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Owner: *Nasr Doss: Deputy CIO, PMP*
Policy Area: *Information Technology*
References:

Staff File Maintenance

POLICY

It is the policy of Detroit Wayne Integrated Health Network (DWIHN) to ensure the capability of the workforce to provide quality care. This includes randomized pulling of files of persons working in the system providing services to our consumers. The definition of workforce is broad and includes individuals with graduate training, as well as those who have associate or bachelor degrees, high school diplomas, or even less formal education. The specific elements they review include, but not limited to:

- Education
- Personal Identification Numbers e.g., National Provider Identifier (NPI)
- Professional license verification
- Required trainings
- Continuing education related to job function
- Any State or National Exclusion listing
- Job Functions
- Taxonomy

PURPOSE

The purpose of this policy is to effectively manage the workforce, and ensure that DWIHN is audit ready for unannounced reviews. Accordingly, DWIHN is mandating an accurate and timely data collection about its system of care workforce in the Staff Directory Module database in MH-WIN.

APPLICATION

1. The following groups are required to implement and adhere to this policy: DWIHN Staff, Contractual Staff, Contracted Network Providers, Crisis Services Vendors.
2. This policy serves the following populations: Adults, Children, Individuals with Intellectual and/or Developmental Disabilities (I/DD), Serious Mental Illness (SMI), Serious Emotional Disturbance (SED), Substance Use Disorder (SUD), Autism
3. This policy impacts the following **contracts/service lines**: MI-HEALTH LINK, Medicaid, SUD, Autism, Grants, General Fund

KEYWORDS

1. MH-WIN
2. Credentials
3. Personal Identification PIN
4. National Provider Identification NPI
5. Certification
6. Job Functions

STANDARDS

Requirements for All Staff records in MH-WIN

1. DWIHN expects support in creating a culture of quality for persons served. This includes ensuring the persons providing supports and services meet the requisite requirements.
2. All contracted service providers must provide accurate and timely data needed for quality improvement activity.
3. All contracted service providers must update its staff record in the DWIHN main information system MH-WIN.
4. Staff File Maintenance applies to staff that are providing services to behavioral health consumers. It excludes staff such as maintenance, landscaping, etc. that do not deal with delivering service to consumers.
5. The MH-WIN Staff Directory module includes the following sections which must be updated accurately and timely so that the Staff Directory module is a "TRUE" reflection of the organizations staff roster at any given point of time:
 - a. Assigned Location
 - b. Credentials
 - c. Enrollments
 - d. Licenses
 - e. Degrees
 - f. Personal Identification Number (PIN), eg., National Provider Identifier (NPI)
 - g. Certification
 - h. Job Function
 - i. Primary Practitioner Type
 - j. Additional Practitioner Type
6. **All additions, deactivations and modifications of the staff records must occur as they happen.**
7. All new providers must coordinate with their DWIHN Contract Manager to be set up with access and instructed on the process to identify and register an individual from their organization to perform the Staff File Maintenance functions. DWIHN recommends this role be performed by Personnel/Human Resources.

- Maintenance of the staff file in MH-WIN is imperative when new employees are hired and must attend the New Hire Recipient Rights training class. Without a current staff record in MH-WIN, employees cannot be registered for the training class. There is a 30 day time line from the date of hire to training class completion that must be adhered to.

QUALITY ASSURANCE/IMPROVEMENT

DWIHN shall review and monitor contractor adherence to this policy as one element in its network management program, risk management program, and Quality Assessment/Performance Improvement Program (QAPIP) Work-plan..

The quality improvement programs of Network Providers must include measures for both the monitoring of and the continuous improvement of the programs or processes described in this policy.

COMPLIANCE WITH ALL APPLICABLE LAWS

DWIHN staff, Direct Contracted Network Providers, and their subcontractors are bound by all applicable local, state and federal laws, rules, regulations and policies, all federal waiver requirements, state and county contractual requirements, policies, and administrative directives, as amended..

LEGAL AUTHORITY

- Medicaid Managed Specialty Supports and Services Concurrent 1915(b)/(c) Waiver Program (PIHP/ CMHSP contracts (2020-2021 in effect, and as amended)

RELATED POLICIES AND PROCEDURES

- [Credentialing/ReCredentialing policy](#)
- [Data Submission and Completeness](#)

RELATED DEPARTMENTS

- Compliance
- Human Resources
- Information Technology
- Legal
- Managed Care Operations
- Quality
- Recipient Rights
- Substance Use Disorders
- Utilization Management
- Workforce Development and Training

CLINICAL POLICY

NO

INTERNAL/EXTERNAL POLICY

EXTERNAL

Attachments

No Attachments

Approval Signatures

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