



Outpatient Provider Q&A
11-13-2020

1. Is there a way of providing information on which agencies did or did not complete the telehealth survey? We completed it the first time the request was sent out, but continue to get emails indicating the survey needs to be done. Given the number of surveys going out this is confusing and we are wondering if we need to complete it again or not.
 - a. **Please reach out to April Siebert, Quality Director, at asiebert@dwihn.org**

2. In the surveys – we are unable to click more than one response in areas that state – click all that apply.
 - a. **This issue was resolved and providers should have able to select multiple.**

3. Can you send out a copy the Residential Referral Process?
 - a. **Yes**

4. Will the presentation be sent to the group?
 - a. **Yes**

5. We understand that we do not need an auth to bill CLS but we do not have any auths for T1005 codes being entered by SC agencies. We have called the SCs and the T1005 auths are not being re-entered.
 - a. **A separate authorization will need to be completed for the T1005 code. DWIHN sent out a communication to the provider network on 11/16/2020 with this information.**

6. Will you be sending verification that you received the survey to those who responded early on as well, not just going forward?
 - a. **Please reach out to April Siebert, Quality Director, asiebert@dwihn.org**

7. Just wondering the appropriate turn-around time for a request from a new provider desiring to apply for a DWIHN contract? Is there someone specifically we can reach out to?
 - a. **60 to 90 days. Please visit our website to fill out the interested in becoming a provider inquiry form, <https://www.dwihn.org/for-providers>**

8. Will you please confirm that you received it from certain providers? We did it originally and I don't want DWIHN to prevent us from being able to bill and get paid.
 - a. **Please reach out to April Siebert Quality Director, asiebert@dwihn.org**

9. Can we get a confirmation on the Practitioner survey as well?
 - a. **The practitioner survey is an individual survey, not provider, but if you send an email to us we can verify for you dwchelp@dwihn.org.**

10. We need to know who has and who has not responded. How can I tell if I failed to do the 2nd or the 1st?
 - a. **Please reach out to April Siebert, Quality Director, asiebert@dwihn.org**

11. I missed the part about the training for CRSP for residential assessments and H2015 auths. How do staff access these trainings?
 - a. **DW IHN will be sending out a notification to the provider network on training dates/times for residential assessments, progress notes, and authorizations**

12. As we have a number of pending auths past 14 days, how long should we wait to reach out to DWIHN about these? We have some at 20 days.
 - A. **email: John Pascaretti jpascaretti@dwihn.org, Rhianna Pitts rpitts@dwihn.org or pihpauthorizations@dwihn.org**

13. Due to the delays, does DWIHN recommend we stop providing services, until authorizations are approved?
 - a. **No.**

14. HOW do we let you know about all the MANY problems we are having with authorizations? What is the best contact info?
 - a. **John Pascaretti jpascaretti@dwihn.org, pihpauthorizations@dwihn.org or Rhianna Pitts rpitts@dwihn.org**

15. Can I please have the agenda and attachments emailed to me? Particularly the info regarding the upcoming training dates that Shirley presented.
jennifer.smith@goodwilldetroit.org
 - a. **Hi Jennifer, we can send out the agenda and attachments.**

16. Telehealth survey for residential providers or for providers of clinical services?
 - a. **It went out to the CRSP and Outpatient providers.**

17. Can I suggest that a different term other than "survey" be used when a required response is needed, especially if DWIHN plans on imposing sanctions. I may be wrong, but it seems the term survey often implies a more informal process/query for gathering feedback.

a. Sure, the terminology can be changed, but please note that requests solicited by Detroit Wayne are often in need of a response.

18. How can we confirm that DWIHN received our telehealth survey?

a. We can review responses and confirm receipt, and also work to remove the organizations that already responded from reminders.

19. I am hoping that we can discuss authorizations/ missing fee schedules with the MCO group today. Any type of status update and resolution coming?

a. Anne please send an email to procedure.coding@dwhn.org

20. Please note that with the implementation of EVV, some Providers will have all timesheets and notes electronically.

a. Thank you and we are aware of the EVV system.

21. If we already completed the Telehealth survey, do you want us to complete it again?

a. No you do not have to do it again.

22. When will the third survey be sent out?

a. The survey will be posted via chat and more broadly today as well.

23. We are unable to bill T1005 claims because they are attached to CLS auths. and all CLS auths have been early terminated. I emailed DWIHN over 1 week ago if we can submit our T1005 claims without an auth and still have no response. Who will be able to help us? I did not save the automated generated generic "we will get to it" response from Procedures Coding. We never get a response from them except once and that was after Jeffrey White fixed the problem.

a. Shirley Hirsch answered -can you provide the ID # I will review this and respond