



DWIHN Pre-Placement Process

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| <p style="text-align: center;"><u>Referral Sources</u></p> <p>DWIHN Residential Care Specialists</p> <p style="text-align: center;">COPE</p> <p>Clinically Responsible Service Provider (CRSP)* (*with Supervisor Approval)</p> | <ul style="list-style-type: none"> • Reviews Member Pre-Placement Agreement form, and obtains member's/guardian's signature • Faxes following forms to selected Pre-placement Facility: <ul style="list-style-type: none"> ○ Member's referral packet/COPE PAR documents ○ Signed Member Pre-Placement Agreement ○ Member Pre-Placement Initial Plan for the designated Pre-Placement facility* <p>*Refer to DWIHN Pre-Placement Facility Contact listing for designated facility information.</p> |
| <p style="text-align: center;"><u>Pre-Placement Facility</u></p> <p><small>*Placement to these facilities are coordinated by RCS Lezlee Adkisson*</small></p> <p style="text-align: center;">Akwaaba House</p> <p style="text-align: center;">Georgia's Care</p> <p style="text-align: center;">Glenwood Home</p> <p style="text-align: center;">Lewis Manor-NW</p> <p style="text-align: center;">*Detroit Family Home-Boston</p> <p style="text-align: center;">*Kinloch Home</p> <p style="text-align: center;">*Slim Haven-Abington</p> | <ul style="list-style-type: none"> • Immediately ensures receipt of member's Pre-Placement referral packet for placement review • Submits timely response on accepting members also confirming scheduled pick-up date and time member once accepted into pre-placement <ul style="list-style-type: none"> ○ If referral is refused/denied, the Pre-placement Provider is to send email to notify assigned Residential Care Specialist within 2 hours noting the following: <ul style="list-style-type: none"> ▪ Member MHWIN ID# ▪ Referral Agent Information (direct contact name and phone number) ▪ Reason for denial (i.e. behaviors, age of member, etc.) ▪ Pre-placement Provider Contact Information • Coordinates transport of member from referral site to designated Pre-Placement facility upon acceptance notification that all prescribed medications are available: <ul style="list-style-type: none"> ○ Community Hospital D/C: 14-day written prescription with 7-day (in-hand) supply ○ Emergency Department D/C: Up to the discretion of the ED to provide medications ○ Crisis Center COPE D/C: Medication prescription to be coordinated with the member's designated CRSP • Confirms scheduled CRSP follow-up appointment, providing/coordinating transportation and any additional communication • Completes daily Member Pre-Placement Progress Note for every member • Confirms member weekday census via phone call to designated Residential Care Specialist reporting: <ul style="list-style-type: none"> ○ New arrivals, confirming Referral TYPE ○ Extended lengths-of stay (if needed) ○ Member discharges ○ Bed availability • Completes Member Pre-Placement Discharge form, sending to Residential Department • Immediately reports urgent concerns and/or issues to designated Residential Care Specialist as they occur |
| <p style="text-align: center;"><u>Residential Services</u></p> | <ul style="list-style-type: none"> • Designated Residential Care Specialist updates weekday facility census: <ul style="list-style-type: none"> ○ Verifies member admissions, extended lengths-of-stay, and discharges ○ Emails daily bed census for step-down availability to Residential Team, UM, and COPE ○ Submits Internal Auth Requests for incoming members, authorization extensions, and/or member discharges <ul style="list-style-type: none"> ▪ Service Authorizations are not to exceed 14 days; unless reviewed and determined clinically necessary by RCS; or upon review with department Director and Manager for approval) ○ Completes member's assessment if needed prior to permanent placement • RCS verifies effective date and Medicaid status via MHWIN system, uploading all relevant documentation into member's chart <ul style="list-style-type: none"> ○ Member Accepted: RCS obtains member's/guardian's consent to proceed with specialized placement process, documenting the member's MHWIN chart when obtained. ○ Member Refused/Denied: RCS notifies CRSP of pre-placement facility with expectant discharge date, to coordinate alternate services and resources. • Documents member's chart of pre-placement activity |
| <p style="text-align: center;"><u>CRSP</u></p> <p style="text-align: center;">Supports Coordinator/ Case Manager</p> <p style="text-align: center;"><small>Within 5 Days, Including initial 3-day Authorization</small></p> | <ul style="list-style-type: none"> • Receives email of pre-placement census to update member contact information • Revises Member Initial Pre-Placement Referral Plan as needed and verifies next scheduled outpatient appointment • Contacts and informs RCS of member's refusal for placement • Assists member with identifying alternate housing options and resources available |