



Detroit Wayne Integrated Health Network

707 W. Milwaukee St.
Detroit, MI 48202-2943
Phone: (313) 833-2500
www.dwihn.org

FAX: (313) 833-2156
TDD: (800) 630-1044 RR/TDD: (888) 339-5588

Via Email

December 3, 2020

To: Non-Contracted DWIHN Providers

From: Deabra Hardrick-Crump, Claims Administrator

Re: **Dedicated Claims Fax Line**

This memo is applicable **only** to non-contracted providers who submit paper claims for processing. Historically, Detroit Wayne Integrated Health Network (DWIHN) has only permitted non-contracted providers to submit paper claims whereas contracted providers have access to send 837 files or enter claims directly into MHWIN. Our policy has not changed.

What has changed is the implementation of a new, dedicated fax line for all who submit paper claims. **Effective February 1, 2021** DWIHN will no longer accept paper claims via US mail. All providers who currently submit paper claims via US mail will be required to submit them and all attachments using a dedicated fax number, **(313) 209-3601**. This should be used for the sole purpose of claims submission.

DWIHN understands it may take some time to make adjustments, therefore we will not start returning claims to the sender until March 1, 2021.

If you have any questions or concerns, please contact the Claims Department
pihpclaims@dwihn.org

Sincerely,

Deabra Hardrick-Crump

Deabra Hardrick-Crump, BS, MBA, MIS
Claims Administrator
cc: Eric Doeh, COO

Board of Directors

Bernard Parker, Chairperson
Dorothy Burrell
Kevin McNamara

Dr. Iris Taylor, Vice-Chairperson
Lynne F. Carter, MD
William T. Riley, III

Timothy Killeen, Treasurer
Angelo Glenn
Kenya Ruth

Dora Brown, Secretary
Michelle Jawad
Dr. Cynthia Taueg

Willie E. Brooks, Jr., President and CEO

