



Residential Provider Meeting Q&A
Friday, May 13, 2022
Virtual Meeting
11:30am –12:30pm

1. When a consumer/resident independently secures a payday loan with out our knowledge, and they do not have enough money to pay their rent and receive their monthly stipend, can we, the facility, secure the max funds for our rent and not the consumer/resident not receive her stipend?
 - a. Please follow up with the CRSP about the income issues but the home provider cannot hold back the stipend from the member.
2. Is there credentialing process training coming up?
 - a. There is. Please send me an email. I'll get you signed up.
3. What is the process if you want to add an officer to your business? Such as a partner
 - a. Please send me an email at pihpcredentialing@dwihn.org
4. If one has been trained once, does the person need to be train every year or is it one time training
 - a. A one time training unless you need a refresher or hire someone new who will complete your recredentialing application on your behalf.
5. I understand that we are now moving to 2 auths (day and sleep) as needed, but if the SC updates the assessments and auths but the old auths are ended too soon or not extended until the end of the plan when the new 2 auths start, we will still run out of units and not be able to bill...is this being address??
 - a. Can you please send the Member ID to residentialreferral@dwihn.org with a full explanation of the issue.
6. When you have given 30 day notice and 24 hour emergency and the consumer still refuses to leave the facility, what do you do.
7. Will there be 2 authorizations per day?
 - a. Auths, are contingent upon consumer assessment, please follow up with residentialauthorizations@dwihn.org, for additional questions.
8. Are residential services still sending out confirmations after receiving vacancy report?
 - a. If you have not received a confirmation, please let me know and I will check.
kmcghee@dwihn.org
9. Why are some auths lasting a full year and some are lasting 30days? Is this something that the CRSP is not clear with. I have a member that I have been unable to bill for since jan. I checked to see if it was authorized and it was yet until 4/30/22 now it is expired again and I spoke with the SC and her supervisor. As of yesterday still no resolution
 - a. Please send the Member ID to residentialreferral@dwihn.org for review.

10. Will the CRSP set dates for the training or do we set it for the staff?
 - a. CRSP have been encouraged to coordinate the training with Residential Provider.
11. Why are so many Residential Authorizations only being approved through June 30th? What is the plan for those people who can not remain in their home once the June 30th staffing authorization expires (people who can not be left alone with no staffing)?
 - a. The June 30th date was an agreed upon date as we transitioned to the new codes. As mentioned for the month of May we are in review of all June 30th auth end dates. We are scheduling meetings with CRSP to further discuss/review and ultimately update. Questions concerns please send email to residentialauthoriations@dwihn.org
12. is there a way we can cancel the RR class if the staff is not able to attend
 - a. Yes. Please contact us at Orr.training@dwihn.org Please include the staff's name, staff record # and DOB. We will remove them from the training schedule and you will be able to register them for a later date.
13. so what about the environmental review? ours was cancelled last minute and not rescheduled to my knowledge
 - a. Please email Ed Sims at esims1@dwihn.org and provide detailed info re: who the Reviewer was and when the environmental was supposed to be completed. Thanks.
14. is there a list of what should be displayed or what they are looking at for ORR site reviews?
 - a. Yes, please email esims1@dwihn.org to obtain the list.
15. How can you get another PNM?
 - a. Please contact Sharon Matthews, Senior Provider Network Manager at smatthews@dwihn.org
16. What about adding a new site location to my homes. Do I need to speak to my PNM?
 - a. Yes. Please contact your Provider Network Manager.
17. Some questions were submitted prior to the meeting, will those be addressed?
 - a. Questions that were submitted prior to the meeting are included in the Q & A.