



**Detroit Wayne
Integrated Health Network**

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**Residential Provider Meeting
Monday, August 17, 2020
Virtual Meeting
10:00am –11:00am
Final Agenda**

- I. Welcome/Introductions
- II. Finance – Jeffery White
 - H2015 Bulletin- Jeffery White
- III. Claims - Deabra Hardrick-Crump
 - H2015 Face to Face Overlap w/ Telehealth Services
- IV. Customer Service – Donna Coulter
 - Walk a Mile in My Shoes – Virtual Walk
 - Provider Survey
 - ECO Member Survey
- V. Credentialing Updates – Ricarda Pope-King
 - Medversant - Microsite
 - Impaneling – SAM.gov Registration-
- VI. Residential – Shirley Hirsch
 - Vacancy notification – Kelly McGhee
 - Authorization Process---Shirley Hirsch and Kelly McGhee
 - Residential Assessment/SPG Updates—Shirley Hirsch
 - Project Reach Out & COVID 19 reporting –Shirley Hirsch
- VII. Quality - April Siebert
 - MDHHS Response on Bed Rails
 - Behavioral Treatment Plan- Fareeha Nadeem
 - Validating Medicaid Claims
- VIII. Managed Care Operations – June White
 - Closeout Forms – Melissa Eldredge
- IX. Administrative Updates – Eric Doeh, Deputy Chief Executive Officer/ Chief Operating Officer
- X. Questions
- XI. Adjourn

Board of Directors

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Dora Brown-Richards
Kevin McNamara

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