



**DWIHN CRSP Provider Meeting Recap
FRIDAY, DECEMBER 4, 2020 - 10:30 AM to 11:45 AM**

1. Is there another memo going out to CRSP about the authorizations and who is responsible on what date to have those authorizations completed to begin in reference to DWIHN list sorted by CRSP?

A. Yes, another correspondence will be sent and the list will be specific to the CRSP Providers. The list will be available by the end of next week.

2. In last month's provider meetings there was mention of trainings expected to be held this month for progress notes and level or care assessments (SPG). We do not see this information on DWIHN website and have not received information via e-mail. Will these trainings be held this month?

A. We held a series of at least 8 trainings for CRSP providers, what agency are you from? We sent invites to IDD and AMI CRSP providers.

3. We are scheduling clients who are open with DWIHN on one day and then when the intake date comes they are disenrolled, and we are not being paid. Can we request to undo the disenrollment so we can be paid for the rendered services?

A. If a provider completed an intake but the individual was disenrolled before the claim could be submitted please contact Wellplace to have the admission dated to the intake date.

4. If our staff submit all necessary residential authorization requests, DWIHN staff have 14 days to respond. If the CRSP provider responds to the questions, does DWIHN have another 14 days? If so, we could have authorizations that are not fully processed by January since it is already December 4th.

A. If a provider resubmits a returned authorization it is expected that DWIHN completes the authorization approval process immediately (it does not start the 14 day process over).

5. Also, there has been discussion of an updated SPG assessment, has it been sent out to CRSP providers for use?

A. No, we are in review of the current Residential/SPG assessment. We will forward once updates/changes is made.



6. For entering the authorizations for H2015 CLS, the codes with modifiers are very complicated and related to how many staff the AFC homes have and how many residents are in the home. Why was this function given to the providers? We do not place the clients but are responsible for the AFC homes being paid.
 - A. **We have extended the 90 day transition to March 31, 2021 so the H2015/T2027 codes do not need prior authorization in MH-WIN while we work collaboratively on a solution to the complexity of this change.**
7. During the IPOS training we were told that the IPOS effective date does not have to be the date of the meeting.
 - A. **The dates do not have to be the same. The PCP can be developed prior to the effective date of service.**
8. Who can we contact if the CRSP is listed wrong in MHWIN and we cannot access the chart to enter authorizations?
 - A. **Please submit a request to the MHWIN Help Desk and will work to address it.**
9. Previously, we had been advised that providers should not be entering authorization requests for the H2015 CLS CPT Code. Is this still true, or are we supposed to be entering them now?
 - A. **Please see number 6 above.**
10. For H2015 - We are receiving rejections based on conflicting billing with the CLS Providers. The providers are stating they cannot add more than one billing per day and are billing in lumps, cutting in to the ability for the Residential Case Managers to be able to bill. Who can I contact?
 - A. **Please email this question to our residentialreferral@dwihn.org and we will take care of your question.**
11. I have great contacts for residential authorizations; however, I don't know with whom I should speak about MH authorizations . Could we be provided a contact person?
 - A. **Please contact our Utilization Management Department. The Director is John Pascaretti jpascaretti@dwihn.org**



12. I want to know if the meeting date of the IPOS and the effective date of the IPOS has to be the same date?

A. See number #7 above.

13. Is Medversant the portal you are referring to?

A. No , this is going to Provider Risk matrix portal.

14. Is there a particular known model you are following that can be used for reference?

A. The Provide Score Card that IT has automated using the PowerBI platform is based on the inputs identified in each of the Operational, Financial and Strategic domain.

The score card will then allow us to rank overall how a Provider is performing. Based on the specific Domain it is weighted using the following grades:

| | | |
|---|---------------|----------|
| HIGH RISK <input checked="" type="checkbox"/> | MODERATE RISK | LOW RISK |
|---|---------------|----------|

15. Can an agency request to participate in pilot processes?

A. Yes, please contact Manny Singla, at msingla@dwihn.org, or Melissa Moody at mmoody@dwihn.org or Vanessa Bradford at vbradford@dwihn.org

16. For the DWC training website and setting up the Administrator, Auditor, and TAP User: I attempted to email Tyerica Boyd to setup an "Administrator" account for my agency and it would not go through, saying: "Recipient address rejected: Access denied" Is there a different contact person/email?

A. Please use the dwchelp@dwihn.org address. We can get you supported asap. If that doesn't work contact Andrea Smith at asmith1@dwihn.org.

17. What about H2015 authorizations after 12/31/2020, are Supports Coordinators ok to start entering H2015 auth's with effective dates of 1/1/2021?

A. Please see number 6 above.