



## **Outpatient Provider Q&A**

**9/3/2021**

- 1) Jacquee, will CRSPs be able to HEI documents from their EMR to this section?
  - a) I'll follow-up with IT to confirm. Thank you.
- 2) Can you please expand on what exactly is needed relative to court orders? Are delinquency court orders needed for youth?
  - a) Please reach out to Sojourner Jones at [sjones1@dwihn.org](mailto:sjones1@dwihn.org) for assistance. Thank you.
- 3) Our supports coordinators are having difficulty accessing the correct forms from probate court for processing guardianship petitions. Is there someone at DWIHN who can help with this?
  - a) Please email Sojourner Jones at: [sjones1@dwihn.org](mailto:sjones1@dwihn.org).
- 4) Jackie, will the sections house information for child, adolescent, and adult court information?
  - a) Yes.
- 5) Will DWIHN work on removing clients with commercial insurances from the intakes and referrals from the ACCESS center? this is being doing at Oakland and Macomb and may result in their better numbers.
  - a) Yes! DWIHN excluded those with private insurance from our PIHP bucket
- 6) By period assessment, do you mean an IPOS quarterly/periodic review?
  - a) An assessment is required for this requirement so this is being treated differently than a Periodic treatment plan review. We are working on a document that will meet this MDHHS requirement.

- 7) Is the MDHHS criteria that the BioPsycho Social Assessment must occur within 14 days of the REFERRAL or 14 days from the initial REQUEST call to DWIHN?
  - a) 14 days start from the initial request call
- 8) What is being done to address the capacity issues?
  - a) DWIHN is currently participating in several workgroups and with MDHHS on this workforce issue. DWIHN is also collaborating with Wayne State University to look at intern programs and professional programs and incentives that may increase the workforce. DWIHN is looking internally at staff requirements as related to services/documentation
- 9) Tania, what is considered a "periodic assessment" when it comes to a client presenting after the 95-day example you gave?
  - a) Periodic Assessment was the term MDHHS used when we requested clarification on if a brand new IBPS needed to be completed if a member did not have active service in over 90 days. Based on that response, we interpreted that a more abbreviated version of the IBPS would be acceptable. What we will be looking to capture is an update on presenting needs, assessing for any changes in the person's life domains and any other clinical information that will drive the development of the IPOS. We will be working internally on ensuring that the Periodic Assessment meets the standard MDHHS is looking for. We understand how lengthy completing an entirely new IBPS can be so we want to make it less cumbersome of a task for our clinicians.
- 10) Is the IBPS needed annually? Is the IBPS required prior to approval of services, even if we have an authorization?
  - a) An IBPS is required annually. The IBPS is the assessment that drives the IPOS and helps the clinician assess what treatment goals and services should be authorized in the treatment plan.
- 11) What do we do if we have a consumer that tested positive for covid and they are not following the protocol of quarantining by staying in their room? This consumer is constantly in and out of her room and has now left her house as I am typing this. She has elderly roommates and my staff does not feel safe being there because of her not quarantining and

it is not safe for her roommates. I have reached out to her CRSP, but I am not getting any response.

a) Could you please send a direct email to the residential department with the member ID and CRSP name. Residentialreferral@dwihh.org

12) What is the process for getting someone into one of the Covid AFC homes should we need to refer someone at some point in the future?

a) A placement packet is to be sent to residentialreferral@dwihh.org. One of your team members L. Adkisson handles the placement of members into our Covid 19 quarantine homes.

13) Is the link for the Authorization Training on DWIHN Website?

a) It is not on the website; the link was sent out to all CRSP supervisors.