



Detroit Wayne Integrated Health Network

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Date: November 16, 2020
To: Provider Network
From: Melissa Moody, Chief Clinical Officer
Re: Authorization Requests

The Detroit Wayne Integrated Health Network (DWIHN) implemented Standard Utilization Guidelines (SUGs) for our provider network in June of 2020. Starting November 2020, DWIHN's utilization management system stopped auto approval of authorization requests that fell outside of the utilization guidelines. This resulted in a large number of authorizations being sent to the queue for approval.

DWIHN has been working diligently to address each authorization over the last week. In some cases, the utilization guideline maximums were increased in an effort to continue to promote clinical best practice. Many authorizations have been processed, but it is important that provider staff check their submitted authorization requests as some still require further follow-up for approval. This includes clinical justification for requested services that fall outside of the utilization guidelines.

Please be mindful that requesting services that fall outside of the authorization guidelines will result in delays and requests for additional documentation. It is also important to note that an authorization cannot be processed if an individual with a SMI designator does not have a LOCUS or an individual with a SED designator does not have a CAFAS/PECAFAS. If you are requesting respite (T1005) services, please submit an authorization request separate from Community Living Support (H2015) requests.

We appreciate your patience and cooperation in this matter and for the continued quality services you provide to individuals within the DWIHN system. If you have any questions or concerns, please contact our Utilization Management Department at: pihpaauthorizations@dwihn.org.

Sincerely,

Melissa Moody

Melissa Moody MS, LLP, MBA
Chief Clinical Officer

cc: Willie Brooks
Eric Doeh
Manny Singla

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