

ORR TRAINING

FAQs

2023-2024 edition

Does DWIHN ORR accept New Hire Recipient Rights Training (NHRRT) conducted by another CMH? Yes. The Provider must submit evidence (certificate) of the training to DWIHN ORR at orr.training@dwihn.org and then allow DWIHN ORR 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? Go to the DWIHN's website, www.dwihn.org to get to the New Hire Staff Record Request Form (NHR): NHR forms should only be submitted by the authorized Staff File Maintenance staff at the organization.

For **ALL** new hires and for any inquiries as to whether a new employee is already in MH-WIN complete the following steps:

- Go to the DWIHN website, <https://www.dwihn.org/>
- Go to the Section labeled, For Providers and click on that tab
- Scroll down the page and you will see a green box labeled MH-WIN
- Click on Instructions and Guidelines
- In the right- hand corner, you will see a blue box labeled New Hire Staff Request Form (MH-WIN) Click on that box, fill out the requested information and hit submit.

Or to get directly to the link:

For **ALL** new hires and for any inquiries as to whether a new employee is already in MHWIN, complete the following steps:

- Click on the following link: <https://www.dwihn.org/mhwin-documents>

The MH-WIN 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 Help Desk 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 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 an average of 11 trainings per month virtually. This provides about 600 available seats per month. There are always at least two months' worth of ORR New Hire trainings (NHRRT) 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.

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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.

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 MH-WIN. For ORR Training (NHRRT) purposes the Date of Hire is the first day a new staff provides a Medicaid billable service.

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.

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