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DWIHN Clinically Responsible Service Provider (CRSP) Provider Meeting Question and Answers December 19, 2022

1. So DWIHN will still continue to approve Respite and CLS auths even though the state has not yet reviewed the paperwork?
 - Answer: For the current time yes. This will continue until the State (MDHHS) can provide these approvals within the allotted timeframes. We will keep the providers updated on the status ongoing.

2. Does a train the trainer form need to be completed with external clubhouses for clients regarding IPOS? If so, who/where is this form supposed to be uploaded?
 - Answer: It is a collaboration, between the CRSP and service providers to ensure that staff are trained on the IPOS of the person they are supporting. The CRSP is ultimately responsible for providing at least the initial training with the provider. The CRPS should upload that evidence into MHWIN, the provider should keep a copy for their records. Once the initial training is complete, the provider may use a Train the Trainer approach. Evidence of those trainings should be kept by the provider as well to have a record of the trainings being done. I have attached the procedure, which can be found on our website.

3. Is there updated contact information for UM staff?
 - Answer: You can access Utilization Management contact information on our website (dwihn.org).

4. Does the authorization screener look at the whole auth or do they just send it back when they encounter the first error? Many times, DWIHN sends it back and then there is another area and this cost time for our clinicians and for consumers?
 - Answer: The whole auth is reviewed, however sometimes errors are not evident until something is changed and sent back. This is why it's so helpful for the sending party to review everything and be sure that all assessments are complete, dates and units are correct, etc. prior to sending it to DWIHN for review and approval.

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5. Can you email over the MyStrength flyer please?

- Answer: We just dropped it in the meeting chat and it is also on our website.

6. Dashboard? I'm unfamiliar with it, how do I access the dashboard that Manny just mentioned.

Answer: DWIHN is working to expose that to the network. Presently we are planning to send the report of the data to the providers. Providers can provide who it should it go to and they can send me information via ema