Trainers at orr.training@dwihn.org to reschedule
- ❑ NHRRT vs. ARRT-NHRRT: Virtual ZOOM new staff; ARRT: DWC website (1year after NHRRT training date, and annually thereafter)
- ❑ If Providers need to **cancel/reschedule** their staff for NHRRT, notify ORR Trainers at orr.training@dwihn.org, **do not mark them as canceled in MHWIN.**
- ❑ *NHRRT conducted **Mon-Wed** from **10am-12pm**. Evening NHRRT-**2nd Tuesday** of the month from **4pm-6pm**. Check MHWIN for available training dates.
- ❑ If your staff experiences any issues with NHRRT, you may contact us at: orr.training@dwihn.org no later than **½ hour prior** to the class start time.
- ❑ NHRRT is held via the Zoom App-**participants need a strong Wi-Fi signal** to participate and be familiar w/Chat feature.
- ❑ *Participants **must be present online, with working cameras, and remain visible and available** to communicate with us **throughout** the course.
- ❑ If your staff are **OBSERVED DRIVING OR OTHERWISE NOT ENGAGED DURING THE TRAINING**, they will be removed from the training and will need to be rescheduled.
- ❑ *When registering staff for NHRRT, please make sure they are not **working** & that they have time set aside to attend the entire training and submit the quiz.
- ❑ *ORR Trainers: LaShanda Neely, Michael Olver, Joyce Wells

OFFICE OF RECIPIENT RIGHTS: MONITORING (SITE REVIEWS)

Updates:

- ▶ *New ORR Monitoring Staff-Lawrence Hudson, ORR RRI
- ▶ *New Contracts/Address changes-Request Vendors pls. include notification to ORR Monitoring Mgr. @ spride@dwihn.org
- ▶ Providers please assure your staff adhere to the MMHC requirements re: NHRRT-*Noted* during triennial assessment

Site Review Process:

- ▶ *ORR Site Visit conducted onsite (in person). Covid 19 Questionnaire-If +exposure, an alternative site review will be arranged
- ▶ Review new staff hired since the previous site review-NHRRT must be completed w/i 30 doh
- ▶ *ORR accepts NHRRT obtained from *different* counties w/ evidence provided & verification of validity, in *most* cases

- ▶ *ORR Reviewer looks for during site review request: esims1@dwihn.org or lhudson@dwihn.org
- ▶ List: Required postings, RR booklets, confidential items stored, health/safety violations, interior/exterior of facility, interviews staff & members re: rights awareness and complaint filing
- ▶ Any violation(s) found requires a Corrective Action Plan. Provider has 10-business days from the date of the site visit to remedy violation
- ▶ End of site review visit, Site Rep **required to sign & date page #4 of site review tool**

Important Reminders:

- ▶ *Provider contact info and staff records should be kept current, as required in MHWIN
- ▶ *Questions re: ORR Monitoring: esims1@dwihn.org, lhudson@dwihn.org or spride@dwihn.org



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To: Children Clinically Responsible Service Provider (CRSP) – SED / SUD
From: Cassandra Phipps (Director of Children’s Initiative)
CC: Melissa Moody (VP of Clinical Operations), Kourtnee Elliott (Research and Evaluation Project Manager)
Re: Patient Health Questionnaire Adolescent (PHQ A) Feedback Survey
Date: March 8, 2024

According to Detroit Wayne Integrated Health Network (DWIHN) PHQ-9 and PHQ-A Guidelines:

- a. *Youth ages 11-17 for specialty behavioral healthcare populations will have a PHQ-A screening completed at intake and at time of re-assessment and/or at least annually. Youth who present with a PHQ-A score of 10 or higher must have the PHQ-A re-administered and scores documented at least quarterly. The youth’s score will drive therapeutic interventions.*

In collaboration with the provider network, various barriers and resultant interventions have been explored to assist with demonstrating progress with these performance improvement plans. Below are the most current goals and data to show noted progress from the baseline fiscal year until the current fiscal year.

Initial PHQ A Goal: 100% of members ages 11-17 with a Serious Emotional Disturbance (SED) and/or Substance Use Disorder (SUD) diagnosis with a screening for depression using the PHQ-A at Intake.

- The baseline average compliance during 10/1/2019 – 9/30/2020 was 93%.

FY 23 – Q1	FY 23 – Q2	FY 23 – Q3	FY 23 – Q4	FY 24 Total Average
100%	99.8%	99.2%	99.4%	99.6%
<i>Met Goal</i>	<i>Below Goal</i>	<i>Below Goal</i>	<i>Below Goal</i>	<i>Below Goal</i>

Ongoing PHQ A Goal: 95% of members ages 11-17 with an SED and/or SUD disability designation that had a PHQ-A score equal to or greater than 10 who received PHQ-A screenings every 16 weeks until the depressive symptoms resolved (a score less than 10).

- The baseline average compliance during 10/1/2019 – 9/30/2020 was 38.6%.

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FY 23 – Q1	FY 23 – Q2	FY 23 – Q3	FY 23 – Q4	FY 24 Total Average
62%	58.1%	67%	65.3%	63.1%
<i>Below Goal</i>	<i>Below Goal</i>	<i>Below Goal</i>	<i>Below Goal</i>	<i>Below Goal</i>

Effective March 31, 2024: Children’s Providers are to monitor the PHQ A data quarterly via the Risk Matrix. Providers whose scores are below the goals indicated above are required to complete the quarterly PHQ A Feedback Survey to inform of the barriers, solutions, and next steps to improve compliance.

- **Survey Link:** <https://forms.office.com/g/bhDf8MBs6n?origin=lprLink>

Due Dates:

- Quarter 1 (October – December) Due March 31st
- Quarter 2 (January – March) Due April 10th
- Quarter 3 (April – June) Due July 10th
- Quarter 4 (July – September) Due October 10th

Please direct any questions and or concerns to:

- Cassandra Phipps / cphipps@dwihn.org
- Kourtnee Elliott / kelliott@dwihn.org

Sincerely,

Cassandra Phipps LPC, LLP, CAADC
 Cassandra Phipps, LPC, LLP, CAADC
 Director of Children’s Initiatives
 Detroit Wayne Integrated Health Network



**DWIHN Access Call Center
CRSP Outpatient/ Residential Meeting
Friday March 15, 2024**

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Sending Information via Fax/email to DWIHN Access Call Center

- ▶ Please use a cover page or include a note to explain the reason for the communication and the contact person
- ▶ Give the Access Call Center a follow up call if your request has not been processed within 24 hours
- ▶ Incomplete documents will be returned to you and may delay the processing of your request
 - ▶ CRSP enrollment Forms
 - ▶ SED, DD or SMI Checklists
 - ▶ CCBHC enrollment forms
 - ▶ Consents / Release of information

Sending Information via Fax/Email to DWIHN Access Call Center

- ▶ CRSP change requests: CRSPprovider@dwihn.org
- ▶ Disability Designation Change Requests: go to DWIHN.org website (For Providers, then Access Call Center)
 - ▶ <https://app.smartsheet.com/b/form/a713f14ee3ca4463ad67b1fb88b80467>
- ▶ Fax (877-909-3950)
 - ▶ IMH enrollment & TCW / PCW enrollments
 - ▶ Generate Member ID, etc.
 - ▶ SUD Chart Release
- ▶ Send the following to AccessCenter@dwihn.org
 - ▶ Enrollment for School Success Initiatives
 - ▶ Enrollment for CCBHC services
 - ▶ Enrollment Crisis Stabilization Services, etc.

Acceptable Proof of Wayne County Residency

- ▶ State ID or Driver's License
- ▶ Medicaid Look up
- ▶ Lease or Rental Agreement
- ▶ Utility Bill
- ▶ Court Order, Legal Document, Guardianship
- ▶ Shelter Verification, Transitional Housing Agreement
- ▶ Communication from MDHHS

Access Call Center and DWIHN Mobile Crisis Services

- ▶ Mobile Crisis Services are available:
 - ▶ in Wayne County Only, for Adults and Children, 7 days a week (7a-3p)
- ▶ DWIHN Access Call Center can assist with a Transfer to ProtoCall for a pre-screening for Mobile Crisis Services and ProtoCall will assist with dispatch
- ▶ Mobile Crisis Services are not for persons in need of immediate medical attention, have situations involving weapons or active violence, not agreeable to speak with a counselor
- ▶ Mobile Crisis Services are for persons exhibiting risky behaviors, limited capacity to manage crisis situation, in emotional /mental health distress, struggling with substance use issues, etc.
- ▶ Do not deny Mobile Crisis Services based on the issue seeming minor

Questions?