

# ORR TRAINING

## FAQs

*May 2021 edition*

**Does DWIHN ORR accept New Hire Recipient Rights training conducted by another CMH?** Yes. The Provider must submit evidence of the training to DWIHN ORR and then allow DWIHN to verify it. Once verified, the staff will be considered compliant with training mandates and the training will be noted in the staff's MH-WIN staff record.

**How do Providers determine if a specific staff has a staff record in MH-WIN?** Since 10/1/18, a new process is in place to either add newly hired staff to MH-WIN or see if the newly hired staff is already in MH-WIN. Go to the DWIHN's website, [www.dwihn.org](http://www.dwihn.org) To get to the New Hire Staff Record Request Form:

- Click **"For Providers"**
- Next scroll down to **"Provider Resources"**
- Click **"Forms, Guidelines & Tools"**
- Next click the **"New Hire Staff Record Request Form (MHWIN)"** box
- Next read the information provided and fill in the smartsheet with the requested information.

**How are Providers notified after the DWIHN IT 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 "help ticket" has been opened for them. When the staff record is created or moved, the Provider receives an email from IT (using the email address that was used to submit the original request). The Provider also receives an email that the "help ticket" is now closed which means the task has been completed.

**Is there current availability in NHRRT classes?** Yes, there is available space in upcoming classes. Registering staff in MH-WIN is easy and convenient. DWIHN ORR conducts about 13 trainings per month virtually, since the Covid-19 restrictions have been in effect. This provides about 600 available seats per month. There are always at least two months' worth of trainings open at a time.

**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 after being employed, [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.

**How much is the sanction penalty?** There are two sanction clauses in the contract. According to section 3.7.1 of the contract, the Provider is charged **\$50** for each employee that receives New Hire Recipient Rights training more than 30 days after his/her hire date.

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**It was stated that Providers would not receive money for services billed if the newly hired staff hadn't received their New Hire Recipient Rights training within 30 days of hire. Does that mean Providers would not receive money for services billed post-30 days of hire?**

Yes. If DWIHN has already paid the Provider for the services, DWIHN will recoup that money. This is described in section 3.7.2 of the contract.

**When is payment due?** Payment is due by the end of the month in which you receive the penalty letter.

**How do I pay my sanction penalty?** To remit the sanction penalty, issue a check payable to "Detroit Wayne Integrated Health Network" for the sanctioned amount and send it to Detroit Wayne Integrated Health Network, Management and Budget division, Attention: Gregory Borg, 707 W. Milwaukee, Detroit, MI, 48202.

**Will sanctions be issued when DWIHN cancels a training?** No. Registrants for those cancelled trainings will be granted additional time to obtain New Hire Recipient Rights training.

**What is the definition of "Date of Hire"?** The date of hire is determined by the Provider and entered into the staff record in MH-WIN. According to the federal government, the hire date for both E-Verify and I-9 Form is the day the employee began (or will begin) work for pay.

**What if the "date of hire" is blank in the MH-WIN staff record?** Remember, the Provider is responsible for ensuring the completeness and accuracy of the MH-WIN 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, must take the online Recipient Rights Annual update each year. The Recipient Rights Annual update can be found on the website [www.dwctraining.com](http://www.dwctraining.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 [www.dwctraining.com](http://www.dwctraining.com)