

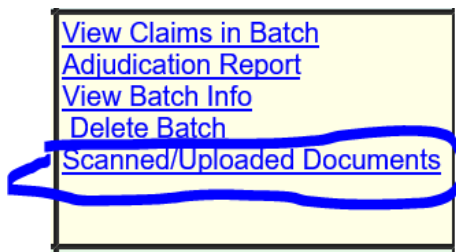


## Detroit Wayne Integrated Health Network

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### Residential Provider Meeting Q&A Friday, March 19, 2021 Virtual Meeting 11:30 am –12:30 pm

- 1. Providers have to create a training log to train other employees on understanding each consumers IPOS? Please elaborate.**  
**A.** No, DWIHN has created a template for you to use. Effective 3/31/21 this standard template/ form created by DWIHN must be used by everyone to ensure all MDHHS requirements are being recorded and that providers are in compliance with this requirement. You are required to be trained on only those consumers who you provide direct services to. The Training Log can be found at <https://www.dwihn.org/providers-residential-meetings>.
- 2. How do we upload documents into MHWIN?**  
**A.** After the batch/claim has been entered on the same screen used to submit the batch is a link for scanned uploaded documents.



- 3. Will we as providers still have to wait 3 or more months for reimbursement of the \$2.25 DCW wage increase or will Dwihn**

**push out payments sooner for providers to passing through wage.**

**A.** The funds are disbursed once DWIHN receives the funding from MDHHS.

**4. Will authorizations be issued based on the shared hours model as originally trained by DWIHN in Oct? For example, 96 units minus home help and workshop hours.**

**A.** We will review and provide additional training.

**5. The H2X15 codes have no rates attached to them in MH-WIN, so how do will bill them exactly. What rates do we use in billing?**

**A.** You bill using H2015 and all appropriate modifiers

**6. I know of multiple providers that have been trying to ask DWIHN about the new assessment and how it is calculated for unlicensed contract homes that require 24 hours. These settings need to start with 96 units. Is this addressed in the training next week?**

**A.** Know that we are meeting with Jeff White after this meeting to further discuss this and will provide a joint response.

**7. Is there a way DWIHN can help providers with timely updates for authorizations? I understand things are challenging right now, but when an authorization has lapsed it's impossible to bill.**

**A.** Yes, we are working on a process flow to address this matter.

**8. Is the additional rates for DCW \$2 or \$2.25?**

**A.** \$2.25

**9. I've just been informed by a case manager, that "the person who handles updating authorizations for billing purposes is out of the office until Monday." Why should my home reap the consequences of this?**

**A.** Please send an email to identify the consumer to [residentialauthorizations@dwihn.org](mailto:residentialauthorizations@dwihn.org) and we will review and respond.

**10. Are we supposed to train our DCW staff on each members IPOS? Even the ones they do not work with directly?**

**A.** You are required to be trained on only those consumers who you

provide direct services to.

**11. We have a consumer we are unable to bill for. We were told by Wayne Center she is no longer their responsibility, because she receives services from C.C.S. C.C.S. told us they only handle the M.I side and that Wayne Center should do authorizations because we're a DD home.**

**A.** Please forward email to [residentialauthorizations@dwi hn.org](mailto:residentialauthorizations@dwi hn.org). Staff will review and respond.

**12. I work at a CRSP agency. Our SC/CM's have been denied access to AFC homes even though we have taken the necessary COVID-19 precautions as recommended by the CDC, State, and local authorities. Can AFC Homes deny treatment teams access? We are considering this a barrier to care. Please identify the providers, we will do a joint intervention with MCO.**

**A.** No, there is no restriction other than the PPE/distancing etc. to access the residential facilities.

**13. I have/ having and had problems with my billing from the Support Coordinator Gail Ward of NSO. This has been a Problem the whole 2020 and ongoing.**

**A.** Sorry, you missed our early March meeting. Please send an email to [residentialauthorizations@dwi hn.org](mailto:residentialauthorizations@dwi hn.org)

**14. Who do we contact when the H2X15 codes are not in MHWIn by 4.1.21? We constantly have issues with auths not being entered into MHWIN. We ask for help from DWIHN but hardly ever receive a response from the Procedure Workgroup.**

**A.** Please send an email to [residentialauthorizations@dwi hn.org](mailto:residentialauthorizations@dwi hn.org) we will address.

**15. Is it an additional \$2.00? When will providers receive their payment too?**

**A.** The payment is \$2.00/hr through February 28th. The payment is \$2.25/hr. beginning March 1, 2021 through September 30, 2021. Providers will receive payment once DWIHN receives the funding from MDHHS.

**16. Is there going to be similar joint training provided by Residential Referral for the MI Providers and CRSPs, as it relates to the Residential Assessment, IPOS, etc.?**

**A.** Yes, this will be included in the training.

**17. Please advise who should be putting in the authorizations. We haven't be able to bill for this consumer since 10/2020.**

**A.** The CRSP should be putting in authorizations

**18. Do residents & staff require ongoing COVID-19 testing after they have been vaccinated? If yes, how often?**

**A.** At this point, routine testing is being done for staff every 2 months and will continue even if you are vaccinated.

**19. How is putting in the new Hx and Tx auths for DD starting April 1st? The CRSP or DWIHN?**

**A.** The CRSP

**20. Who uploads the IPOS training logs into MHWIN?**

**A.** The individual/provider who does the training should be responsible for uploading the training evidence.

**21. Is there a projected date for the RFP release?**

**A.** The RFP for Autism Services is projected to be released in early to mid April 2021. Please look forward to hearing from us soon on additional details.