



Detroit Wayne Integrated Health Network

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Outpatient Provider Meeting Q&A Friday, April 30, 2021 Virtual Meeting 10:00am –11:00am

1. So the new "HB" modifier only applies to adults living in a licensed residential setting who receive overnight health and safety support (T2027)?
 - a. The T2027 or T2X27 after 4/1/21, is only used in unlicensed home settings not licensed residential settings.
2. Uploading notes within 24-48 hours is not feasible. Notes are submitted to us weekly. Also, we do not have the Admin staff to upload notes in MH-WIN. Yes. We are also in the process of implementing EVV so notes will be electronic. It is not feasible to upload notes to MH-WIN. We are short staffed and struggling during this pandemic.
 - a. If you could please connect with me, Chief Clinical Officer Melissa Moody, so we can look at current process in regard to documentation requirements and the status of EVV. I can be contacted at mmoody@dwihn.org.
3. Last meeting we were told that the new rates were listed on the site. I looked and did not see them updated. When will the new rates be available?
 - a. Rate Sheets were updated on March 1, 2021 with the new Bundled Authorization ONLY codes, H2x15 and T2X27.
4. Does the Biopsychosocial assessment and IPOS have to be current in order for services to be administered? We always thought we just needed the current IPOS in order to provide services. We provide OT, PT and SLP services in the consumer home. We are receiving

differing info on the Biopsychosocial. If we have an updated IPOS can we continue to provide services?

- a. Biopsychosocials are required on an annual basis and are to be completed prior to the IPOS. The information obtained from the assessment are incorporated into the IPOS (golden thread). If there is an active IPOS with current authorizations, services can be provided but a biopsychosocial will also need to be completed.
5. Can you please repeat the months for the site review?
- a. QI staff are currently conducting Medicaid Claims Verification Reviews for the 1st half of the FY from April 1st through July 31, 2021 and the service months reviewed during that period is October 1 through March 31, 2021.
6. What are the procedures for reporting vacancies? I have reported vacancies numerous times to the residential referral department, and followed it up with phone calls, but have been getting no viable/favorable feedback. So, how long does it take to fill the vacancy and who is the right person to contact?

You must submit your vacancies on the Vacancy Report and send to residentialreferral@dwihh.org. The form can be found on the website: <https://www.dwihh.org/providers-residential-forms-docs> or you can request the form by email. We review all vacancies to ensure that they meet the needs of the individual and their guardian. If you have questions, please feel free to contact me, Kelly McGhee, at kmcghee@dwihh.org

7. What time will the DWIHN SDS Budget Training be on May 17th, so we can block out our calendars now?
- a. 10am and 2pm on the 17th and 19th. More details to come to selected CRSP.
8. Can you please put the new email to CRSP Change Form?
- a. crspprovider@dwihh.org
9. Please confirm that CRSP changes should not be happening without the person themselves requesting the change. We are finding out about CRSP changes, and when we contact the people we have been serving, the person says they know nothing about it. This is a big concern and an ongoing problem.
- a. You are correct. The individual needs to be included in the transition process.
 - b. The CRSP change requires the validation by the consumer that this is their wish.

10. A question for Ms. Epperson regarding CRSP Changes, when a CRSP change form is completed, is it the incoming CRSP or outgoing CRSP that is responsible for completing and submitting the form?
 - a. Because there is a validation of the consumer's desire either the outgoing CRSP or the incoming CRSP can submit.
11. Could you repeat those times, and when should we expect the invites?
 - a. May 4th and May 7th, at 10 am-- links will be resent out soon.
12. Will you send out the pre-contract packet before the training so we can go through the pages during the training?
 - a. We can do that, or we will put them on the website.
13. Please clarify the pre-contracting packet due date. I thought I heard May 10th, but the memo about this indicates May 24th. Thank you.
 - a. Yes, it is the 24th for the records to be sent back to DWIHN. Any questions please see your Provider Network Manager.