

Q & A from Residential Provider Meeting 7.10.2020

1. Q: Do we contact residential services for issues with CRSP re-auths? And is there a direct number to call? Also, the process is early but still very, very slow.

A: As of 6/1/2020, DWIHN initiated a new authorization entry process involving direct authorization entry request by the CRSP, request automatically sent to residential staff for review and approval. All CRSP staff have been trained on the authorization entry process in MHWIN, they were provided handout examples as well as a PowerPoint for reference. Residential Services has asked that they enter authorization request 30 days in advance to avoid any delays.

2.Q: On authorizations, NSO states they do not do Authorizations. Who do we contact about those issues? Should NSO be doing the Authorizations?

A: All CRSP providers have been trained on the authorization entry process in MHWIN: NSO staff, Life Center and Older Adult Services have been trained as well.

3.Q: Will there be a new progress notes to match updated PC / CLS Worksheet?

A: Residential Services is reviewing this matter and will respond once the review is completed.

4.Q: Progress note training - are the new PC CLS worksheets will there be new progress notes to match them?

A: Residential Services is in review of this matter and will respond once the review is completed.

5.Q: Have all CRSPs been trained on the authorization process now? Is there a timeframe within which the CRSP have to complete authorizations so they are timely?

A: All CRSP have been and continue to be trained for the new process, developing their own process flow. Residential Services has asked that they enter authorization request 30 days in advance to avoid any delays.

6. Q: Will there be another progress note training class?

A: No additional progress note trainings are scheduled at this time.

7. Q: Have the calculation errors emailed to Ms. Hirsch and others been fixed, as it is not capturing any minutes assigned under Community Living supports in the bottom total/summary?

A: Residential Services is in review of this matter and will respond once the review is completed.

8. Q: Will there be training and guidance on the billing and documentation for the transition to H2015 codes as the latest updated document explaining the coding/billing for this code was 2018 when H0043 still existed to it is contradictory to our new situation?

A: Yes, we will issue additional guidance, once it becomes available, regarding the use of H2015. We expect to have additional guidance available in the next two weeks. Please remind the provider network that we published Bulletin #20-005 on May 1, 2020 which describes how to use H2015 in light of the retirement of H0043.

9. Q: For HCBS leases in AFC homes, I also was told by LARA that they preferred the lease to be with the Provider and the Agreement and written eviction or discharge policy was acceptable, is this correct?

A: DWIHN will refer to DHHS Office of AFC licensing, for written response, and example lease agreements.

10. Q: Can you go over the SIL eviction process?

A: The SIL eviction process is the same as an AFC that is in the lease agreement. See attached lease agreement documents entitled Millie Summary of Resident Rights Disclosure.

11. Q: A lot of responsibility being shifted to the CRSP, any plan to bulk up the number of case managers?

A: All hiring for case managers and supports coordinators is the responsibility of the CRSP.

12. Q: What happens when an authorization has expired and AWB still hasn't provided the service?

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13. Q: Any suggestions for agency for hiring new direct care workers?

A: We held a job fair several months ago and it was not well-attended. We may also consider a pool of workers. Brooke and I (Shirley Hirsch) promise to make this a discussion piece at our next provider meeting.

14. Q: How do I handle expired authorizations and CRSP not completing the renewals?

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15. Q: With this lease agreement will there be an example of one on the website with the proper wording for the individuals in the homes.

A: The lease agreement documents were attached in the previous email. The documents will be uploaded into DWIHN website.

16. Q: I thought that LARA agreed that the Resident Care Agreement is also a Lease Agreement.

A: The Resident Care Agreement currently used must be edited. House rules must be removed. There are documents that must be signed and accompany the Resident Care Agreement to satisfy the lease agreement. Please refer to the LARA link on Resident Care Agreements.
https://www.michigan.gov/lara/0,4601,7-154-89334_63294_27717_66571_66592_72127---,00.html

17. Q: Can you please address the letters that went out telling some recipients that they have to move to an FI? We are now hearing that recipients are allowed the choice to keep services with a staffing agency. But nothing has been communicated to the CRSP or families.

A: Direction regarding how to offer members choice regarding the selection of a FI has been provided to CRSP Administrators. Three trainings and listening sessions have been provided, in addition to direct trainings with CRSP Agencies. DWIHN will continue to work directly with CRSPs to use the Person-Centered Planning process to transition members as it is deemed appropriate. Any changes to services will be done through the Person-Centered Planning process and no automatic changes will occur on August 1st. If there are additional questions, please contact lbrown@dwihn.org.

18. Q: Will we be able to get the increase with the claim that was submitted late since it was past the due date for the raise?

A: All claims submitted for eligible services incurred from April 1 through June 30 will receive the \$2.00/hr. direct care wage increase.

19. Q: My case manager uploaded authorizations. The number of units was 0. Are you sure that the case managers know what to do? How do I resolve this problem? If a provider is having issues getting authorizations approved, what should they do?

A: All CRSP have been and continue to be trained for the new process, developing their own process flow.

20. Q: How can DWIHN change rates without a level of care or new IPOS ? And the new SPG doesn't match the behavior plans and for the I/DD SIL homes that rate per unit should be \$4.64 not \$4.61.

A: The corrected rates will be uploaded into the system.

21. Q: My auth has expired and has been expired now past 60 days. The case worker has not been able to successfully complete the re-auth. When it is complete, will I have to complete an appeal?

A: The claim appeal process must be completed for denial of claims with service dates of 60 days or more. This process can be completed through MHWIN, selecting the Claims Submission AP link, then select view all batches and claims. Residential provider can also email the Claims Department at pihpclaims@dwihn.org

22. Q: Has there been any changes with Residential authorization codes for this fiscal year?

A: Yes, please review the codes H2015 and H0043 on the DWIHN website.

23. Q: Will there be anything to cover providers if the Guardian wants to move the client out because they don't want to pay their rent?

A: Unfortunately, no. We do encourage at admission if the guardian is responsible for paying (SSI/SSB) funds that you send notification to them as part of the admission process as to when the rent is due, and that you follow up with them by sending monthly billing statement for unpaid rent, late or short rent payments. Please make sure to alert the Case manager/SC who should also indicate this as a Goal per the IPOS. In so doing, you now have a reporting mechanism to send to Social Security to alert them to the guardian non-response. If the guardian is moving a consumer without 30-day notice, please make sure to alert the case manager/SC and residential via an email, we will then inform of alternate options the guardian may need to utilize for future placement request

24.Q: If we have a consumer who's in need of 1-on-1 staff, how does the coordinator submit that being as the outlier has been taken out?

A: In the absence of clinical outliers, the requester will have to justify the need for enhanced staffing in the IPOS. If the IPOS is current, add the addendum. Authorizations for enhanced staffing are reviewed at 90-day intervals. 1-on-1 staff is considered a Restrictive Intervention and does require IPOS addendum and approval from the Behavior Treatment Plan Review Committee, and a copy of approval is required with CRSP and at the residential facility. 1:1 auth requests need to be clear if 1:1 is for Community/ Home-based/ and or both?

25. Q: Who's handling Guardianship Renewal (at NSO)?

A: It depends on the designation of the member and the rationale for 1:1 staffing (for example safety, help with daily living activities, day programs), the majority of reviews are held every 90-day period for the approval of the continuation of 1:1. This matter remains to be under review and will be addressed in the near future.