



Residential Provider Meeting Q&A

Friday, June 24, 2022

Virtual Meeting

11:30am –12:30pm

1. Just food for thought...if you are able to do a Retention bonus again (which would be greatly needed and appreciated) it would be much more helpful in Retaining our staff if it was not given to staff that left or were terminated prior to paying it out...
 - a. We will certainly evaluate this and other ideas working with our finance team to seek all possible options. Thank you
2. After we complete the application for credentialing, what is the next step? We have not had any feedback from our application for Terry Adult Foster Care Inc.
 - a. Good afternoon, We will be responding to this very soon.
3. how do you get accredited?
 - a. Please contact Credentialing Department @ pihpcredentialing@dwihn.org
4. What is the name of the software that we can download to do paperwork, charting etc. electronically?
 - a. Please contact MHWIN helpdesk @ mhwin@dwmha.com
5. Are the IPOS forms/training required for everyone? If so, how do we access them?
 - a. IPOS plan templates are in MH-WIN for providers that support beneficiaries with their plan development through the person-centered planning process. The DWIHN standardized training log is on the DWIHN website (see number 8 for instructions on how to access the training log on the website along with instructions on how to complete the training log).
6. so our CRSP isn't required to train the staff?
 - a. The IPOS plan author is required to train at minimum, one DSP who can then train other DSPs working with the beneficiary / resident
7. Who is responsible for uploading them into mhwin?
 - a. The individual who provides the training should be uploading into MH-WIN. If the trainer does not have access to MH-WIN then recommendations are to send a copy to the SC/CM and request they upload the evidence of training into MH-WIN. Evidence of staff training also needs to be retained in the member's record.

8. where can we find a copy of the tx plan training log?
 - a. DWIHN Website, select "For Providers", scroll down to red Residential box and select "Residential Provider Forms & Meeting Documents", select the blue box on the right labeled "CRSP, OP, & Res Provider Forms & Documents "and scroll down toward the bottom of the page, select "Training Log Final" for the form and "IV. Training Log PowerPoint 2.4.2021" for instructions.
<https://www.dwihn.org/resources/upload/3420/Training%20Log%20Final.pdf>
9. Who is allowed to train?
 - a. The plan author needs to provide training and staff who have received training can provide training to others.
10. isn't requiring different pages for staff trained on different dates but by the same person (i.e. manager) creating lots of extra forms/paper to track
 - a. Yes, it is additional paperwork, but the purpose is to demonstrate *who* provided training to *whom* and *when* did the training occur. If a document has multiple names with multiple dates, the evidence is not clear who did what, when. The evidence needs to be clear to demonstrate compliance with the regulatory requirement that staff working with the beneficiary / resident were trained prior to providing services.
11. Are there alternative ways to submit the quiz after nhrr training?
 - a. Yes, ORR Trainers accept the NHRRT quiz as a Word doc, PDF doc, or photo image of a handwritten quiz as well as screenshots. All quizzes must be submitted to orr.training@dwihn.org by 3pm the date the training is held,
12. We have a Spanish speaking family and their Spanish speaking direct hire needs help with their Zoom RR training. Any Help for this? As this is the only training the direct hire is waiting on.
 - a. Yes. Please contact the ORR Trainers directly at orr.training@dwihn.org to discuss our current efforts to translate NHRRT into Spanish. Thank you.
13. Question for Mrs. Pope-King. For a prospective provider who is already registered with Sam.gov but have not began the credentialing process for DWIHN; where would they begin and complete an application for credentialing?
 - a. Please contact Credentialing Department @ pihpcredentialing@dwihn.org
14. Please I would like to know who suppose to enforce compliance of support cordinators completeing consumers IPOS and uploading in the MHWIn on a timely manner for authorization. I have been policing these support cordinators for IPOS updates for my consumers and it has been very frustrating.
 - a. Please contact Starlit Smith @ ssmith@dwihn.org and your assigned Provider Network Manager.

15. Hello, if an employee is to begin working as a direct hire staff person but had the NRRT with the previous employer (an agency) and cannot obtain a copy of the certification, should they reach out to the ORR Training department?
 - a. Please contact The Recipient Rights Training department at orr.training@dwihn.org

16. Are there any suggestions/referrals for RN trainer for medication training?
 - a. Please contact Starlit Smith @ ssmith@dwihn.org

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&ProvierQualified will identify current/required updates for FY22 codes.

Authorizations Issues: PIHPAuthorizations@dwihn.org & ResidentialAuthorizations@dwihn.org

FINANCE Issues: Tyresse Omani – tomani@dwihn.org

CREDENTIALING Issues: PIHPCredentialing@dwihn.org

SYSTEM Issue: mhwin@dwihn.org