



Residential Provider Meeting Q&A
Friday, January 12, 2024
Virtual Meeting
11:30am –12:30pm

1. Will these slides be sent out or available online?
 - A. It is posted online at the below link,
<https://dwihn.org/providers-residential-meeting-info>
2. What is the process on feedback once the ORR consent to release is sent?
 - A. Once the completed Consent to Release form is received by ORR, it takes about 3 business days to receive a reply to the request. Instances where the response may be delayed would be if DWIHN is closed for an extended holiday, inclement weather, etc. The requestor should typically receive a response within 3 business days.
3. Can you repeat the date for the food is it the purchase date or expiration date
 - A. It is Expiration Date. Thanks William Sabado wsabado@dwihn.org
 - B. It is the expiration date.
4. Are there written instructions to give to our new staff to follow in preparation for face-to-face training before they receive the email.
 - A. Typically, the participants receive the complete instructions several hours before the training on the day of the training. However, please email the training dept at orr.trg@dwihn.org and they can assist with instructions being sent sooner.
5. Can you go over who is responsible for reporting our services that are provided are reported to MDHHS for spend downs? The CRSP says DWIHN and DWIHN says CRSP, and nobody is working together so individuals can get Medicaid.
 - A. DWIHN (Katrina Myles and Gary Herman) are responsible for reporting claims. The CRSP is responsible for making sure that any services received that are NOT DWIHN Services are being reported to MDHHS (basically, supporting and educating their members on how to give that info to MDHHS and coordinating).
6. Can we hold an ORR training at our main office and have multiple staff attend? We have a lot of problems with staff connection's.
 - A. This question requires additional information re: the circumstances surrounding the liability to attend ORR's platform training. The Provider that asked this question should contact the ORR Manager, Schakerra Pride, at (313) 498-4769, to discuss the matter further to work on finding a possible solution.

7. Is DWIHN doing anything regarding the shortage in places providers can go through to get psychological evaluations and behavior treatment plans? DWIHN access line wasn't able to provide current companies providing this service.
 - A. "There is a national shortage of psychologists across the board. DWIHN is working diligently with the providers who accept Medicaid to extend the psychological service providers network. There is a slow progress in this regard. At present, the psychological evaluations/behavior treatment plan services are available through the following contracted providers:
 1. ANM Psychological Services
 2. Wallace Psychological Services
 3. MORC-Easter Seals, Inc.
 4. Future Health Core, Inc."