



## **Detroit Wayne Integrated Health Network**

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### **Residential Provider Meeting Q&A Monday, August 17, 2020 Virtual Meeting 10:00am –11:00am**

- 1. What is the best way to contact the Residential Dpt., by phone or email?**  
Email - residentialreferral@dwihn.org Phone - (313) 989-9513 Fax - (313) 989-9525
- 2. What is the appeals process when not in agreement with PC/CLS assessment scores issued by DWIHN residential specialist?**  
Upon the residential provider's request for a review of the established level of care, the provider shall send written notification to the Clinically Responsible Service Provider (CRSP) to indicate unmet service needs. The CRSP shall review the IPOS and evaluate relevant documentation. At which point, the CRSP shall send written notification with supporting documentation to the DWIHN Residential Department for review.
- 3. Can you please send out the agenda prior to the Residential Provider Meetings?**  
Yes, we will do that.
- 4. Can you make a PowerPoint given to the CRSPs that addresses how to submit requests for authorizations available to the providers?**  
Residential providers can email requests to respective CRSP providers. If there are issues related to this or no response, please notify residentialreferral@dwihn.org.
- 5. Why was the temporary \$2.00 per hour DCW wage funding changed to the consumer CLS and PC hours for the April to June 2020 distribution to the providers to pay the DCW's after the fact? The DCW's think we are cheating them if we change it to the consumers CLS/PC hours which is much less.**

MDHHS required the PIHPs to report the temporary DCW wage increase funding as an additional cost added to each unit of service reported to MDHHS.

6. **Please provide a payroll example for a residential facility with 8 full-time DCWs on how to pay them according to the consumers' hours, not the actual hours worked in a 2 week pay period.**

We are awaiting further direction from MDHHS regarding the discrepancy between hours worked and hours billed.

7. **Prior to June 1, 2020, the Residential Dept. was processing requests for authorizations directly from the Providers. Requests for authorizations were completed within 5 days. Now that CRSP is submitting the requests, why is it taking so much longer to process the requests?**

There should be no delay, do you have a particular case, please identify and will have staff follow-up with you.

8. **If you have 2 staff on shift with the new codes, do you enter those hours (say 7a-3p) twice with the corresponding modifier?**

No, the new modifiers indicate the ratio of staff to members for the service being provided. If you have two staff serving one I/DD member, then the provider would report H2015-21 to indicate 2 staff were serving a single member. If you have two staff serving two members, assuming each member requires one-on-one staffing, then the provider would report H2015-No Modifier for each member to indicate the member received one-on-one staffing. If you have two staff serving four members, assuming that none of them require one-on-one staffing, then the provider would report H2015-UN for each of the four members, indicating that each member received services from a staff who was serving two members simultaneously.

9. **With Virtual schooling is H2015 allowed to be worked to help with virtual schooling?**

We are consulting with MDHHS regarding this issue. We will respond to this question after MDHHS has provided us with more information.

10. **Are we responsible to put in the modifiers?**

Yes, the CRSP staff will enter authorization requests with the appropriate modifiers. Residential providers will enter claims with the appropriate modifiers.

11. **What does a provider do when a resident has an emergency discharge notice put in on a consumer who is currently in the streets and comes back to the home claiming he still lives in there?**

Contact the CRSP

- 12. During the training process for the CRSP to properly learn how to post and/or upload the authorizations, is it possible for Providers to receive extensions?**  
Yes, please send a request to the [residentialreferral@dwihn.org](mailto:residentialreferral@dwihn.org)
- 13. When will we receive an example of a lease agreement with residents? During the last Provider meeting, it was stated that an example would be given.**  
We will work with Legal to provide our Provider partners with a sample lease.
- 14. Can we expect more detailed training on the use of the new codes and the modifiers? We need to be able to ask questions and be given specific examples for different living situations, etc.**  
Yes, we can arrange training or contact claims dept. for additional info/training.
- 15. Regarding the authorizations with the CRSP, I've had a really hard time getting the authorizations for my consumers. However, with the \$2 increase, there were consumers that were not included due to expired authorizations. How will this be handled?**  
We will address this on a case-by-case basis.
- 16. Any way that I may be able to speak with someone directly in finance to get answers to the many finance questions that I have. It doesn't seem that I've been able to have a direct contact to get questions answered.**  
You may contact our Chief Financial Officer, Stacie Durant via e-mail at: [sdurant@dwihn.org](mailto:sdurant@dwihn.org).
- 17. Who and/or what department should I contact about a General Funds application?**  
Contact Katrina Myles in the finance dept, [kmyles@dwihn.org](mailto:kmyles@dwihn.org) Benefits and Eligibility Specialist Supervisor, 313-344-9099 ext 3691 or 313-402-9052.
- 18. Upon reviewing the claims, our claims for May and April were reconsidered for the DCW 2 dollar wage increase but the month of June was not? Why? And do we need to contact someone about this?**  
No, you do not need to contact anyone about this issue. We are aware that not all of the June claims had been submitted or processed at the time we pulled the claims data for the DCW wage increase reconsiderations. We have generated a second data pull for claims from April, May, and June that were not already reconsidered, including claims that were reconsidered but that were mistakenly reversed by the Batch Fee Schedule Adjustment, and those claims will be reconsidered to include the DCW Wage increase. We expect that the additional funding for the reconsidered claims will be issued to the providers in the near future (i.e., by early next week).
- 19. What is the current status for progress note training? When & how will the new classes be held?**

We have already completed Progress Note training, we can review in the coming month to offer a refresher. I would reach out to the CRSP they have been trained as well.

- 20. There is a major disconnect with the assessments between the CRSP and DWIHN residential specialists. The professionals who are trained to do the assessments are overridden by those in residential at DWIHN with reducing the levels. Why complete the assessments if they are manipulated after the fact?**

Feel free to reach out to us with an example for a particular assessment, [residentialreferral@dwihn.org](mailto:residentialreferral@dwihn.org).

- 21. Can we have access codes as an AFC home to purchase PPE?**

The Business Connect program through the Michigan Economic Development Corporation has developed and designated a portal for your PPE needs. You can access the online portal at [www.michiganbusiness.org/ppe](http://www.michiganbusiness.org/ppe).

The Michigan Chamber of Commerce website provides a list of manufacturers and vendors who can take PPE orders. Please click on the link for further information: <https://www.michamber.com/personal-protection-equipment>.

- 22. Will you be sending out more PPE?**

If you have a need, please communicate it to us. Your ability to provide PPE is your responsibility. The Governor has made that very clear. If you have an emergent need, we will do our best to fulfill that, but you should not look to DWIHN as your source for PPE.

- 23. If residents have already been tested is there a need to test them again.**

The goal is to make sure that residents get tested. If an individual has already been tested, the only question would be how long ago? If the individual tested over a month ago, we would encourage the individual to be tested again. Although we are encouraging folks to get tested, we recognize that this is a choice. From a public health perspective, testing is strongly encouraged.

- 24. Is the \$2 increase supposed to be in the per diem?**

No, the additional funding for the DCW Wage increase is temporary and was not added to the base rate used to calculate the 15-minute codes nor the per diem codes. Instead, per MDHHS directions, claims that had been submitted and paid were reconsidered to a higher amount to fund the \$2/hour wage increase.

- 25. Why doesn't the \$2 dollar raise seem as important to DWIHN? Our employees are working every day! Why can't you get this resolved? Workers are walking off these shifts. What are we to do? The funding was much less than the hours**

**worked.**

We have generated a second data pull for claims from April, May, and June that were not already reconsidered, including claims that were reconsidered but that were mistakenly reversed by the Batch Fee Schedule Adjustment, and those claims will be reconsidered to include the DCW Wage increase. We expect that the additional funding for the reconsidered claims will be issued to the providers in the near future (i.e., by early next week).

**26. Are you only paying the \$2.00 raise for consumers with 3-4 hour per diem not 1-2 hour per diem?**

The \$2.00/hr. raise was paid for all qualifying procedure codes, including all residential per diem codes (ex., H2016, T1020, and H0043).

**27. If a resident tests positive for COVID-19, and according to EO orders they cannot stay at the home, what are DWIHN plans for finding a place where these persons to stay? Assuming 4000 people tested that a significant amount will need alternative housing.**

The consumer can be referred to our contracted COVID Quarantine facilities for a 14 day stay with the goal of returning to the original facility. The referral/ inquiry can be made to residentialreferral@dwihn.org.

**28. If someone did not fill out the SAM then they would lose their contract with MHWIN. My question is, would that apply to us? Is that something that we will need to fill out in order to remain compliant as well as keep our contract as a provider with MHWIN?**

Yes, you have to comply with all credentialing and contracting requirements and SAM.gov is one of them.