



Residential Provider Meeting Q & A
9/3/2021

Q: If a guardian/individual receiving services is looking for a new home and we have a vacancy that they are aware of and they have visited the home and want to choose that home, how do they do so if we do not have a referral for them? (DWIHN has the referral, it has just not been sent to us but the guardian is wanting to choose our company) to clarify...a referral was made to DWIHN and the homes are on your vacancy list.

A: If the vacancy has been listed at the time of the referral that the vacancy would be shared with the Guardian along with any other possible vacancies.

Q: So, if the guardian wants to choose that vacancy/home, but I don't have the referral, how does the guardian do so?

A: All referrals are assigned to a Residential Care Specialist to manage. The RCS then makes contact with the consumer and/or guardian to discuss preferred locations and arrange to complete the assessment. If the consumer/guardian has a preferred location, then the RCS will verify that it is a contracted home within the DWIHN network and has a vacancy. The packet will be sent to the provider for review. If the provider agrees to accept the consumer, then all parties are informed and we move forward with placement.

Q: What is the final decision on whether assessments should total 24 hours if the person needs 24-hr supervision? I still get mixed answers.

A: The final decision is that all needs of consumers must be identified per the assessment and meet medical necessity criteria. If the consumers require 24 hours of services, this must be identified as per specific need, per each category identified. Know that you can follow up with your CRSP at any time concerning this matter, you can also request a review of any residential assessment by forwarding through the Residential Review Committee. In the past

we have provided an overview and written information regarding this committee, information is on our website, or please provide email address and we will forward to you.

Q: What are quarantine sites?

A: We currently have 3 quarantine sites for Covid-19. This is for individuals that have tested positive and might need to be removed from their current living environment to quarantine.

Q: I am doing my best to provide a safe and healthy environment, however, I am having problem billing and communicating with Residential. can someone please call me and help me with this new system. Please Help 770-710-9014, Mom's Healing Hands, LLC.

A: Ms. Bolden, if you are having issues with submitting your billing it would be best for you to reach out to our Finance Department as they are the subject matter experts with submitting claims for billing. They can be reach at phipclaims@dwihn.org

Q: Can't DWIHN get the vaccination status from Care Connection 360 (Michigan's data sharing platform)? Why have providers scan and send Vaccination cards to DWIHN if you can get it directly?

A: We can review the mentioned process but ask at this time that you forward copies of vaccination verification forms in the requested manner.

Q: I didn't get an invite to the CRSP, IDD meeting. Also, there seems to be a gap between the caseworkers completing the updated authorizations and when updates are indicated on the Win site. This has caused pay discrepancies. What can we do about this?

A: Good Morning Ms. Terry, the authorization refresher training is for the CRSP Case Managers and Support Coordinators. We can make sure you are given the link for the next CRSP/Home Provider meetings that are on the 3rd Monday and 3rd Thursday of the month.

Q: I think Shirley missed speaking on vacancy notifications that is on the agenda.

A: No. I believe I discussed this when I spoke about the importance of sending notifications, timely response. etc. I did not mention but should have indicated we will publish the new vacancy forms on the website.

Q: How are the compliance inspections conducted and where can you find the scoring?

A: The providers can contract Eugene Gillespie for the information on scoring and compliance inspections at egillespie@dwihn.org.

Q: Is the online R/Rights training through Zoom or "BlueJeans" App??

A: The training is on Zoom.

Q: How do we get the Laptops?

A: A communication will be coming to respective providers for day and time for pickup based upon the survey that was conducted.

Q: EVV is not federally or state mandated. Why is DWIHN pushing this when it is so cumbersome?

A: DWIHN is not pushing EVV but merely bringing it as an option after enabling the interface. It is entirely your choice whether to opt for it or not.

Q: IF IPOS does not reflect the care being provided, what do we do?

A: The assessment must/should address all service needs of the consumer and it is the responsibility of CRSP. If there are issues, please send an email to residentialreferral@dwihn.org, if CRSP has been unresponsive.

Q: What is the name of the EVV?

A: Assuricare

Q: Anna-Grace A.F.C Home failed to pick up equipment Thursday 9/2/21. How do I reschedule pick up?

A: Please send email to Technology Manager Mr. Steven Soriano ssoriano@dwihn.org

Q: Are new contracts for new facility being accepted?

A: At this time, we are at our capacity for certain types of services. You can always submit your inquiries periodically to see if our needs have change.

Q: If your insurance is set to expire 3/22 how can you renew it before hand to reflect that?

A: If your insurance is set to expire on 3/22, a contract will be submitted; however, your Provider Network Manager will be following up with the provider for a more recent certificate of insurance closer to the expiration date.

Q: How can you have an effective insurance date of 10/1/22 if your policy runs from say 2/21-2/22

A: See answer above.

Q: Our insurance expires Oct. 2. When will contracts be disbursed? Will my home be in jeopardy of not receiving a contract?

A: This is a case by case review and based on your question, once the contracts start to roll out, you should have current effective insurance. Please submit an updated insurance certificate to your Provider Network Manager. Typically, insurance companies will send out an updated insurance certificate 30 to 45 days prior to expiration.

Q: I am still confused on how to bill now with an authorization for the H2015 code for an example if a consumer is 4 cls hour and the roommate is 1 cls hour how is it billed and shared because the rate is lower for shared staffing but the 1 hour cls client only has unit for 4 units hour and the client that has the 4 hours the rate for the next 3 is at the 4 AND SOMETHING CHANGE which doesn't even cover the staff hourly wage is there a number to reach out who can go over this with me

A: Ms. Goreta if you are having issues with submitting your billing it would be best for you to reach out to our Claim Department as they are the subject matter experts with submitting claims for billing. They can be reach at phipclaims@dwihn.org

Q: Karen, please submit your question to reidentialauthorizations@dwihn.org, we can also meet via zoom if this would be beneficial, just let us know.

Q: St Louis Center would very much like to be invited to the Provider meetings

A: As an IDD provider please attend the IDD mtg. every third Monday either at 10am or 2pm. The next mtg. 9/20/2021.

Q: Other county agencies are dispensing an allocated stabilization funding. Will Wayne county be able to fund this also?

A: In FY20, DWIHN reviewed certain lines of business, evaluated each provider's overall book of business with DWIHN, and sent financial stability letters requesting certain information. Based on the evaluation of the information submitted, stability payments totaling over \$6 million were disbursed to those providers. The lines of business identified in FY20 were Skill Building, Supported Employment, Autism, and Substance Use Disorder.

A: For FY21, DWIHN has already issued \$1 million in stability payments to the skill building providers. As part of the FY21 analysis, the same lines of business mentioned in the aforementioned will receive letters in the upcoming weeks; in addition, DWIHN will likely include SED Children's providers to qualify for stability payments. All other lines of business not referenced above did not incur a financial loss due to the pandemic and the inability to not bill for services.