**Outpatient Provider Meeting Q&A
Friday, March 19, 2021
Virtual Meeting
10:00am –11:00am**

1. **Can you email us the referral form?**
   A. The complex case management brochure, flyer, and referral form are located on DWIHN's webpage. It is located on the right-hand side, the link is listed below:
   https://www.dwihn.org/providers-integrated-healthcare

2. **Will there be written instructions on these codes?**
   A. https://www.dwihn.org/bulletin-20-2001.pdf

3. **Will you be sending the handout regarding complex case management?**
   A. The complex case management brochure, flyer, and referral form are located on DWIHN's webpage. It is located on the right-hand side, the link is listed below:
   https://www.dwihn.org/providers-integrated-healthcare

4. **Who should be contacted if all the new authorization is not in MHWIN on April 1st.**
   A. Please send an email notification to

residentialauthorizations@dwihn.org staff will respond. Thanks

5. **Will all of the shared documents be emailed out or made available somewhere?**
   Training Log and PPTs can be found on
https://www.dwihn.org/providers-residential-meetings.

6. **Is this PowerPoint available so I can train my case management team?**
   A. PowerPoints and the Training Log are available at
   https://www.dwihn.org/providers-res-outpt-feb2021-IVlog-ppt.pdf

7. **If our agency has our own training, the in-service form is it required to complete the DWIHN form if the required fields match? Can this form be HIE'd within the PCE systems?**
   A. Effective 3/31/21 this standard template/ form created by DWIHN must be used by everyone to ensure all MDHHS requirements are being recorded and that providers are in compliance with this requirement. Additionally, we will be working internally to be able to HIE the information over, however, that is not available at this time.

8. **We have a PCE system that already has this document embedded into our EMR. Can we use our own log as it has many of the same elements.**
   A. Effective 3/31/21 this standard template/ form created by DWIHN must be used by everyone to ensure all MDHHS requirements are being recorded and that providers are in compliance with this requirement. Additionally, we will be working internally to be able to HIE the information over, however, that is not available at this time.

9. **Does the DWIHN Tx Plan Training Log process apply to both IDD and SED Member services?**
   A. Yes, this form should be used for all members served.

10. **Who is the contact for the access team when we have issues with screenings or designations?**
    A. accesscenter@dwihn.org.

11. **I've had no issues reaching someone about questions related to residential auths however I am not sure who I can reach regarding MH auths. Who is the contact person?**
    A. John Pascaretti - jpascaretti@dwihn.org

12. **Is there a plan for standardized residential forms required for inspections? (i.e. Treatment Plan Training, Crises training). The Out-Patient Providers are not supportive of the requirements we are being evaluated on by DWIHN.**
    A. Forms can be found on DWIHN website
    https://www.dwihn.org/quality-reports-evaluations

13. **If you have not received the 2.25 for staff who do we talk to?**
    A. Dhannetta Brown - dbrown@dwihn.org or (313) 344-0697

14. **Can we please have contact info for Ashley?**
    A. Ashley Bond Clinical Specialist for Complex Case Management abond1@dwihn.org 313-402-1424

15. **Who do we report the concerns of Out-Patient Providers not being on point with Treatment Plan and authorizations?**
    A. Please forward concerns to residential authorizations@dwihn.org.

16. **The H2X15 codes have no rates attached to them in MH-WIN. How do we will bill them exactly? What rates do we use in billing?**
    A. H2X15 should only be used when requesting an authorization. When billing you should use H2015 and all appropriate modifiers.

17. **When I run the adjudication report, sometimes the claim says we won't get paid for an entire day because the times overlap with an appointment that they possibly had. Are you coming up with a better system to avoid the issue of the whole day? Most times I don't know they had an appointment.**
    A. Times are not allowed to overlap, consumer records should reflect when the consumer is receiving service.

18. **What is the last period for Hazard Pay?**
    A. 09/30/21