



Outpatient Provider Meeting Q&A

Friday, June 24, 2022

Virtual Meeting

10:00am –11:00am

1. In the case of AFC homes, we are allowed to train the home manager who then trains the staff. Is that correct?
 - a. Yes, if you believe the Direct Support Professional (DSP) you trained understands the IPOS well enough to train others.
2. I don't think I was aware that all of these plans required training. Are we supposed to be training on each of these for every consumer? Also, is that time spent training billable time or no?
 - a. Training on the IPOS and crisis plans is required for all DSP working / supporting the individual. Training on “other” plans should be provided by the clinician who developed the plan *if* the DSP are to implement the plan. For example, if a beneficiary is receiving Speech therapy and the DSP need to implement the plan to assist the individual to meet their SLP goals and objectives then the DSP need to be trained by the SLP clinician. If the SLP clinician is the only one implementing the interventions to assist the individual with meeting their SLP goals and objectives, then the DSP do not need to be trained by the SLP clinician.
 - b. Please see the MDHHS FY2022 Behavioral Health Code Charts and Provider Qualifications regarding billable time spent training on the IPOS.
https://www.michigan.gov/documents/mdhhs/SFY_2022_Behavioral_Health_Code_Charts_and_Provider_Qualifications_729676_7.xlsx
3. Helpful to clarify if the IPOS author or area of expertise is required to instruct Direct Service Staff.
 - a. The staff who developed the IPOS should be providing the training. If there are other specific components of the plan that include specialty services (RN svcs, etc) then the person with that expertise should also be included.
 - b. Note: the response above suggests the psychiatrist will need to train DSP on the plan for member’s receiving psychiatric services. Please see response to number two and consider revising
4. You stated training on Crisis Plan but there isn't a check box of it. Will a check box be added or will other be used?
 - a. For now, use the “Other” box option for Crisis plans. Look for revisions in FY 2023

5. We have a clinician returning to our agency after a few years away. He took New Hire RR training when he was previously working with us. Does he need to take New Hire RR training again or start with RR Annual on DWC?
 - a. The NHRRT certificate remains valid as long as not more than 2 consecutive Recipient Rights Annual update trainings are missed at www.dwctraining.com. You can email us at orr.training@dwhn.org with any questions

6. Are we required to train skill builder providers on OT/SPL services if they are not required to implement that part of the plan or do all providers need to be trained on all aspects of the plan?
 - a. OT & SLP clinician are not required to provide training if the DSP / Skill Building staff are not implementing the OT/SLP interventions of the plan.

7. Are doctors and nurses also required to provide training on their plan?
 - a. In general, doctors and nurses are not required to provide training. However, if the plan identifies interventions beyond medication administration training by the doctor / nurse may be required. Clinical judgement should guide training needs.

8. We have an individual served that has a guardian who said they received a phone call from DWIHN from an individual named Nicole. The content of the call was a survey on STEP services i.e., do they have an IPOS. Is DWIHN doing any types of surveys with individuals served?
 - a. It wasn't the Nicole from ORR. DWIHN does send out surveys.

9. We completed the Medversant training over 2 yrs ago and completed all the info in their system but never received a letter or certificate for the credentialing. We asked DWIHN about this but was told to ask MEdiversant but do not have a contact for anyone at Medversant to get this straightened out.
 - a. I will have team reach out to you and address this ASAP. Thank you for bringing it up. Regards, Manny

10. Will you have a workgroup to review paperwork requirements and reduction? Will you allow PsyGenics to participate? I volunteer. Thank you, Tamara Hagar
 - a. Absolutely, we will reach out and include you in the group. Thanks Manny

Claims Information:

(WEBSITE) DWIHN.org – FOR PROVIDERS scroll down to Finance & Purchasing:

Provider Payment Schedule will identify when your payments will be made.

Select the billing authorization link to see rate charts.

Rate Charts will identify the Procedure Code + Modifiers + Rates that claims will be paid at.

(WEBSITE) DWIHN.org - FOR PROVIDERS scroll down to Billing & Authorizations:

MDHHS Code Chart is a reference tool that should be used if you have questions on how to bill a code.

SFY2022BehavioralHealthCodeCharts&ProviderQualified will identify current/required updates for FY22 codes.

Authorizations Issues: PIHPAuthorizations@dwihh.org & ResidentialAuthorizations@dwihh.org
FINANCE Issues: Tyreesse Omani – tomani@dwihh.org
CREDENTIALING Issues: PIHPCredentialing@dwihh.org
SYSTEM Issue: mhwin@dwihh.org