



Detroit Wayne Integrated Health Network

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Outpatient Provider Meeting Friday, February 18, 2022 Virtual Meeting 10:00 am –11:00 am Agenda

Zoom Link: <https://dwihn-org.zoom.us/j/93220807823>

- I. Welcome/Introductions
- II. Claims- Deabra Hardrick-Crump
 - Authorization only codes
 - Authorizations that cross the Fiscal Year
- III. Credentialing- Ricarda Pope- King
 - Non-Responders and Provisional Credentialing Process
- IV. Customer Service- Dorian Johnson
 - Behavioral Health Mediation Services Program
- V. Residential Services – Shirley Hirsch, Kelly McGhee and Kate Mancani
 - Monthly monitoring note roll out
 - Clinical Alignment of Documentation and Assessment training
 - Authorization Refresher Trainings
 - IPOS-Updates
- VI. Recipient Rights
 - Recipient Rights Training (Jacqueline Frazier, ORR Trainer) – pages 2-3
 - Recipient Rights Monitoring (Ed Sims, ORR Monitor) page 4
- VII. Managed Care Operations- Sharon Matthews
 - One on one meetings w/ PNM (Quarterly)
- VIII. Administrative Updates – Eric Doeh, President and CEO
- IX. Questions
- X. Adjourn

Board of Directors

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New Hire Recipient Rights Training

- ❑ Trainings are currently open for Registration in MHWIN 2 months in advance.
- ❑ There are 9 to 11 trainings held each month.
- ❑ **Staff Record**-Ensure the record is completely filled in, especially the provider name and location as well as the date of hire and the email address.
- ❑ The email address in the staff record should be that of the **participant**. This will ensure that they receive the correct training documents.
- ❑ Participants must be present online, with working cameras, and remain visible and available to communicate with us throughout the course.
- ❑ If your staff are seen driving during the training or laying down/asleep, shopping or braiding hair, they will be removed from the training and will need to be rescheduled.
- ❑ **Course Completion**-Staff must participate in the virtual- live training using the Zoom app AND pass the quiz with a score of **80%** or greater. The deadline to return the quiz is **3pm** the day of class. Incomplete or late exams will not be accepted.
- ❑ **Evening classes** are offered once per month from 4pm-6pm. Please check MHWIN for available training dates.

New Hire Recipient Rights Training

- ❑ For months December and January there were **867 participants registered**, with **441 completing** and **426 No Shows**. Vendors please assist ORR in assuring staff registered actually attend the training.
- ❑ Please contact ORR Trainers ASAP to remove a registered participant once you become aware that they are unable to attend NHRRT, to ensure scheduling availability.
- ❑ **To Maintain Compliance-** Register your staff for NHRRT training during the onboarding process.
- ❑ To unregister a participant, assistance with certificate verification or for any questions regarding training, email us at **orr.training@dwihn.org**.
- ❑ Review the DWIHN website and/or the MHWIN newsflash for updates regarding NHRRT.
- ❑ ORR Trainers remain available at **orr.training@dwihn.org** to partner with Providers and ensure compliance with regulatory standards and DWIHN policies related to ORR Training requirements.

Vendor/Provider Meeting Monitoring Agenda

Presenter: Edward Sims, ORR RRI

Friday, February 18, 2022

- ORR annual site review process:

Site reviews continue to be conducted “virtually,” via MS Teams apps. The ORR Reviewer will contact the Vendor to schedule a convenient date/time to conduct the site review visit. FY22 ends on 09/30/22. Please respond promptly to ORR's request to schedule the annual site review visit. The Reviewer may request photos and other documents to be submitted, prior to the date of the review.

- Questions/what to look for during the site review:

- Rights posters, Rights booklet, MHC etc
- If there are any restrictions/limitations for any DWIHN member. If yes, included in IPOS?
- Do members/staff know how to file a complaint?
- Where is confidential information stored & is it locked/password-protected
- Are there any health or safety violations
- Are there any contraband items posted
- Were there any new staff hired since the last SR
- If yes, did the staff attend NHRRT within 30 days of their hire date
- Is the staff's Annual (online) Recipient Rights training 2 years old or older? If yes, requires ARRT evidence to be submitted, as well
- Is this a licensed facility (for AFC's only)? If yes, what is the expiration date of the license

- Corrective Action Plan-If required, Vendors have **ten** business days to submit written CAP response:

- a. NHRRT face-to-face required within 30-days of hire-MMHC mandate-if no, **non-compliant** for that FY
- b. Annual RR Training via Detroit Wayne Connect
- c. MHWIN Update-Banner (training)
- d. Staff information-record current (for training)
- e. Environmental walk-through-completed virtually-photos, viewed via MS Teams App
- f. Repeat non-compliance? Notification to Contract Manager submitted
- g. Email Address/Contact Information-updated for Vendors/Providers
- h. Site review documents & signature (page #4 of site review tool) requested-will be emailed and received via USPS mail to Vendors

- Provide contact information re: questions for monitoring (email/phone number)
Edward Sims, ORR RRI-esims1@dwihn.org, or 313-433-2845-work cell
Schakerra Pride, ORR Manager-spride@dwihn.org, or 313 498-4769-work cell