



DWIHN CRSP MEETING RECAP
TUESDAY, MAY 11, 2021 – 1:00 P.M. TO 2:15 P.M.

1. Authorizations Updates:

Authorizations for June 1st are being entered into the system for approval. Individuals that have a HAB Waiver are eligible for the T2027 code, which is the overnight code. Authorizations being submitted must be within the appropriate timeframe of 24-hours of service per day.

As of 5/12/21, the United Horizon facility will no longer have a contract with DWIHN. They were one of our CLS facilities that had almost 240 members in a semi-independent living/or in an outpatient service. A list of providers was given to the CRSPs so members could choose a new CLS provider of their choice. The majority of members have been transitioned.

2. Crisis Services Updates:

Inpatient Psychiatric Prevention and Reduction Plan Committee Sub-groups - A description of the sub-groups was reviewed and discussed. The committee is developing action steps and recommendations to prevent and reduce inpatient psychiatric readmissions. Five subgroups have been established with a facilitator for each group. Providers that would like to sign up for one of the groups may contact Jacquelyn Davis at jdavis2@dwihn.org.

Crisis Contacts - The CRSP providers were asked to review the Crisis Contact list updated as of 3/31/21. If their organization is not on the list, they are to send crisis contact information to Jacquelyn Davis at jdavis2@dwihn.org and copy Dan West at dwest1@dwihn.org.

3. Quality Improvement Updates:

Critical/Sentinel Events Trainings will be held on 5/20/21, 6/17/21 and 7/15/2. It is important to submit and upload supporting documentation when entering critical sentinel events into the system before it can be submitted to the state.

4. Medicaid Claims Verification Reviews:

As a part of DWIHN's contractual obligations with MDHHS, we are required to conduct an encounter claims verification review of our network. To ensure that paid claims and the rendered services are appropriately documented in the members record.

The reviews are completed twice a year by the Quality departments staff. The first half of the fiscal year is from 4/1st – 7/31st and the service months reviewed during that period is October 1, 2020 – March 31, 2021. The second half of the fiscal year is from August – October 31st and the service months reviewed during the period is 4/1 – 9/30th.



Due to COVID-19, the Quality Department is requesting organizations to upload the proof of documentation into MH-WIN's message box or arrange to have the documents drop off at DWIHN with the assigned QI staff. A letter was sent to providers with the instructions on how to complete this request. Additionally, it was recommended to visit DWIHN's website at <https://www.dwihn.org/> and review the [Claims Verification POLICY](#) and the [Claims Verification PROCEDURE to ensure the verification elements are achieved.](#)

DWIHN is proud to host the third training event with MDHHS on the requirements for the Behavior Treatment Plan Review Committees (BTPRC) with the focus on Occupational Therapy (OT) Evaluations/Scripts. The training will be held on Tuesday, June 8, 2021 from 1:00 p.m. to 2:30 p.m. MDHHS facilitators are Mr. Price Pullins, Chief Psychologist and Ms. Charlyss Ray, Licensed Occupational Therapist.

The information is also posted on DWIHN's website.

5. Detroit at Work Project:

DWIHN and Detroit@Work which is the city of Detroit's Employment program are partnering to help find employment and to connect people to mental health resources. The pilot is through the city of Detroit and they help people search and apply for employment opportunities. They have nine different career centers throughout the city and it's for the residents of Detroit.

All of the locations are within 3 miles of the career centers and are very accessible. They support about 3,500 residents a year with career opportunities, occupational training and high school completion.

As a part of the partnership with Detroit@Work, additional support for behavioral health services will be available to connect people to Detroit Wayne and our Provider network. This will not only assist with jobs skills for employment opportunities it will also provide support with behavioral health services as well. Additional information on the Detroit@Work Initiative is also posted on DWIHN's website at <https://www.dwihn.org/> under the DWIHN Spotlight page.

6. Individual Plan of Service (IPOS) Trainings:

Trainings are scheduled next week on Budgets and Individual Plan of Service (IPOS) Goals. The topics are closing the gap for Self-Directing services; budgets and goals. The trainings will be held next week at various times on Monday, Wednesday and Friday.

7. Administrative Updates:

- Mental Health Month - May is Mental Health Month



- United Horizon Transition - Mr. Doeh thanked DWIHN's Residential Department and the CRSPs for their assistance with transitioning members from United Horizon to their newly selected CRSP providers.
- COVID-19 Positive Numbers – Due to the increase of COVID positive cases, Mr. Doeh expressed his concern regarding our members and the importance for the CRSPs to work with our Residential providers to keep our members safe.
- DWIHN will also help with the following resources:
 - ✓ Personal Protection Equipment (PPE) for those who may have difficulty obtaining them.
 - ✓ More education and outreach regarding the CDC Guidelines
 - ✓ Encouraging vaccinations
- Access Department Survey – Mr. Doeh asked the CRSPs to please respond to the survey.
- DWIHN has received full accreditation for 3 years from the National Committee for Quality Assurance (NCQA).
- The Integration Health proposals from Senator Mike Shirkey and State Representative Mary Whiteford was discussed. Mr. Doeh has a scheduled meeting with MDHHS Director Elizabeth Hertel regarding this matter and he will report updates as they develop.

8. Questions:

Q. Are CRSPs still entering a critical event for COVID-19 positive test results, even without an associated hospitalization?

A. There should be supporting documentation regarding the event from the hospital. All supporting documentation for the event must be uploaded so DWIHN can report it to the state. For additional information or questions regarding critical events, please contact Carla Spight-Mackey at cmackey@dwihn.org or April Siebert at asiebert@dwihn.org.