



## Outpatient Provider Meeting Q&A

Friday, July 14, 2023

Virtual Meeting

10:00am –11:00am

1. Has DWIHN added more New Hire ORR training sessions to make sure there are slots available so new hires can get into training within 30 days of hire?
  - A. ORR has increased the number of seats available. We still encourage Providers to schedule the new hires during orientation.
  
2. We've noticed there are no open NHRR trainings for July, however we have technicians starting this month. We cannot get them scheduled within 30 days. What do you recommend in this circumstance?
  - A. The classes are currently open through September 13, 2023.
  - B. Can you please add Francis Turner to these meetings from my team?  
Fturner@nso-mi.org
  
3. I've had issues with Medversant in the last 2 weeks. How can we get a status on when the issues will be resolved? I'm unable to send invites via Provider Source to new/onboarding staff.
  - A. The system is going through some fixes and updates and system will be fully functional and available by Monday 7/17/2023. Apologies for any inconvenience this has caused.
  
4. Can you please clarify what you meant regarding uploading resumes?
  - A. Practitioners have to upload several documents the resume is one because it will have the work experience needed listed on it. This is a requirement
  
5. After uploading the documents or making any update on the credentialing application, the providers re-attest their application. You said that after re-attesting they will need to upload the re-attestation; wouldn't that require them to re-attest again?
  - A. No, they will not need to retest to the re-attestation.
  
6. We have received contract renewal documents for Outpatient but not Autism. Who should we contact about our Autism Contract renewal?
  - A. Please work with your Provider Network Manager.

7. Is there any dates for training for AOT? Have been inquiring since March and today was some new information. Will look out for a document via email as direct my Ms. Moody, thank you!
  - A. Good morning, expect a training schedule that will be shared in next 2-3 weeks.
  
8. Melissa M only handled our Outpatient contract.
  - A. The same PNM will coordinate that for you when it comes to Autism.
  
9. I would like to bring concern to some requests that are being received by DWIHN. Requests for Documentation packets for the first time are giving less than 2-3 business days to be completed and sent back. For example, financials were requested on Tuesday at 4 PM and due Friday. This affects the organization if the CFO is out of the office causes time of panic.
  - A. Please send me a copy of the request that was made and we will address it internally. thanks Manny Singla
  
10. I heard from Quality that there will be a new policy around case closures (i.e. Closing out cases after 60 days of no-contact instead of 90 days). Is this policy still moving forward? We haven't received a memo yet.
  - A. If this is truly a change DWIHN is looking to make, please give us ample notice to implement system changes.