



## Outpatient Provider Meeting Q&A

Friday, January 27, 2023

Virtual Meeting

10:00am –11:00am

1. Where can I find the agenda?
  - A. The agenda was emailed to network on January 25<sup>th</sup> and also on DWIHN website.
2. Will you leave a link for that flyer in the chat for the flyer?
  - A. [https://dwihn.org/providers\\_IHC\\_CCM\\_brochure.pdf](https://dwihn.org/providers_IHC_CCM_brochure.pdf)
3. MST has issues with authorizations since the H2033 (MST) code isn't in the SUG so MST auths seem to take longer to get approved. Will H2033 be added to the SUG?
  - A. Yes, this is being looked at to be added to the SUG List. We are aware of this need.
4. Good Morning. The Arc Dearborn has not been able to bill for H0031 (VO) and H0032 (IF). We have spoken with our Contract Manager and people in the Auths department but the issue seemed to be somewhere else. Please advise.
  - A. can you send me an email at lwayna@dwihn.org with the details and I'll look into this for you?
5. The emailed agenda has an older version of this PowerPoint...Will we get a copy of this updated version?
  - A. Yes. It is attached to this packet.
6. Clinical services rendered by MA level staff i.e. family and individual therapy, are being rejected. Please advise on therapy codes approved using the master level HL (intern) modifier.
  - A. When you say "being rejected" do you mean at the time of the request for authorization, or at the time of claims submission?
7. I have not received any invites for any of the IDD, SED, or AMI/SMI meetings
  - A. can you send an email to our Residential Referral email address and we will make sure you are added. [residentialreferral@dwihn.org](mailto:residentialreferral@dwihn.org)
8. Can the Progress Note Trainings & Residential Trainings be sent out again.
  - A. If you did not receive the invite please email our Residential Referral email and we will make sure you are sent the invite

9. What staff needs to be credentialed? DCW?
- A. No not the direct care staff, but all other clinical staff.
10. I did not receive the invites for Res Assessment, Auth Refresher, Progress note trainings. Can you please send to me?
- A. Please send an email to our Residential Referral email and we will send you the invites. [Residentialreferral@dwihh.org](mailto:Residentialreferral@dwihh.org)
11. Did you say the State is looking to put in a universal credentialing system?
- A. MDHHS has been mandated by Legislation to implement a Universal Credentialing process. There will be a portal that all the credentialing information for practitioners and organizations will be housed. If you need or want more information please contact [pihpcredentialing@dwihh.org](mailto:pihpcredentialing@dwihh.org)

The background features a vertical gradient from light purple at the top to light blue at the bottom. Scattered throughout are several realistic water droplets of various sizes, some with highlights and shadows, giving them a three-dimensional appearance.

# **DWIHN OUTPATIENT TRAINING: TREATMENT PLAN AND ACCEPTABLE GOAL WRITING**

# TREATMENT PLAN WRITING

A TREATMENT PLAN IS A DETAILED PLAN TAILORED TO THE INDIVIDUAL CONSUMER AND IS A POWERFUL TOOL FOR ENGAGING THE CONSUMER IN THEIR TREATMENT. TREATMENT PLANS USUALLY FOLLOW A SIMPLE FORMAT AND TYPICALLY INCLUDE THE FOLLOWING INFORMATION:

- ❖ THE PATIENT'S PERSONAL INFORMATION, PSYCHOLOGICAL HISTORY AND DEMOGRAPHICS
- ❖ A DIAGNOSIS OF THE CURRENT MENTAL ILLNESS OR INTELLECTUAL DEVELOPMENTAL DISABILITY
- ❖ HIGH-PRIORITY TREATMENT GOALS
- ❖ MEASURABLE OBJECTIVES
- ❖ A TIMELINE FOR TREATMENT PROGRESS

# TREATMENT PLAN WRITING CONTINUED

- WITHOUT A DETAILED TREATMENT PLAN, A CONSUMER HAS NO CLEAR DIRECTION ON HOW TO IMPROVE BEHAVIORS, NEGATIVE THINKING PATTERNS, AND OTHER PROBLEMS IMPACTING THEIR LIVES. TREATMENT PLANS PROVIDE STRUCTURE TO CONSUMERS THAT NEED TO CHANGE. GOAL-SETTING AS PART OF A TREATMENT PLAN IS BENEFICIAL IN ITSELF.
- TREATMENT PLANNING IS A TEAM EFFORT BETWEEN THE CONSUMER AND THEIR LOVED ONES. BOTH PARTIES WORK TOGETHER TO CREATE A SHARED VISION AND SET ATTAINABLE GOALS AND OBJECTIVES.

# ACCEPTABLE GOAL WRITING

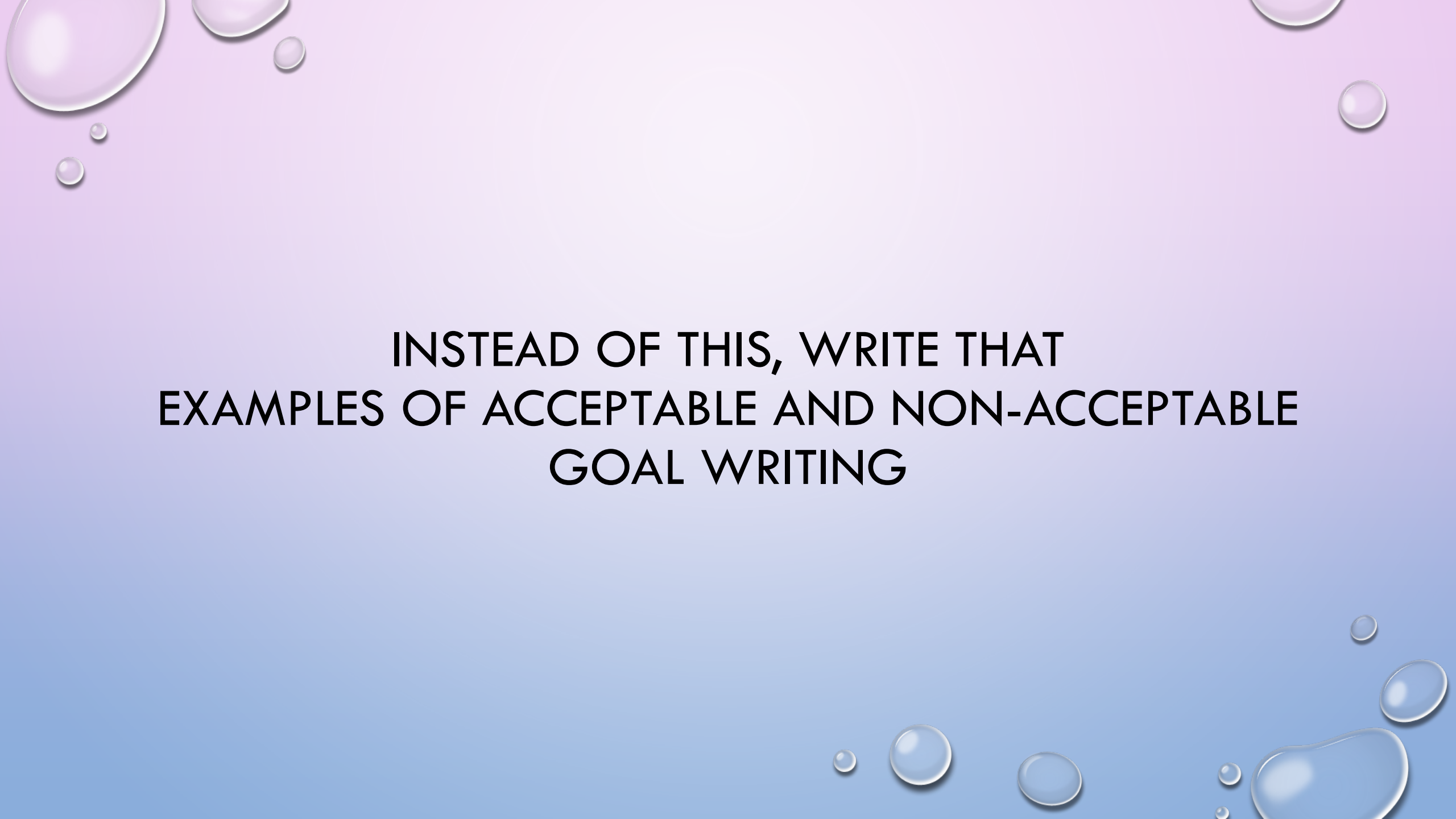
A GOAL IS A GENERAL STATEMENT OF WHAT THE CONSUMER WISHES TO ACCOMPLISH.

## **GOAL STATEMENTS SHOULD ALWAYS INCLUDE THE FOLLOWING:**

- ❖ A SPECIFIC DESCRIPTION OF THE OUTCOME YOU WANT TO ACHIEVE.
  - ❖ SPECIFIC METRIC TO BE USED.
  - ❖ A TIME PERIOD FOR ACHIEVEMENT.
- ❖ A DESCRIPTION OF WHAT YOU WILL BE DOING TO ACHIEVE YOUR GOAL.

# WORK WITH YOUR CONSUMERS TO SET GOALS AND OBJECTIVES THEY CAN ACTUALLY REACH. USE THE RULES OF SMART FOR GUIDANCE. **S.M.A.R.T.** STANDS FOR THE FOLLOWING:

- ❖ **SPECIFIC**: OBJECTIVES NEED TO BE CLEAR AND PERSON-CENTERED, NOT GENERAL OR VAGUE. IT'S EASIER FOR A CONSUMER TO COMPLETE OBJECTIVES WHEN THEY KNOW EXACTLY WHAT THEY NEED TO DO.
- ❖ **MEASURABLE**: OBJECTIVES NEED SPECIFIC TIMES, AMOUNTS OR DATES FOR COMPLETION SO YOU AND YOUR CONSUMERS CAN MEASURE THEIR PROGRESS.
- ❖ **ATTAINABLE**: ENCOURAGE CONSUMERS TO SET GOALS AND OBJECTIVES THEY CAN MEET. IF THEIR OBJECTIVES ARE UNREALISTIC, IT MAY DECREASE THEIR SELF-CONFIDENCE OR DISCOURAGE THEM. HOWEVER, GOALS AND OBJECTIVES SHOULD NOT BE TOO EASY EITHER. GOALS SHOULD BE CHALLENGING BUT ALSO REALISTIC.
- ❖ **RELEVANT**: GOALS AND OBJECTIVES SHOULD BE RELEVANT TO THE ISSUES LISTED IN THE TREATMENT PLAN. WHEN CONSUMERS COMPLETE OBJECTIVES AND REACH THEIR GOALS, THEY SHOULD BE CLOSER TO THE PLACE THEY WANT TO BE IN LIFE AND AS A PERSON.
- ❖ **TIME-BOUND**: GOALS AND OBJECTIVES MUST HAVE A DEADLINE. GOALS MIGHT BE CONSIDERED SHORT-TERM OR LONG-TERM, WHILE OBJECTIVES NEED SPECIFIC DATES TO MEET. A DEADLINE CREATES A SENSE OF URGENCY WHICH HELPS MOTIVATE CLIENTS.



**INSTEAD OF THIS, WRITE THAT  
EXAMPLES OF ACCEPTABLE AND NON-ACCEPTABLE  
GOAL WRITING**





INSTEAD OF THIS:

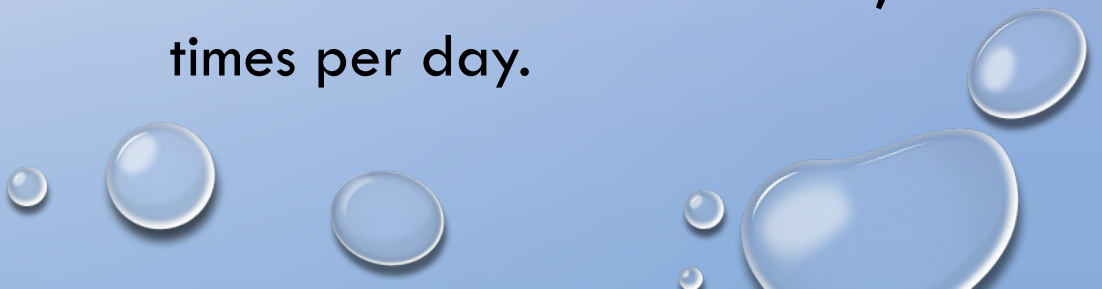
**MICHAEL WILL PRACTICE  
BRUSHING HIS TEETH.**

WRITE THAT:

Michael is non-verbal, but his mother/guardian indicates “I would like Michael to improve his personal hygiene.”

Objective: Michael will complete the steps to brushing his teeth with assistance from staff 50% of the time by 6/30/23.

Intervention: CLS Staff will demonstrate the steps for Michael to brush his teeth for 10 minutes, 2 times per day.





INSTEAD OF THIS:

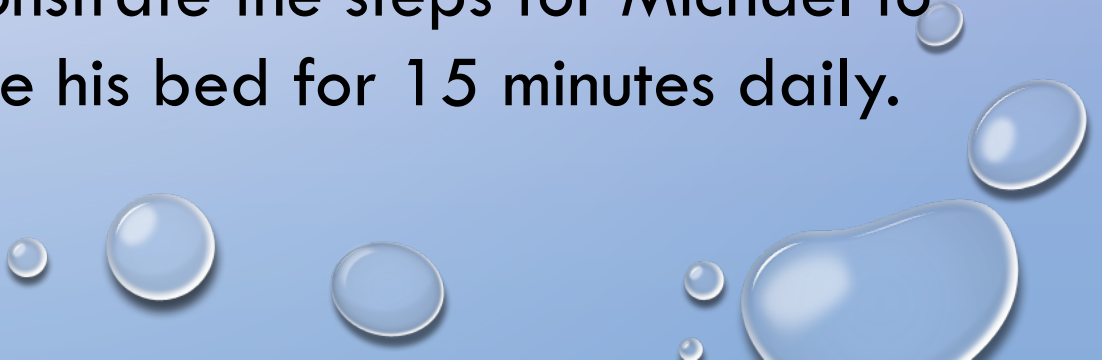
MICHAEL WILL MAKE HIS  
BED DAILY

WRITE THAT:

“I would like to keep my house more  
tidy.”

Objective: Michael will make his bed  
90% of the time until 6/30/23.

Intervention: CLS Staff will  
demonstrate the steps for Michael to  
make his bed for 15 minutes daily.





INSTEAD OF THIS:

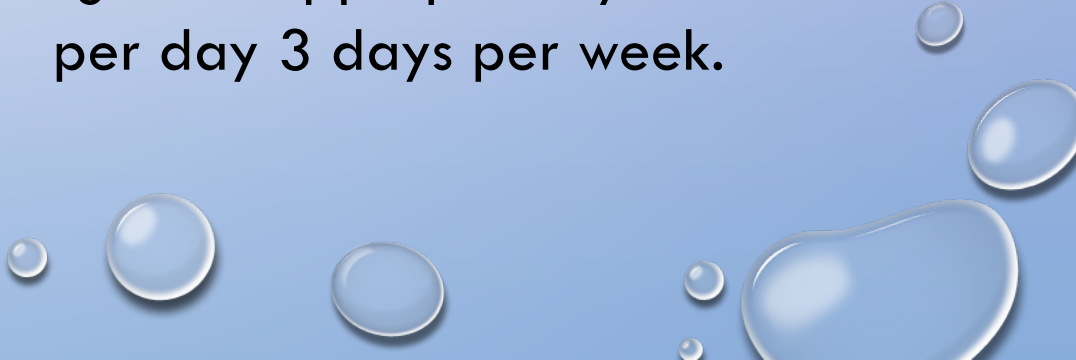
MICHAEL WANTS TO CONTINUE  
TO ATTEND SKILL BUILDING.

WRITE THAT:

“I want to get a job eventually.”

Objective: Michael will demonstrate competency in work related skills 75% of the time by 6/30/23.

Intervention: Skill Building Staff will demonstrate tasks and support Michael in practicing tasks appropriately for 6 hours per day 3 days per week.





**THANK YOU FOR ATTENDING OUR TRAINING!**

ANY QUESTIONS OR SUGGESTIONS AT THIS TIME???????

