



## Residential Provider Meeting Q&A

Friday, August 5, 2022

Virtual Meeting

11:30am –12:30pm

1. If we have a new hire, but she has a certification of completing the training in the last 2 months, does she have to retake the training as a new hire?
  - a. All staff within the DWIHN network must complete the NHRRT within 30 days of hire. Then, the NHRRT certificate remains valid as long as they do not miss more than 2 consecutive Recipient Rights Annual update trainings at [www.dwctraining.com](http://www.dwctraining.com) (The NHRRT certificate also remains valid if they switch employers.) Please contact ORR Trainers regarding specific employees by emailing a Record Request with the employee name, DOB and MHWIN staff # to [orr.training@dwihn.org](mailto:orr.training@dwihn.org)
2. Does DWIHN still require providers to report cases of COVID-19 for staff and members to them and if so, to whom should it be reported as I have not had a response from the contact I used to report to
  - a. Those should be reported to residential team. Thank you so much.
3. we are having a lot of issues with the online training site not working or kicking out users and when they try to contact the help desk they get no response.....this is a repeated problem with several staff and we even tested it at the office and ran into the same issues.
  - a. Please send specific issues that staff is facing. My assumption is we are talking about DWConnect . Please send specific issues to Andrea smith and include Manny Singla on those specific challenges.
4. Hello, who do I contact to add first aid training. The person that I contacted before for TAP email keeps getting returned back to me
  - a. Andrea Smith: [asmith1@dwihn.org](mailto:asmith1@dwihn.org)
5. Still having issues with authorization for the case mangers not completing it.
  - a. Can you please send an email to the Residential Authorization team at [residentialauthorizations@dwihn.org](mailto:residentialauthorizations@dwihn.org) for us to review.
6. we where told that the increase would not be decrease., my rate was decrease to the original amount prior to the increase.

- a. Could you please send the member ID for this case to the Residential Team at [residentialauthorizations@dwihh.org](mailto:residentialauthorizations@dwihh.org) ?
7. For CRSP training: Please stress the importance of the IPOS need to cover detail GOALS that cover the AFC setting. A lot of times they are very vague for the residential setting. Thanks
  - a. Thank you, I will make sure this is brought up.
8. How do we get paid when we have at least residents that has not been paid because the authorizations have not been updated or the units has run out?
  - a. Please send those specific instances which are having issues to residential team and include me and Ms Moody on those emails. Thanks Manny Singla
  - b. Please send examples and member ID to the Residential Auth Team at [residentialauthorizations@dwihh.org](mailto:residentialauthorizations@dwihh.org)
9. Where is the first aid training?
  - a. First Aid training would be coordinated with a community organization, such as the red cross.
10. Where are the IPOS training forms located?
  - a. <https://www.dwihh.org/resources/upload/3420/Training%20Log%20Final.pdf>
11. How do we sign the contract forms online or do we submit the the forms without signatures?
  - a. Please refer to <https://helpx.adobe.com/acrobat/how-to/fill-and-sign-pdf-forms.html?set=acrobat--fundamentals--pdf-forms>. You can also print out the completed document and then scan it.