



## **Detroit Wayne Integrated Health Network**

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### **Outpatient Provider Meeting**

**Friday, January 7, 2022**

**Virtual Meeting**

**10:00 am –11:00 am**

**Agenda**

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

- I. Welcome/Introductions
- II. Claims- Deabra Hardrick-Crump
  - Correct NPI Numbers in Claims (Memo due date January 17, 2022)
- III. Clinical Updates- Ebony Reynolds
  - Outcomes Improvement Committee
- IV. Credentialing- Ricarda Pope-King
  - Staff records in MHWIN (Languages)
- V. Self Determination- Lucinda Brown
  - 2022 Updates
  - -New; Forms, process, agreements, and training materials are on the website (<https://www.dwihn.org/members-Self-Directing-Services>) or follow Access Our Services, Intellectual/Development Disabilities, Self-Determination and Self-Directing Services
- VI. Residential Services – Shirley Hirsch, Kelly McGhee and Kate Mancani
  - Updated Covid-19 Presentation
  - Residential Authorization Refresher Trainings- Page 2
  - DWIHN Residential Assessment Refresher & Alignment of Clinical Documentation Review Pages 3 and 4
  - IPOS Reporting Presentation- Page 5
- VII. Recipient Rights
  - Recipient Rights Training (Mike Olver, ORR Trainer) Pages 6 and 7
  - Recipient Rights Monitoring (Ed Sims, ORR Monitor) Page 8
- VIII. Managed Care Operations- Sharon Matthews
  - One on One meetings with Provider Network Managers
- IX. Administrative Updates – Eric Doeh, President and CEO
- X. Questions
- XI. Adjourn

#### **Board of Directors**

Angelo Glenn, Chairperson  
Dorothy Burrell  
Kevin McNamara

Kenya Ruth, Vice Chairperson  
Lynne F. Carter, MD  
Bernard Parker

Dora Brown, Treasurer  
Michelle Jawad

Dr. Cynthia Tauog, Secretary  
Jonathan C. Kinloch

**Eric W. Doeh, President and CEO**





# Detroit Wayne Integrated Health Network

## DWHIH Residential Service Authorization CRSP Refresher Trainings

### Training Session Attendees

Supports Coordinators  
Case Managers  
CRSP Supervisory Team

**Every 1<sup>st</sup> Thursday  
Beginning January 6, 2022**

IDD CRSP Providers: **11:00 AM**

AMI CRSP Providers: **2:00 PM**

### Remaining 2022 Dates

February 3, 2022  
March 3, 2022  
April 7, 2022  
May 5, 2022  
June 2, 2022  
July 7, 2022  
August 4, 2022  
September 1, 2022  
October 6, 2022  
November 3, 2022  
December 1, 2022

**TEAM Meeting Invite will be sent to all CRSP Supervisory Staff to forward to SC/CM staff for access to meeting link.**



# Detroit Wayne Integrated Health Network

## DWIHN Residential Assessment & Clinical Alignment of Documentation Refresher Review

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CRSP	Report 9/1/2021	Report 9/13/2021	Report 9/27/2021	Increase in Completion of IPOS
CRSP A	116	87	71	39%
CRSP B	79	67	63	20%
CRSP C	125	105	86	31%
CRSP D	18	16	15	17%
CRSP E	132	115	97	27%
<b>TOTAL</b>	<b>470</b>	<b>390</b>	<b>332</b>	<b>29%</b>

Report included IPOS's from August, September and October 2021

CRSP	Report 10/4/2021	Report 10/18/2021		Increase in Completion of IPOS
CRSP A	103	74		28%
CRSP B	64	60		6%
CRSP C	121	90		26%
CRSP D	24	22		8%
CRSP E	113	102		10%
<b>TOTAL</b>	<b>425</b>	<b>348</b>		<b>18%</b>

Report included IPOS's from September, October and November 2021

CRSP	Report 11/4/2021	Report 11/22/2021		Increase in Completion of IPOS
CRSP A	95	54		43%
CRSP B	57	45		21%
CRSP C	85	62		27%
CRSP D	20	14		30%
CRSP E	91	78		14%
<b>TOTAL</b>	<b>348</b>	<b>253</b>		<b>27%</b>

Report included IPOS's from October, November December 2021

CRSP	Report 12/6/2021	Report 12/20/2021	Report 12/30/2021	Increase in Completion of IPOS
CRSP A	117	78	72	38%
CRSP B	60	50	50	17%
CRSP C	127	99	94	26%
CRSP D	13	9	8	38%
CRSP E	97	80	77	21%
<b>TOTAL</b>	<b>414</b>	<b>316</b>	<b>301</b>	<b>27%</b>

Report included IPOS's from November 2021 December 2021 and January 2022

# New Hire Recipient Rights Training

- ❑ Trainings are currently open for Registration in MHWIN 2 months in advance.
- ❑ **Staff Record**-Ensure the record is completely filled in, especially the provider name and location as well as the date of hire and the email address.
- ❑ The email address in the staff record should be that of the participant. This will ensure that they receive the correct training documents.
- ❑ Participants must be present online, with working cameras, and remain visible and available to communicate with us throughout the course.
- ❑ If your staff are seen driving during the training or laying down/asleep, they will be removed from the training.
- ❑ **Course Completion**-Staff must participate in the virtual- live training using the Zoom app AND pass the quiz with a score of 80% or greater. The deadline to return the quiz is 3pm the day of class. Incomplete or late exams will not be accepted.
- ❑ **To Maintain Compliance**- Register your staff for NHRRT training during the onboarding process.

# New Hire Recipient Rights Training

- ❑ During the month of November there were **376 participants registered**, with **182 complete** and **194 incomplete and No Shows**.
- ❑ There are 9 to 11 trainings held each month.
- ❑ Please contact ORR Trainers ASAP to remove a registered participant once you become aware that they are unable to attend NHRRT, to ensure scheduling availability.
- ❑ To unregister a participant or for any questions regarding training, email us at **[orr.training@dwihn.org](mailto:orr.training@dwihn.org)**.
- ❑ Review the DWIHN website and/or the MHWIN newsflash for updates regarding NHRRT.
- ❑ ORR Trainers remain available at **[orr.training@dwihn.org](mailto:orr.training@dwihn.org)** to partner with Providers and ensure compliance with regulatory standards and DWIHN policies related to ORR Training requirements.
- ❑ In December an evening NHRRT was offered and registration was full. ORR Trainers offer an evening NHRRT to accommodate participants with daytime scheduling challenges.

## Vendor/Provider Meeting Monitoring Agenda

Presenter: Edward Sims, ORR RRI

Friday, January 07, 2022

- ORR annual site review process:

Site reviews are currently being conducted “virtually,” via MS Teams apps. The ORR Reviewer will contact the Vendor to schedule a convenient date/time to conduct the site review visit. FY22 ends on 09/30/22. Please respond promptly to ORR’s request to schedule the annual site review visit. The Reviewer may request photos and other documents be submitted, prior to the date of the review.

- Questions/what to look for during site review:

- Where certain documents are located in the facility-posters, Rights booklet, MHC etc?
- If there are any restrictions/limitations for any recipient? If yes, included in IPOS?
- Recipients/staff know how to file a complaint?
- Where is confidential information stored & is it locked/password-protected?
- Are there any health or safety violations observed?
- Are there any contraband items posted/observed?
- Any new staff hired since the last SR? If yes, date of hire is required.
- If yes, did the staff attended NHRRT within 30 days of their hire date?
- Is the staff’s NHRRT 2 years old or older? If yes, requires online ARRT/update evidence also.
- Is this a licensed site? If yes, what is the expiration date of the license?

- Corrective Action Plan-If required, Vendors have **ten** business days to submit CAP response:

- a. NHRRT face-to-face required within 30-days of hire MMHC mandate (Mike will detail, just mention)-if no, **non-compliant** for that FY
- b. Annual RR Training via Detroit Wayne Connect
- c. MHWIN Update-Banner (training)
- d. (Staff information-record current-ORR Trainer)
- e. Environmental walk-through (Virtual-photos, viewed via MS Teams App)
- f. Repeat non-compliance? Submit to Contract Manager
- g. Email Address/Contact Information (update for Vendors/Providers)
- h. Site review documents & signature page #4 of site review tool request-will be emailed and received via USPS mail to Vendors

- Provide contact information re: questions for monitoring (email/phone number)  
Edward Sims-[esims1@dwihn.org](mailto:esims1@dwihn.org), or 313-433-2845-work cell  
Schakerra Pride-[spride@dwihn.org](mailto:spride@dwihn.org), or 313 498-4769-work cell