



**Detroit Wayne
Integrated Health Network**

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Residential Provider Meeting

Friday, March 15, 2024

Virtual Meeting

11:30 am –12:30 pm

Agenda

Zoom Link: <https://dwihn-org.zoom.us/j/92653624476>

- I. Welcome/Introductions
- II. Backdated Authorizations – Melissa Moody
- III. Residential – Kathryn Mancani
 - Clinical Packets
- IV. Claims Department – Quinnetta Robinson
 - Claims Inquires (Pages 2-5)
- V. Recipient Rights – Edward Sims
 - Recipients Rights Training
 - Monitoring Site Reviews (Pages 6-8)
- VI. Administrative Updates – Eric Doeh, President and CEO
- VII. Questions
- VIII. Adjourn

Board of Directors

Kenya Ruth, Chairperson
Karima Bentounsi
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Dr. Cynthia Tauog, Vice Chairperson
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Refreshers

Quinnetta Robinson

Claims Manager



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➤ Please be sure you are including the **claim/batch numbers** when inquiring about claim status or issues. Not providing this information causes delays in response time, as we can not effectively review or investigate your issue without this information.

Batch Number ¹	Affiliate / PIHP
654334	DWIHN CMH

Claim Type	Claim ID ¹ / Claim #	Affiliate / PIHP
CMS-1500 Adjudicated - Pending Approval	122020485 122020485	DWIHN CMH

Claims Inquires

CLAIMS DEPARTMENT



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- General Fund error messages occur when the consumer has lost Medicaid Coverage for your dates of service. A General Fund Exception Authorization (GFE) is required to pay the denied dates of service.

Service not in benefit plan for this Individual on this date of service	
GF-2 Service not in DWMHA benefit plan for this Individual on this date of service (60 Days)	<u>GF</u>
GF-3 Service not in DWMHA benefit plan for this Individual on this date of service (90 Days)	<u>GF</u>

General Funds Claim Errors

CLAIMS DEPARTMENT



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- The consumer's Case Manager/Supports Coordinator must complete a General Fund Exception Request Form. This is completed via MH-WIN under 'Request for General Fund Exception' in the Authorization screen.
- Once the special GFE Authorization is created the provider must use the new authorization to bill for services that fall within the General Funds period to receive reimbursement.

General Funds Claim Errors

CLAIMS DEPARTMENT



DETROIT WAYNE INTEGRATED HEALTH NETWORK

800-241-4949

www.dwihn.org

ORR Recipient Rights Training

Updates:

- ❑ *ORR Trg. info located on DWIHN website (dwihn.org), in MHWIN, & on the FAQ's form-See under: "Provider tab/ORR training info"
- ❑ *NHRRT availability-continues to be about **2 weeks out**; 2 mos. open trgs in MHWIN
- ❑ *Recommended: Register staff for NHRRT during the **onboarding/orientation** process-all new staff require NHRRT **w/i 30 DOH**
- ❑ *If new staff report they already took NHRRT, request **evidence during the onboarding/orientation process**
- ❑ NHRRT-available seats: **50/class=600/mo.**
- ❑ If Provider staff marked "Incomplete" for NHRRT, please contact Trainers at orr.training@dwihn.org to reschedule
- ❑ NHRRT vs. ARRT-NHRRT: Virtual ZOOM new staff; ARRT: DWC website (1year after NHRRT training date, and annually thereafter)
- ❑ If Providers need to **cancel/reschedule** their staff for NHRRT, notify ORR Trainers at orr.training@dwihn.org, **do not mark them as canceled in MHWIN.**
- ❑ *NHRRT conducted **Mon-Wed** from **10am-12pm**. Evening NHRRT-**2nd Tuesday** of the month from **4pm-6pm**. Check MHWIN for available training dates.
- ❑ If your staff experiences any issues with NHRRT, you may contact us at: orr.training@dwihn.org no later than **½ hour prior** to the class start time.
- ❑ NHRRT is held via the Zoom App-**participants need a strong Wi-Fi signal** to participate and be familiar w/Chat feature.
- ❑ *Participants **must** be present **online**, with working cameras, and remain **visible** and available to communicate with us **throughout** the course.
- ❑ If your staff are **OBSERVED DRIVING OR OTHERWISE NOT ENGAGED DURING THE TRAINING**, they will be removed from the training and will need to be rescheduled.
- ❑ *When registering staff for NHRRT, please make sure they are not **working** & that they have time set aside to attend the entire training and submit the quiz.
- ❑ *ORR Trainers: LaShanda Neely, Michael Olver, Joyce Wells

OFFICE OF RECIPIENT RIGHTS: MONITORING (SITE REVIEWS)

Updates:

- ▶ *New ORR Monitoring Staff-Lawrence Hudson, ORR RRI
- ▶ *New Contracts/Address changes-Request Vendors pls. include notification to ORR Monitoring Mgr. @ spride@dwihn.org
- ▶ Providers please assure your staff adhere to the MMHC requirements re: NHRRT-*Noted* during triennial assessment
- ▶ *ORR Reviewer looks for during site review request: esims1@dwihn.org or lhudson@dwihn.org
- ▶ List: Required postings, RR booklets, confidential items stored, health/safety violations, interior/exterior of facility, interviews staff & members re: rights awareness and complaint filing

Site Review Process:

- ▶ *ORR Site Visit conducted onsite (in person). Covid 19 Questionnaire-If +exposure, an alternative site review will be arranged
- ▶ Review new staff hired since the previous site review-NHRRT must be completed w/i 30 doh
- ▶ *ORR accepts NHRRT obtained from *different* counties w/ evidence provided & verification of validity, in *most* cases
- ▶ Any violation(s) found requires a Corrective Action Plan. Provider has 10-business days from the date of the site visit to remedy violation
- ▶ End of site review visit, Site Rep **required to sign & date page #4 of site review tool**

Important Reminders:

- ▶ *Provider contact info and staff records should be kept current, as required in MHWIN
- ▶ *Questions re: ORR Monitoring: esims1@dwihn.org, lhudson@dwihn.org or spride@dwihn.org