



**Outpatient Provider Meeting Q&A**  
**Friday, May 13, 2022**  
**Virtual Meeting**  
**10:00am –11:00am**

1. Can you please work it out with Medversant so that a designated person at each agency can update things that apply to all of our employees, like updating our agency's insurance certificates? It doesn't make sense for each employee to have to do load it individually when such documents are company wide coverage policies. PLEASE consider this efficiency step/request to help your valued provider network.
  - a. As long as your practitioner has granted the office manager access to the application, the office manager can update all of your employees applications, including uploading the insurance certificates.
  
2. We have always been told that required trainings do not count toward QMHP, CMHP, QIDP, etc. Has something changed?
  - a. No that is what I said except for Person Centered Planning and Human Sex Trafficking. You can look at the transcripts and see the ones that can be used.
  
3. Please address the auth issue with SC agencies. We constantly have issues with auths not entered into MHWIn in a timely manner.
  - a. DWIHN is currently working with our CRSP providers on the issue of timely authorizations
  
4. Can steps be taken to make the DWIHN returned authorization que more user firendly? We have no ability to sort the que by Case Manaer/Support Coordinator for example to help with follow up.
  - a. We have received this feedback and will review internally to see what can be changed to improve the return que for providers.
  
5. Authorization question; Does ther periodic review code need to still be requested? I know h0032 not longer needs to be asked for in order to use but I was not about h 0032 modifiers
  - a. The prior authorization requirement that was removed for H0032 includes all modifiers as well.
  
6. We have an authorization that has been sent back to the SW four times for clarification. Notes indicate wrong contract used, IPOS not complete,etc. Who can we talk to get a resolution

- a. Is this a residential authorization? If, so, please forward the Member ID to me at [kmcghee@dwihn.org](mailto:kmcghee@dwihn.org) and we will review.
  
7. What if you have a "new hire" who's had a short hiatus from your agency? We had a counselor leave in March, but is looking to come back next week. Does this counselor have to do the New Hire Recipient Rights training?
  - a. No, as long as their New Hire hasn't expired, they do not need to retake NHRRT. The training is good for 1 year.
  
8. Can you please look into why the new hire recipient rights training is not always reflected on staffs' compliance in DWC?
  - a. The information for NHRRT is stored in MHWIN. The annual recipient rights training info is found in DWC.
  
9. When are the rights audits being scheduled?
  - a. You will receive a telephone call to schedule a convenient date and time to schedule the site review. DWIHN may conduct the site review 30 days before or after the previous year's site review date.
  
10. What do we do when there is not enough units in the system for us to be paid? We use the code H2015. When we ask the case manager for assistance they are unsure how to fix this issue.
  - a. Please contact us at [residentialreferral@dwihn.org](mailto:residentialreferral@dwihn.org)
  
11. how are CLS hours configured for authorization when there is not a residential assessment completed on dwihn?
  - a. Please contact us at [residentialreferral@dwihn.org](mailto:residentialreferral@dwihn.org)
  
12. it is authorization for Nursing services in a foster care setting?
  - a. Please send email to [pihpauthorizations@dwihn.org](mailto:pihpauthorizations@dwihn.org)