



Residential Provider Meeting
11-13-2020

1. Visitation is covered. Can individuals be restricted from going out? There are no guidelines on that.
 - a. **This is covered in the State guidelines, it indicates we cannot restrict consumer movement in community. They urge that consumers receive PPE and counseling as to safety in the community.**

2. Where is the telehealth policy located, I don't see if on the DWIHN website. Thank you!
 - a. **Go to dwihn.org**
 - b. **Click on “For Providers” link**
 - c. **Go to “Provider Resources” and click on “policies”**
 - d. **Under “Proposed Policies” click the “our Input Is Needed” link**

3. When are you starting impaneling for residential homes again?
 - a. **Impaneling is ongoing—please contact credentialing unit at pihpcredentialing@dwihn.org**

4. Who do we contact for the training on progress notes?:
 - a. **Phone:313-989-9513**
Email: residentialreferral@dwihn.org
Scheduled dates to be published on DWIHN website soon.

5. Are you guys accepting contracts? For residential providers?
 - a. **Need clarification. If you are asking if we sent out contracts for FY 20/21 the answer is yes and it is ongoing.**

6. What is the process for reporting positive COVID cases in AFC homes to DWIHN?
 - a. **Please contact and report to consumer’s designated CRSP; also notifying Residential Services:**
Phone: 313-989-9513
Email: residentialreferral@dwihn.org
Residential staff will be assigned to contact and follow up on notification.

7. What qualification do you have to have to become a COVID rehab site. I have an empty 3 bedroom home in Inkster that is fully furnished.
 - a. **Please contact your MCO representative they will assist with all of your questions.**

8. Please send the Residential Referral Process form out.
 - a. Specialized Residential Referral Process and (Outpatient) Referral Process are both published on DWIHN website, <https://www.dwihn.org/providers-meetings-residential>
9. Who can we contact directly to discuss vacancies?
 - a. **Contracted Residential Providers can report vacancies to Residential Services (vacancy form published online), submitting by either:**
Phone: 313-989-9513
Email: residentialreferral@dwihn.org
10. Who do we contact at DWIHN for updated Cost of Care letters? CLS use to provide us with these.
 - a. **Our IT department will look into this for future response**
11. We did not receive the agenda for this meeting. Can you please send it out for future meetings. Thanks.
 - a. **Absolutely, we will make sure that happens going forward.**
12. What is the turn-around time for new provider to become a part of DWIHN?
 - a. **This process is very provider specific depending on what services and documents that are needed/requested. Typically it could take 60 days.**
13. We are a current provider and are not impaneled. When are we supposed to do that?
 - a. **Please send an email to pihpcredentialing@dwihn.org.**
14. Can you send out a separate link via email for the next meeting? I am just now logging on.
 - a. **We will send out the agenda and link together and put it on the website for easy access.**
15. I have contacted my contract manager, and still haven't received contracts.
 - a. **Please forward your email to the MCO Director jwhite1@dwihn.org**
16. Can individuals in a residential setting be restricted from going out of the home?
 - a. **This is covered in the State guidelines, it indicates we cannot restrict consumer movement in community. MDHHS urges that consumers receive PPE and counseling as to safety in the community.**
17. Residential never responds back to providers. It's an on-going problem.
 - a. **DWIHN Residential Services responds to all calls and emails with listed contact information. Please be sure to leave name and contact number when calling/emailing. Assigned staff will follow up with you.:**
 - i. **Phone:313-989-9513**

ii. Email: residentialreferral@dwihn.org

18. How can we obtain the Residential Referral Process that Shirley referenced in her presentation?
- a. Specialized Residential Referral Process and (Outpatient) Referral Process are both published on DWIHN website, <https://www.dwihn.org/providers-meetings-residential>
19. Can someone please explain the process for evictions at a SIL. I keep being told to go through my CRSP and refer to my lease. What do I specifically need to do and what is the process?
- a. **Semi-independent living (SIL/SIP) discharges must adhere to the consumer's signed lease agreement, also informing to coordinate further services with the CRSP Case Manager/Supports Coordinator (which may include contacting DWIHN Residential Services).**
20. It's my understanding that when unlicensed homes moved from H0043 (per diem) billing, to the H2015, 15 minute increment billing code, that all 15 minute units in which residents are sharing staff in the home would be billable. I am running into situations where this is not the understanding of those in the DWIHN Residential Department. Example: unlicensed, settings serving IDD people who need 24 hour care, need 96 units authorized to cover days where residents do not go to day program due to illness, med appointments, etc. or for those people who are on partial day program schedules and have 3-4 days where they are home 24 hours. I understand that Providers are to back out Home Help and Day programs units and not bill during those times for CLS H2015; we are currently observing this guideline. However, unless we have the flexibility of a 96 unit auth for H2015, we won't be able to bill accurately for various staffing which occur on different days. In DWIHN October trainings facilitated by Mr. White, mapping out staffing patterns with 96 units for 24 hour settings was a key theme covered in these trainings. We do not have a shared understanding around this issue between DWIHN and Residential Providers. When can we expect formal communications from DWIHN on this topic to clear up systemic confusion on this issue?
- a. **Please review the trainings/and documents on our website regarding usage of H2015 and T2027, <https://www.dwihn.org/billing-H2015-T2027-training-documents>**
21. When will you offer new contracts again for new group homes/ transitional homes?
- a. If you are a new provider wanting to become a part of our network, please go to our website and fill out the form: If you would like to more information on how to become a Provider at DWIHN please follow this link [Provider Inquiry Form](#)