**Residential Provider Meeting Q&A**

**Friday, July 23, 2021**

**Virtual Meeting**

**11:30am –12:30pm**

Q. Ms. Hirsch, could you please repeat what you said about the Homes that are consumers payee and ID.

1. Consumers residing in licensed AFC facilities where the provider is the payee the provider must indicate receipt of funds on the monthly Personal Funds and Valuable sheet and disbursement of same.

Q. Hi, I have the incorrect company name on my account and have not been able to resolve this. I have reached out to residential referrals as well as my contract manager. However, this issue has not been resolved. Can you give the name or email of someone who can assist? Thank you,

1. Please contact me at Jwhite1@dwihn.org ( June White- I am the director of contract management.

Q. Where do we get the spreadsheet to fill out?

1. Please email residentialauthorizations@dwihn.org and we can send you the spreadsheet.

Q. Can you address the issue of authorizations that were put in the system beginning 6-1-2021 that are only authorized through 11-1-2021 when the plan doesn't expire until Next year 2022.

1. There are authorization that were submitted to cover extra day time monitoring hours for members that were not attending day program during the pandemic; as members return to day programs those authorizations will need to be reviewed.

Please send an email to [residentialauthorizations@dwihn.org](mailto:residentialauthorizations@dwihn.org)

Q. Thank you Eric. You are correct that not always is there a response to the authorization issues via email. Some SC agencies have been non-responsive to our numerous calls and emails.

1. All residential authorization issues should be emailed to [residentialauthorizations@dwihn.org](mailto:residentialauthorizations@dwihn.org)

Q. Where do I go for the Specialized Vacancy Reports process and fillable forms ?

1. The Specialized Vacancy Report and process is currently on the DWIHN website The fillable form will be uploaded soon. <https://www.dwihn.org/resources/upload/3451/DWIHN%20Spec%20Res%20Vacancy%20Instructions%20&%20Report%20(12022020).pdf>

Q. HOW/WHO DO I CONTACT REGARDING WRONG AMOUNTS AUTHORIZED FOR UPDATED CODES WHERE NO CHANGES WERE MADE FROM THE CASE MANAGERS? THANKS

1. please send emails to [residentialauthorizations@dwihn.org](mailto:residentialauthorizations@dwihn.org)

Q. We have submitted insurance certificates for the current fiscal year - 20/21. Our contract manager is requesting insurance certificates that begin October 1, 2021. Further, the contract manager is stating our contracts starting 10/01/2021 will not be processed without the insurance certificates that begin at a future date. Insurance certificates for future periods are not produced by insurance brokers. Again we have submitted insurance certificates for the current fiscal year - 20/21, and DWIHN has acknowledged this.

1. If your insurance expires prior to the next fiscal year, or ends before 10/1/21 we will need a new insurance certificate. You may need to reach out to your insurance provider, as most will send out notices or new insurance prior to your expiration date. If you have questions please reach out to Provider Network Manager or me at [jwhite1@dwihn.org](mailto:jwhite1@dwihn.org) or Sharon Matthews at [smatthews@dwihn.org](mailto:smatthews@dwihn.org).

Q. what is chances of accepting new Providers

1. Please review our website for options on becoming a new provider. <https://www.dwihn.org/for-providers>

Q. What is the complex case management email?

1. Hello my name is Ashley Bond and my email is [abond1@dwihn.org](mailto:abond1@dwihn.org) , and the email inbox is [pihpccm@dwihn.org](mailto:pihpccm@dwihn.org)

Q. Will the recording of this be available for review?

1. Absolutely, it will be made available

Q. Are you guys still working virtually?

1. If the question is addressed to residential unit, then yes we remain virtual.

Q. When will we get the next part of the retro money so I can notify my staff as they have been asking me weekly? Also, we are barely making enough for payroll, will we be getting a raise?

A. The DCW wage increase will be paid on Monday, July 26, 2021 through the period ending June 30, 2021. Payments should be given to employees by Friday, August 6, 2021.

Q. When will the COVID hazard pay be disbursed?

A. The DCW wage increase will be paid on Monday, July 26, 2021.

Q. What to do if CMH is delayed in doing treatment plan? How long after the due date is our authorization voided?

1. Please make sure to follow up with your assigned Case Manager to make sure that the Treatment Planning process is begun earlier to avoid any delays. Once the IPOS is expired that authorization is also expired. Please also contact [residentialauthorizations@dwihn.org](mailto:residentialauthorizations@dwihn.org).

Q. ORR- There are times we are having a hard time getting access to someone’s profile. They may already have a profile with other employers so we cannot gain access to profile. We are being asked if the person still works at a certain agency etc. so that the profile can be adjusted. This is something we may not know and is sometimes difficult to ask. Some workers don’t want us to know what other agencies they are affiliated with. Is there another way to make this process better, it at times dips into our 30-day time frame trying to figure out the information so we can get access to profile to sign up for training? We are also being told not to start a new profile so it gets frustrating. It can be a problem. Now that there are sanctions at risk, it seems like there needs to be a better method. Is this something being worked on for this?

A. Previous Employer information is collected to help identify staff. There are duplicate names in the database. The Previous Employer field helps flush out those duplicates. It is our priority and goal to maintain the data integrity in MHWIN. Collecting all the staff information during the initial new hire request decreases turnaround time for an id to be created and helps prevent duplicate records.

Please complete the New Hire Form in its entirety to prevent back and forth communication that impacts the 30-day allotted time for staff to be registered for NHRRT. If there are additional questions or concerns please submit a ticket to [mhwin@dwihn.org](mailto:mhwin@dwihn.org).