



Detroit Wayne Integrated Health Network

707 W. Milwaukee St.
Detroit, MI 48202-2943
Phone: (313) 833-2500
www.dwihn.org

FAX: (313) 833-2156
TDD: (800) 630-1044 RR/TDD: (888) 339-5588

CRSP/Outpatient Provider Meeting

Friday, June 7, 2024

Virtual Meeting

10:00 am –11:00 am

Agenda

Zoom Link: <https://dwihn-org.zoom.us/j/93220807823>

- I. Welcome/Introductions
- II. Annual Assessment and IPOS Timeframes- Melissa Moody
 - 1915iSPA Update
- III. Clinical Practice Improvement-Emily Patterson
 - Behavioral Health Homes (RFA)
- IV. Integrated Health Care-Ashley Bond
 - Complex Case Management (Pages 3-5)
- V. Residential -Ryan Morgan
 - Updated Residential Referral (Pages 6-10)
- VI. Claims Department – Quinnetta Robinson
 - Claims Tips
 - Provider Claims Training
 - Timely Filing Deadlines (Pages 11-13)
- VII. Recipient Rights – Edward Sims
 - ORR Training & Monitoring (Pages 14-16)
- VIII. Children Services & Adult Initiatives – Cassandra Phipps
 - MichiCANs Q/A Session (Pages 17-22)

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William Phillips

Eva Garza Dewaelsche, Secretary
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- IX. Strategic Operations-Maria Stanfield
 - NCQA Accreditation (Page 23-29)
- X. Credentialing- Ricarda Pope-King
 - Credentialing Reminders
- XI. MCO- Sharon Matthews
 - FY 24/25 Contract Renewal (Pages 30-31)
- XII. Administrative Updates – Eric Doeh, President and CEO
- XIII. Questions
- XIV. Adjourn

Goals of CCM

- Connect to appropriate community resources
- Develop teams that include family, medical, and behavioral health professionals
- Improve quality of life
- Provide early intervention to prevent crisis

CMM services do not take the place of current services but are integrated with the clinically responsible service provider's case management services.

Referral Process

The DWIHN CCM staff may receive referrals for services via:

- E-mail
- Fax
- Phone

A referral form is available on the DWIHN website on the Integrated Health Care page.

Referrals can be faxed to 313-989-9529 or e-mailed to pihpccm@dwihn.org.

Along with the referral form please send current bio Psychosocial assessment, LOCUS/SIS assessment and any other relevant clinical documents.

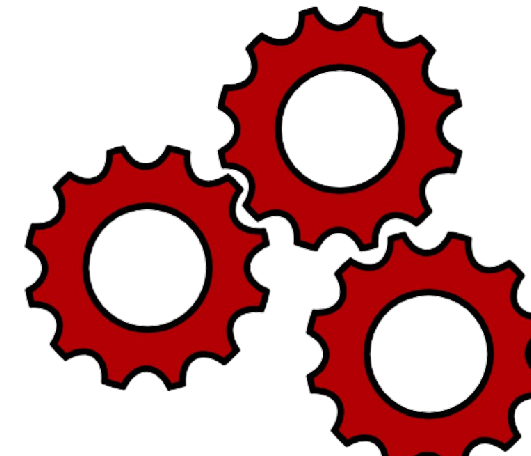


Detroit Wayne Integrated Health Network

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313-833-2500
www.dwihn.org

24-Hour Access Center

800-241-4949



What is Complex Case Management (CCM)?

CCM is a collaborative process that includes assessment, planning, facilitation, and advocacy. It explores options and services to meet a person's identified needs with the ultimate goal of promoting high quality, person friendly and cost effective outcomes.

CCM does not take the place of services already being received- it compliments them. Participation is not dependent upon the health benefit available to enrollee.



CRITERIA TO PARTICIPATE IN CCM

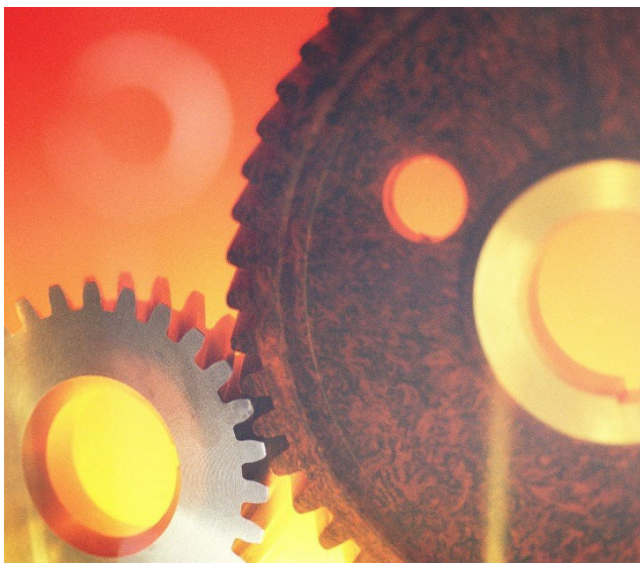
The DWIHN CCM program has general eligibility criteria for adults and children/youth.

ADULTS

- An active member of outpatient behavioral health services with a disability designation of SMI, DD/IDD, or SUD as evidenced by at least one visit within the quarter with a
 - DWIHN provider AND
 - Evidence of one or more gaps in services, i.e., absence of primary care or specialty medical care visits within the last 12 months, or gaps in medication refills for behavioral health and /or medical chronic conditions
 - AND
 - One or more of the following chronic medical health conditions: hypertension, diabetes, asthma, COPD, heart disease and obesity or chronic pain as well as ten or more visits to the ED in the last six months OR
 - Willingness to be an active participant in the program for at least 90 days.

CHILDREN/YOUTH

- Diagnosed with serious emotional disturbances (SED) and Autism Spectrum Disorder (ASD) seen for services at a DWIHN provider at least once in the last quarter AND
- Should range between the ages of 2-21 years of age- those enrollees in this cohort that are 18-21 are usually designated as youth with learning disabilities, court wards, I/DD, etc.
- AND
- Diagnosed with chronic asthma or other medial health condition AND
- 4 or more ED visits related to medical and/or behavioral health in the last 12 months OR Gaps in service/ care - i .e., absence of primary care visit within the last six months& gaps in refilling medications AND
- Willingness of Legal Guardian & Child/Youth to be an active participant in the program for at least 90 days





Integrated Health Care Initiatives Complex Case Management Referral Form

Complex Case Management is designed to assess, plan, implement, coordinate, monitor and evaluate options and services needed to meet an enrollee's chronic complex health (behavioral and physical) and human service needs. Enrollees are chosen for Complex Case Management because of frequent inpatient admissions, frequent visits to the Emergency Department, and because they have complex medical and behavioral needs that are not being resolved using traditional means/resources. Along with this referral form, please include the psychosocial assessment, current LOCUS, medication sheet, and any other clinicals that would be useful in managing this enrollee's care.

Referral Source:

Behavioral Health Provider Medical Health Provider/Primary Care Provider
 DWIHN Self-Referral
 Other (specify): _____

Name of Facility/Agency/Referral Source: _____

Telephone #: _____

Fax #: _____

Enrollee Name: _____ **Date of Birth:** _____

Enrollee Telephone #: _____

Reason for Referral:

Please fax completed form to: 313-989-9529

Please send via secure email to: pihpccm@dwihn.org

For DWIHN USE:

Date Referral Received: _____

Case Assigned To: _____

Date Referral Assigned: _____

Residential Services

- ▶ Residential Services Director
 - Ryan Morgan LMSW
 - Email address: rmorgan@dwihn.org
 - Phone #313-569-1575



Residential Referral Form Update

- ▶ The residential referral has been updated. The process has not changed for submitting residential referrals.
- ▶ Continue to email referral to residentialreferral@dwihn.org
- ▶ Or you can fax referral to (313) 989-9525
- ▶ The referral will now assist DWIHN staff with internal tracking
- ▶ Forms will be updated on the DWIHN website under the residential services section.





**Detroit Wayne
Integrated Health Network**
Residential Services Department
707 W. Milwaukee St.
Detroit, MI 48202-2943
Office: (313) 989-9513
Fax: (313) 989-9525
residentialreferral@dwhn.org
TDD: (800) 630-1044 RR/TDD: (888) 339-5588

Specialized Residential Placement Referrals

can be submitted via

DEPARTMENT FAX: 313-989-9525

or

DEPARTMENT EMAIL: residentialreferral@dwhn.org

Please complete the

DWMHA Residential Referral Checklist

and submit with complete clinical documentation for review.

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Detroit Wayne Integrated Health Network
Residential Services Department
707 W. Milwaukee St.
Detroit, MI 48202-2943
Phone: (313) 989-9513
Fax: (313) 989-9525
residentialreferral@dwihn.org
TDD: (800) 630-1044 RR/TDD: (888) 338-6588

Specialized Residential Referral Checklist

Request Date: _____
Referral Contact Name: _____ Direct Contact Number: _____
Referring Facility: _____ Email: _____

Member Name: _____ DOB: _____
MWIN ID#: _____ Anticipated Discharge Date: _____

Disability Designation: IDD AMI NGRI OHHS Youth Age-Out Self-Directed
(Check All That Apply to Member)

Placement Type Requested: Pre-Placement Specialized Licensed Specialized Unlicensed CLS Staffing in Own Home

Benefits Verified: Medicaid Medicare SSI/SSD No Income

Clinical Packet Checklist: Face Sheet Guardianship Documentation
 IPDS/Clinical Summary (PE, BioS, Crisis Plan, etc.) Health Risk Medication List
 Current Physicians' Orders/Labs Medical Concerns/Physical Limitations COVID Vaccination Card
 COVID-19 Test Result: Positive Negative Test Date: _____

Request Summary (Reason for submitting referral):

Designated CRSP: _____ LOCUS Score: _____

Scheduled Follow-up Appointment (Post Discharge) Date: _____ Time: _____

****Section Complete by DWIHN Residential Staff Only****
 Residential Assessment attached by assigned RCC | RCS: _____
Referring Provider: _____
Referral Date: _____

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Residential Unit Manager

- ▶ Danita Love-Carter has been hired as a residential manager working with the I/DD unit.
- ▶ Danita can be reached at Dlovecarter@dwihn.org
Phone number (734) 691-2488
- ▶ Harriet Siddiqui will continue working with DWIHN in a Residential Care Specialist role.



Claims Tips

Quinnetta Robinson

Claims Manager



DWIHN
Your Link to Holistic Healthcare



Detroit Free Press
PART OF THE GANNETT NETWORK

➤ Provider Claims Training

Providers can request additional claims training or refreshers as needed by sending a request to the PIHPclaims@dwihn.org mailbox.

Provider Claims Training

CLAIMS DEPARTMENT



DWIHN
Your Link to Holistic Healthcare



Detroit Free Press

Providers, please ensure you are adhering to the timely filing deadlines.

- **60 Days for outpatient claims**
- **90 Days for inpatient claims**

Note: Providers experiencing any barriers that may prevent you from meeting these deadlines you are required to notify DWIHN **immediately** to have your issues documented and investigated before submission deadlines. There will be no “timely filing” denial decisions overturned if there is no documented proof that issues existed prior to the timely deadlines.

Timely Filing Deadlines

CLAIMS DEPARTMENT



DETROIT WAYNE INTEGRATED HEALTH NETWORK

800-241-4949

www.dwihn.org

ORR Recipient Rights Training

Updates: May 2024

- ❑ Increase in NHRRT attendance w/i 30 doh for 04/2024: 74%. Thank you to Providers! Continued improvement.
- ❑ New Procedure-Impact status is *pending* re: Providers checking MHWIN no later than the end of business on Friday to make sure their staff have attended AND completed NHRRT. If they have not, please reschedule them or email orr.training@dwihn.org for assistance.
- ❑ Multiple emails sent out requesting Providers not mark NHRRT participants as “canceled” in MHWIN-affects training data. ORR recommends notifying the ORR Trainers via the orr.trg email address.

ORR NHRRT Information:

- ❑ NHRRT conducted Mon-Wed from 10am-12pm. Evening NHRRT-2nd Tuesday of the month from 4pm-6pm. Check MHWIN for available training dates.
- ❑ If new staff report they previously attended NHRRT, request *evidence* during the onboarding/orientation process.
- ❑ NHRRT is held via the Zoom App-participants need strong Wi-Fi signal & be familiar w/the Chat feature.

- ❑ Participants must be present online, with working cameras, and remain visible and available to communicate throughout the course. Staff are not allowed into the training 5 minutes after the start time.
- ❑ 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.
- ❑ Providers, if you know that your staff are not technology savvy, please have them come into the office to take the training, where you are able to assist them.
- ❑ An email is sent on morning of training to email address listed in MHWIN. If your staff experiences any issues with the NHRRT class email, you may contact us at: orr.training@dwihn.org
- ❑ NHRRT vs. ARRT-NHRRT: Virtual ZOOM new staff; ARRT: DWC website (1year after NHRRT training date, and annually thereafter)
- ❑ ORR Trg. info located on DWIHN website (dwihn.org), in MHWIN, & on the FAQ's form-See under: “Provider tab/ORR training info”
- ❑ ORR Trainers: LaShanda Neely, Michael Olver, Joyce Wells

OFFICE OF RECIPIENT RIGHTS: MONITORING (SITE REVIEWS)

Updates: May 2024

- ▶ “Request for Documents” letters to be sent via email/USPS this month (June), for the upcoming LPH site reviews
- ▶ Recommended LPH Site Review tool revised, 1 page-MDHHS ORR responsible to conduct LPH Assessment (once every 3 years)

ORR Monitoring Information:

- ▶ 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 (Oakland, Macomb, Washtenaw)

- ▶ ORR Reviewer looks for during site review request:
- ▶ List: Required postings, RR booklets, confidential items stored, health/safety violations, interior/exterior of facility, interviews staff & members re: rights awareness and complaint filing
- ▶ 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, ludson@dwihn.org or spride@dwihn.org



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To: Clinically Responsive Service Providers (CRSPs) – Child SED / Child IDD
From: Cassandra Phipps (Director of Children’s Initiative)
CC: Melissa Moody (VP of Clinical Operations), Ebony Redding (Special Project Specialist)
Re: FY 24 – 25 MichiCANS Q & A Session Update
Date: June 4, 2024

In preparation for the MichiCANS Hard Launch effective 10/1/2024, the Children Initiatives Department hosted a MichiCANS Q&A Session on Thursday 5/23/24 from 10:00am –11:00am via Zoom. MichiCANS Hard Launch is applicable to both SED and IDD Children Providers services members ages 0 to 21st birthday.

Recording: The MichiCANS Q&A Session recording is available by accessing the link and passcode below:

https://dwihn-org.zoom.us/rec/share/pW-ghHvjuiTGozi_cXT02ORzxGZzMRVQrf0jm6y5mb2aQTV262RXTNLzxwzS8LFT.tRz-582mF4TQ_gyb

Passcode: x3=d!&gy

MichiCANS Training: Clinicians, Wrap Around Facilitators, and Supervisors are also to register for the MichiCANS Training scheduled for June 2024 and July 2024 via the TCOM website: TCOMTraining.com

MichiCANS Documents: MichiCANS information and supporting documents are now available on the DWIHN website / Provider page: <https://www.dwihn.org/for-providers>

Provider Resources

- [CRSP/OP Providers: Info, Forms & Docs](#)
- [General Forms, Guidelines, and Tools](#)
- [HEDIS Info](#)
- [Meetings/Trainings/Announcements](#)
- **[MichiCANS](#)**
- [Policies](#)

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If you have any questions you can contact Cassandra Phipps, Director of Children's Initiative @ cphipps@dwhin.org and Ebony Redding @ eredding@dwhin.org .

Sincerely,

Cassandra Phipps LPC, LLP, CAADC

Cassandra Phipps, LPC, LLP, CAADC
Director of Children's Initiatives
Detroit Wayne Integrated Health Network



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BULLETIN NUMBER: 24-007 (v.3)

ISSUED/REVISED: 5/30/2024

EFFECTIVE: 5/1/2024

SUBJECT: Inpatient Discharge Planning for Children’s Services (SED & IDD)

SERVICE AFFECTED: T1017-LI; H2021-LI; H2022-LI; and H0036-LI

BACKGROUND

Per Bulletins 19-007, 23-007, Hospital Liaison services were moved from the “Children’s Crisis Services” contracts to the “MH Child Outpatient” contracts for all providers of children’s outpatient services. The Clinically Responsible Service Provider (CRSP) is responsible for discharge planning services when a child is hospitalized or transitioning out of a Child Caring Institution. These services are referred to as “Hospital Liaison Services” (T1017 LI).

PROCEDURE

Effective 5/1/2024 CRSPs are to follow additional guidance regarding hospital discharge planning. In addition, CRSPs are to clearly document the purpose of discharge planning in progress notes and any other required clinical documentation. CRSPs to refer to Telemedicine Policy regarding use of telemedicine services.

Youth transitioning from a Child Caring Institution (CCI) back into the Community:

For both the CCI and Hawthorn Center, the following mental health services initiated by the PIHP (the child needs to be open to the PIHP/CMHSP) may be provided within the designated timeframes:

- The assessment of a child’s eligibility and needs for the purpose of determining the community-based services necessary to transition the child out of a CCI or Hawthorn Center. This should occur up to 180 days prior to the anticipated discharge from a CCI or Hawthorn Center.
- Wraparound planning, case management or supports coordination. This should occur up to 180 days prior to discharge from a CCI or Hawthorn Center.

Medicaid-funded behavioral health services may be provided to support children with intellectual and

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developmental disabilities (I/DD) in a CCI that exclusively serves children with I/DD when authorized by the respective PIHP/CMHSP. Authorization by the PIHP/CMHSP includes special considerations, services and/or funding arrangements. Enrollment of the CCI provider is the responsibility of the PIHP/CMHSP to ensure providers rendering services adhere to all state and federal regulations on the use of seclusion and restraint and are appropriately credentialed to perform I/DD services. Medicaid does not cover services provided to persons/children involuntarily residing in non-medical public facilities (such as jails, prisons, or juvenile detention facilities).

Children Services Transition Protocol (December 2023): Youth transitions from a Child Caring Institution (CCI) back into the Community: Michigan Medicaid Provider Manual Section 2 – Program Requirements (2.3 Location of Service).

Examples of Child Care Institute (CCI) include: State Facility Hospital, Intensive Community Transition Services (ICTS), and Psychiatric Residential Treatment Facility (PRTF).

- The State Facility Hospital Hawthorne is now Walter Reuther

CHILDREN SERVICES – SED / IDD

New Members without an Integrated Biopsychosocial Assessment (IBPS) and or Individual Plan of Service (IPOS)

| Authorization | This scenario does not require a prior authorization for services within initial 60 days of the admission date |
|--|--|
| Service Location | Service Program / CPT Code |
| Child Caring Institution (CCI) <i>Place of Service: (21 - Inpatient Hospital)</i> | <ul style="list-style-type: none"> • Biopsychosocial Assessment – T1017 LI, BI • Supports Coordination – T1017 LI • Targeted Case Management – T1017 LI • Wrap Around – H2021 LI |
| Emergency Room <i>Place of Service: (23 – Emergency Room)</i> | No applicable cpt code for this setting. CRSPs to document with a contact note. |
| Partial Hospitalization | Partial hospitalization is not considered a hospital admission; however, a preauthorized outpatient service. Thus, CRSPs can provide therapy services after partial hospitalization business hours. |
| Psychiatric Inpatient Hospitalization <i>Place of Service: (51 - Inpatient Psychiatric facility)</i> | <ul style="list-style-type: none"> • Targeted Case Management – T1017 LI |

Existing Members with a completed Integrated Biopsychosocial Assessment (IBPS)

and an Individual Plan of Service (IPOS).

| Authorization | This scenario does require a prior authorization |
|--|---|
| Service Location | Service Program / CPT Code |
| Child Caring Institution (CCI) <i>Place of Service: (21 - Inpatient Hospital)</i> | <ul style="list-style-type: none"> Targeted Case Management – T1017 LI Wrap Around – H2021 LI SED Waiver Wrap Around – H2022 LI |
| Emergency Room <i>Place of Service: (23 – Emergency Room)</i> | No applicable procedure codes. CRSPs to document with a contact note. |
| Partial Hospitalization | Partial hospitalization is not considered a hospital admission; however, a preauthorized outpatient service. Thus, CRSPs can provide therapy services after partial hospitalization business hours. |
| Psychiatric Inpatient Hospitalization <i>Place of Service: (51 - Inpatient Psychiatric facility)</i> | <ul style="list-style-type: none"> Targeted Case Management – T1017 LI Home Based Therapy – H0036 LI Wrap Around – H2021 LI SED Waiver Wrap Around – H2022 LI |

**Existing Members with an expired Integrated Biopsychosocial Assessment (IBPS)
and or expired Individual Plan of Service (IPOS)**

| Authorization | Provider to email Utilization Department requesting to authorize a stand-alone authorization for hospital discharge planning and provide clinical justification with the request. pihpauthorizations@dwihi.org |
|---|---|
| Service Location | Service Program / CPT Code |
| Child Caring Institution (CCI) <i>Place of Service: (21 - Inpatient Hospital)</i> | <ul style="list-style-type: none"> Biopsychosocial Assessment – T1017 LI, BI Supports Coordination – T1017 LI Targeted Case Management – T1017 LI Wrap Around – H2021 LI |
| Emergency Room <i>Place of Service: (23 – Emergency Room)</i> | No applicable cpt code for this setting. CRSPs to document with a contact note. |
| Partial Hospitalization | Partial hospitalization is not considered a hospital admission; however, a preauthorized outpatient service. Thus, CRSPs can provide therapy services after partial hospitalization business hours. |
| Psychiatric Inpatient Hospitalization | <ul style="list-style-type: none"> Targeted Case Management – T1017 LI |

| | |
|--|--|
| <i>Place of Service: (51 - Inpatient Psychiatric facility)</i> | |
|--|--|

REFERENCES:

Telemedicine Policy

<https://dwmha.policystat.com/policy/10681486/latest>

Benefit Policy: Children Services Transition Protocol Attachment

<https://dwmha.policystat.com/policy/14721291/>

MDHHS Website: SFY 2024 Behavioral Health and Provider Qualifications

https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_38765---,00.html

DWIHN Rate Charts

<https://www.dwihn.org/rate-charts>

Please direct any questions and or concerns to: procedure.coding@dwihn.org



National Committee for Quality Assurance

Maria B. Stanfield, MA, LLP, CADC

June 8, 2024





National Commission on Quality Assurance NCQA

NCQA's Managed Behavioral Healthcare Organization (MBHO) Accreditation program evaluates organizations on whether they implement industry best practices to provide high-quality behavioral healthcare.



National Committee for Quality Assurance Managed Behavioral Healthcare Organization




National Committee for Quality Assurance
has awarded

Detroit Wayne Integrated Health Network
Medicaid MBHO
the status of

Full

for the development and maintenance of a clinically effective
managed behavioral healthcare delivery system
which maintains as its primary objective the delivery of
high quality member care and service.




CHAIR, BOARD OF DIRECTORS


PRESIDENT

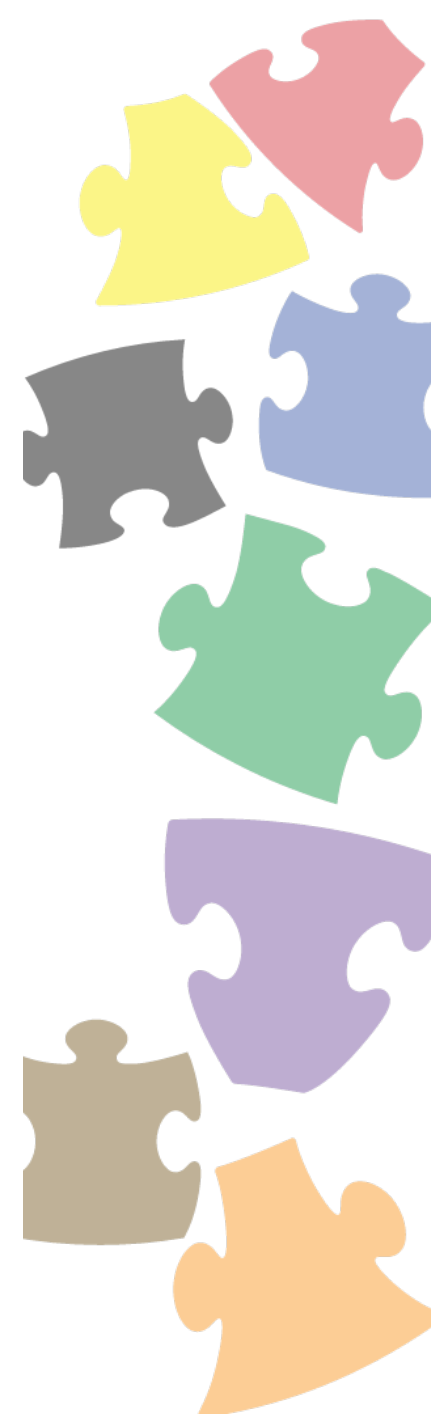

CHAIR, REVIEW OVERSIGHT COMMITTEE

05/14/2024 05/14/2027
DATE GRANTED EXPIRATION DATE



Where do we go from here?

- Continuous Quality Improvement
- Strategic Planning and Accreditation Alignment
- Modify and Augment our existing tools
- Modify and revise policies PRN
- Revisit our Quality Plans and activities
- Share our accreditation with the State of Michigan and Provider Network
- Provider Recognition Programs: NCQA offers recognition programs for healthcare providers, such as physicians and physician groups. These programs assess the quality of care provided by healthcare professionals
- Public reporting of performance against our measures and standards becomes the focus for groups we evaluate and for their customers

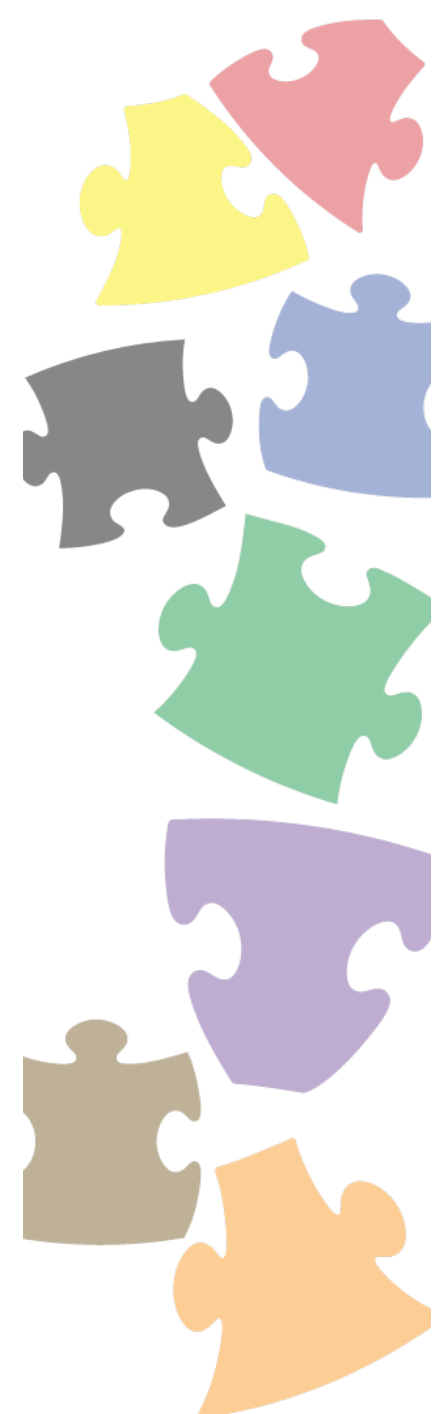


See it before you see it!



Why NCQA MBHO Accreditation?

- Demonstrates a level of health plan performance and commitment to Quality
- Considered the “gold standard” for quality
- Entities must demonstrate that they follow evidence-based practices for providing high-quality care across multiple standards. MBHO Accreditation emphasizes care coordination, complex case management and data exchange between health plans and behavioral health organizations.
- The MBHO standards focus on:
 - **Quality Management and Improvement:** The MBHO has processes to monitor, evaluate and improve the quality and safety of care provided, including practitioner availability, behavioral health screening programs and complex case management.
 - **Care Coordination:** The MBHO coordinates care among behavioral health practitioners and between behavioral healthcare and medical care.
 - **Utilization Management:** Utilization management is a critical component of accreditation. The MBHO demonstrates, through extensive record review, that it adheres to a process that ensures members are receiving decisions on treatments that are timely and evidence-based.
 - **Credentialing:** The MBHO has and follows processes for verifying and monitoring the credentials of practitioners in its network.
 - **Member Experience:** The MBHO ensures a positive member experience and follows processes for handling member complaints and appeals.



Questions?





DWIHN
Your Link to Holistic Healthcare



Detroit Free Press

FY 2024-2025 PRE-CONTRACTING PREREQUISITES MANAGED CARE OPERATIONS



FY 2024-2025 PRE-CONTRACTING PREREQUISITES

- Credentialing Status
 - Approved or Application Completed

- Certificate of Insurance (COI)
 - Proof of General, Professional, Auto & Workers Comp per DWIHN Contract
 - Coverage thru 10-1-24 @ minimum
 - DWIHN is listed as additional insured
 - DWIHN listed as certificate holder
 - If auto not applicable, a statement on company letterhead

- Active SAM.Gov with CAGE #

- NPI # or proof of application

***Please contact your Contract Manager with any questions.**

