



## **Detroit Wayne Integrated Health Network**

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### **Outpatient Provider Meeting Q&A Friday, October 15, 2021 Virtual Meeting 10:00am –11:00am**

1. How do we get authorization?
  - a. To request authorization, providers must have access to MHWIN.  
Authorization requests are entered via the authorization modules. If the service request falls within the service utilization guidelines, it will be auto approved. Any requests beyond the guidelines require manual review by DWIHN's UM Clinical Specialists. Please email [pihpauthorizations@dwihn.org](mailto:pihpauthorizations@dwihn.org) for further guidance.
2. Where can this code chart be found?
  - a. [https://www.dwihn.org/providers\\_billing](https://www.dwihn.org/providers_billing)
3. Is the HM modifier needed for H2015? Or is DWIHN adding the HM modifier on the backend? What about T1005?
  - a. Please review the rate charts to see what modifiers are needed when billing H2015 or T1005
4. Where can this document be found?
  - a. [https://www.dwihn.org/providers\\_billing](https://www.dwihn.org/providers_billing)
5. What code is to be used by an OT for S9445- Patient Education since this code has been removed?
  - a. S9445 has not been removed for FY22, please review the code chart.

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6. OTs are no longer able to use this code for Patient Education. We need to know which code to use in order to bill for Patient Education when teaching a consumer or group home staff the use of bed rails. What code should we use?
  - a. S9445 has not been removed for FY22, please review the code chart.
7. Margie from Professional Outreach Counseling. How do we get new therapists credentialed to work with DWIHN?
  - a. Please email [pihpcredentialing@dwihn.org](mailto:pihpcredentialing@dwihn.org) for further instructions.
8. Karen Robinson from Perfect Place Drop-in Center. We have never been required to have an authorization for billing. Guidance is greatly needed here, if this process is required.
  - a. Thank you for the question. If you can e-mail me Melissa Moody at [mmoody@dwihn.org](mailto:mmoody@dwihn.org) or share your contact information, I will ensure that we connect with you to answer your questions regarding authorization for this specific service.
9. Agencies are experiencing major capacity issues and are struggling to see consumers and offer intake. Any suggestions?
  - a. DWIHN recognizes this is as a major issue and we are currently working with the State on how we can address this capacity issue as a system. I know some providers are utilizing staff from other departments to assist in this area including management staff as well.
10. So, for an outpatient intake, what should be completed by the time the patient leaves for that intake? Just the ASAM Continuum, Urine Drug Screen, and Request for Authorization?
  - a. Those elements would be based on the type of services you are providing. If you e-mail me at [mmoody@dwihn.org](mailto:mmoody@dwihn.org) I can provide you further information related to these recommendations.
11. Does DWIHN offer resources to providers for at-home Covid Tests? We have many staff we have to send out for testing and costs are adding up.
  - a. DWIHN has resources available for covid vaccinations but does not have covid testing resources. Those tests can be completed at local pharmacies.
12. What category should be selected for Elopement?

- a. Serious Challenging Behavior - ULOA (Please note that if this is an on-going behavior - it must be addressed in the member's Plan of Care).
13. Has there been any update on the network's plans regarding telehealth coverage? How long should we expect the current coverage and reimbursement level to continue? Is there consideration being given to allow a long-term hybrid approach to care based on consumers' individual needs?
- a. DWHIN is currently following the Telehealth State guidelines that currently continues through December 31, 2021. We are currently having discussions on future approaches and will update the network in the near future.
  - b. The G codes are not to be used and are replaced by location of service codes per MDHHS guidelines.
14. When Cassandra was talking about the workload for Home Based Case Managers going from a max of 12 to a max of 15, would this apply to Wrap Around Facilitators as well?
- a. Great question: No, it is only for Home Based Program.
15. Can the PPT Slides that described RR Training be shared? I would love to provide this to my HR team, so they have for reference.
- a. Yes.
16. As we are working towards integration through CCBHC's will DWHIN work to include the Authorization process being more integrative. ex. The ability to request Authorizations for all level of services, Primary Care, MH and SUD
- a. Yes, we will address on case by case basis per guidelines.
17. My staff keeps talking about the permanent \$2 increase almost every other day. Is this increase the one that DWHIN is sending out in increments?
- a. DWHIN is continuously looking into ways in which we can financially support our network.
  - b. DWHIN will be looking to disburse the wage increase for period ending 9/30/21 in the upcoming weeks.