



DWIHN
Your Link to Holistic Healthcare



Detroit Free Press

Detroit Wayne Integrated Health Network

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Residential Provider Meeting Friday, January 10, 2025 Virtual Meeting 11:30 am –12:30 pm Agenda

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

- I. Welcome/Introductions
- II. Compliance Updates– John Schafer (Pages 2-6)
- III. Clinical Practice Improvement – Alison Gabridge
 - BH TEDs
 - Mi Strength (Pages 7-15)
- IV. Integrated Care- Ashley Bond
 - CCM (Pages 16-17)
- V. Recipient Rights – LaShanda Neely
 - ORR Training
 - Monitoring (Site Reviews) (Pages 18-22)
- VI. Residential Services– Ryan Morgan (Pages 23-26)
- VII. Administrative Updates – James White, President and CEO
- VIII. Questions
- IX. Adjourn

Board of Directors

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CORPORATE COMPLIANCE DEPARTMENT

Provider Meeting Updates
January 10th, 2025

January - December 2024

☐ Frequent noncompliance issues:

- Billing for services not rendered
- Inaccurate time
- Clinical Documentation not detailed enough to allow for reconstruction
- Failure to provide clinical documentation upon request
- Failure to create/update staff record in MHWIN
- Workforce Background Checks
- Workforce Training (i.e. New Hire Recipient Rights Training)
- Inaccurate CPT Code for Service Rendered

COMPLIANCE UPDATES

HOW TO REMAIN IN COMPLIANCE

How to avoid being cited for any of the noncompliance allegations.

- **Auditing and Monitoring:** Conduct regular audits and monitoring of operations to identify and address compliance issues promptly.
- **Stay Informed:** Regularly monitor updates to healthcare laws, regulations, and industry standards relevant to your practice.
- **Policies and Requirements:** Regularly review DWIHN policies to ensure you are up to date on contract requirements and regulatory changes.
- **Implement Policies and Procedures:** Establish and maintain clear policies and procedures that align with regulatory requirements and best practices.
- **Training and Education:** Provide ongoing training to staff on compliance issues, including fraud prevention, patient privacy (HIPAA), and billing practices.
- **Documentation:** Maintain accurate and detailed records of patient care, billing, compliance activities and HR files.

When and Who to contact?

- **If you have a question pertaining to an active investigation?**
 - Your designated investigator is listed in the notification letter sent to your agency, along with their name and contact details.
- **If you have a question pertaining to a closed case. This means you have submitted your CAP, and no further action is required from your agency?**
 - Please contact John Shafer, Compliance Special Investigations Unit Administrator, Jshafer@dwihn.org
- **If you have concerns about sanctions or actions being taken against your agency.**
 - Please contact Sheree Jackson, Vice President of Compliance, Sjackson@dwihn.org.

Questions:



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myStrength Self-Management Tool

Alison Gabridge LMSW CAADC
Clinical Practice Improvement
Adult Initiatives
January 2025

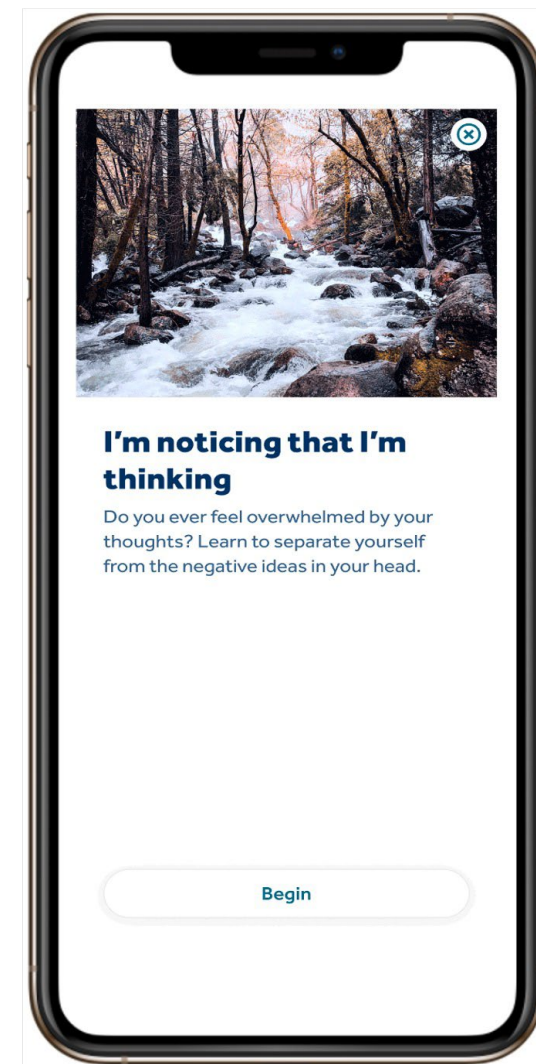
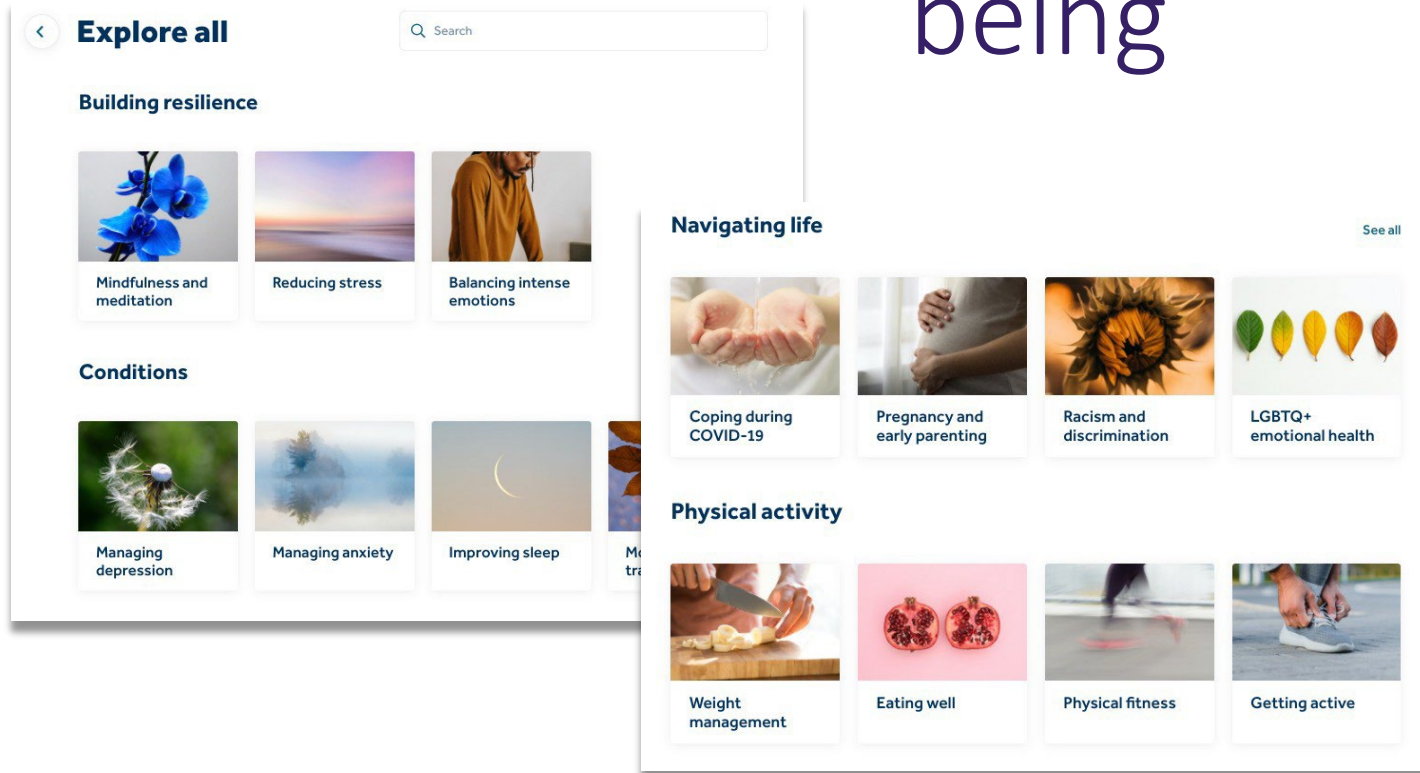


What is myStrength?

A digital self-management tool brought to you by DWIHN, in partnership with Teledoc Health



Evidence-based self-help resources for emotional health and overall well- being



Who is myStrength for?

DWHIN Employees*DWHIN Providers*DWHIN Members



Scan to Sign
Up!



It's EASY to refer individuals to my Strength!

- ✓ Scan the QR Code or download the free mobile app from Apple App Store or Google Play and click the sign-up button
- ✓ Enter the appropriate access code from the list below
- ✓ Complete a personal profile and brief wellness assessment



Service Area Description		Access Codes
1	DWIHN & Provider Network Staff	DWIHNStaff
2	DWIHN Member Referral	DWIHNc
3	Non-Member Referral	DWIHNp
4	Prevention Initiatives and Services Referral	DWIHNSupport
5	First Responder Referral	DWIHN911
6	Access Center Referral	DWIHNAccess

SCAN TO SIGN UP

- Open camera app on phone
- Select the rear facing camera in Camera or Photo mode
- Center the camera on QR Code until myStrength link pops up
- Tap the link and you will be directed to myStrength website



How does myStrength help?



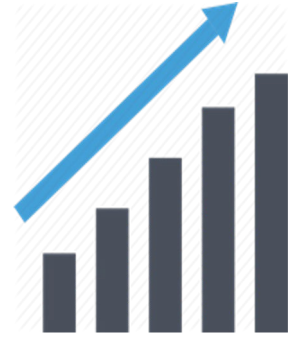
Evidence-based

MIND**BODY.**

Multi-condition
and holistic



Web-
responsive &
mobile tool for
your toolbox



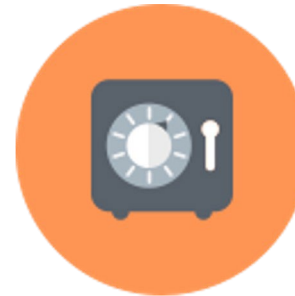
Demonstrated
results



Personal
and relevant



Interactive,
available
24/7/365



Safe & Secure



Hopeful
and helpful

Digital programs offer broad coverage

Clinically comprehensive

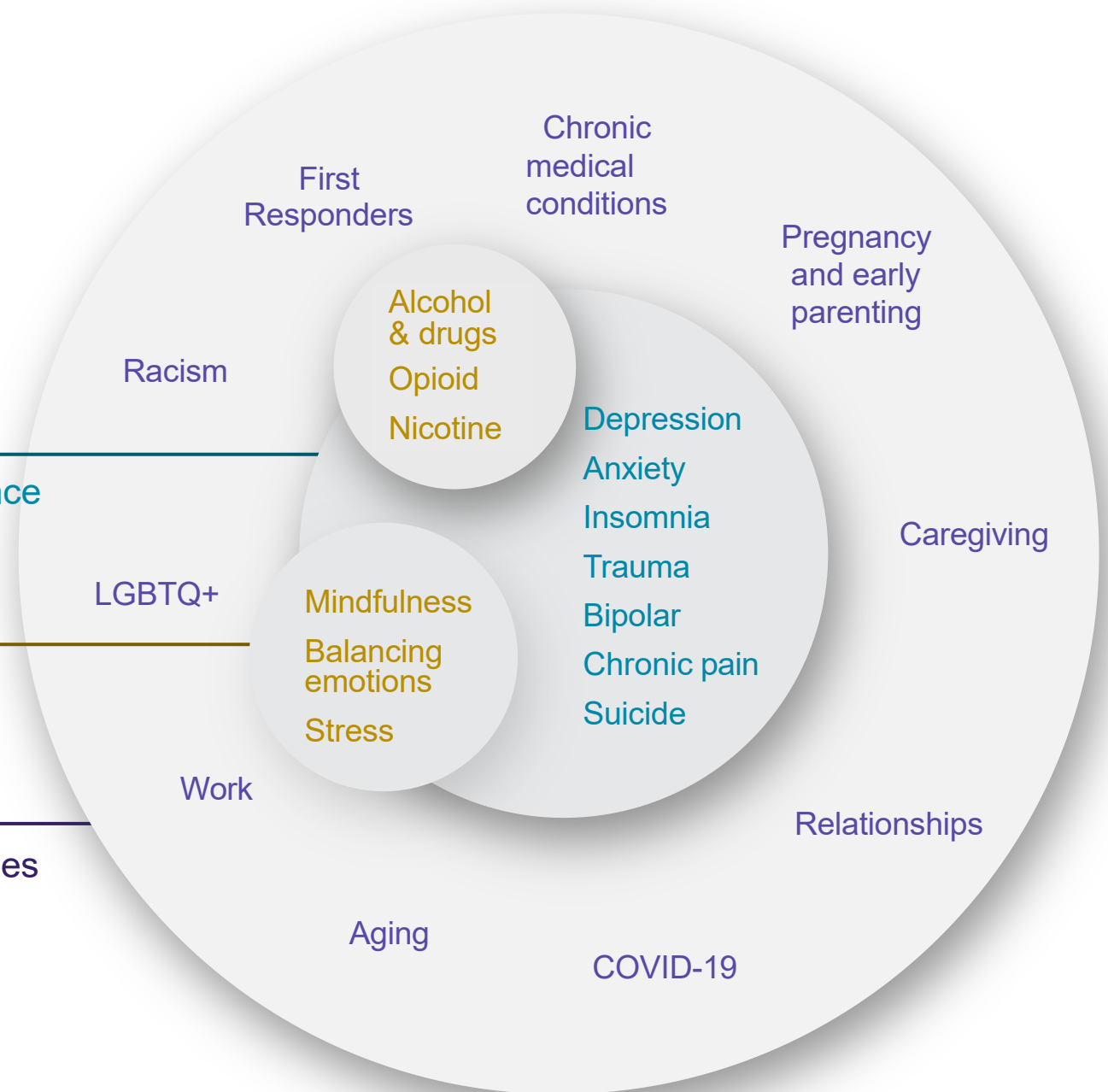
Highest prevalence conditions, including substance use

Tools for everyone

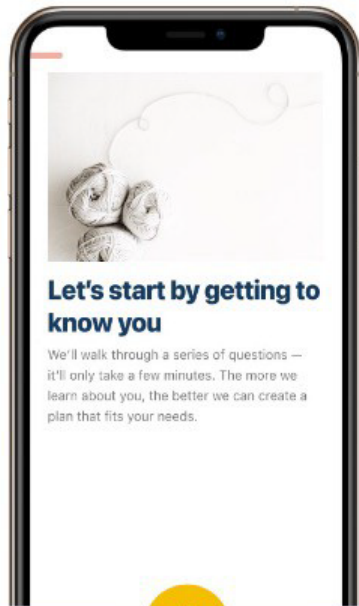
Tools to **build resiliency** at all acuity levels

Contextual and relevant

Managing **distress from life events** and challenges



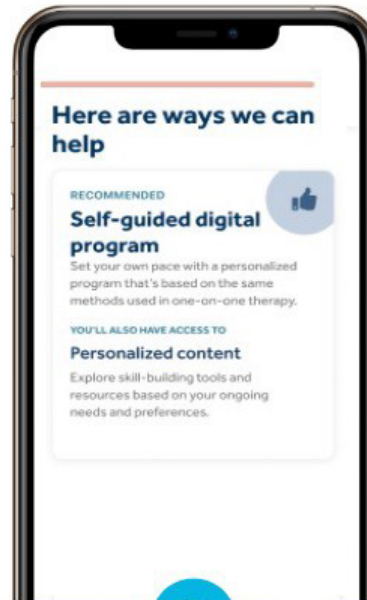
Powerful, iterative personalization



1

Clinical Assessment

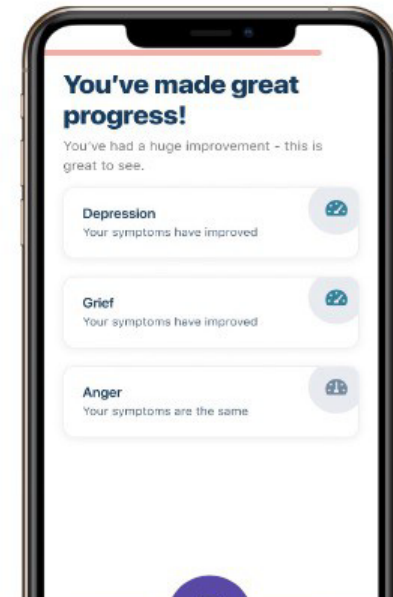
Prioritizes addressable condition(s) and evaluates acuity level



2

Personal Plan

Delivers a personalized plan with prioritized focus areas and reminders to stay on track



3

Regular Reassessment

Continuously adapts programming to flexibly meet evolving needs

Interested in more information?

Reach out to our Adult Initiatives Team

adultteam@dwihn.org

or

agabridge@dwihn.org



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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

CCM 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 pihpccm@dwihn.org
- Fax 313-989-9529
- Phone 313-833-2500

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

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



COMPLEX CASE MANAGEMENT

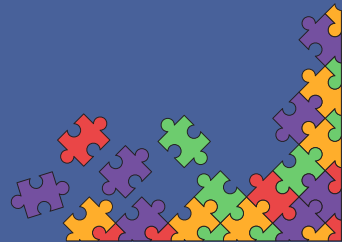
CONTACT US!

Phone: 313-833-2500

Access Helpline: 800-241-4949

Website: dwihn.org

707 W. Milwaukee St. Detroit, MI
48202



What is Complex Case Management?

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.



Criteria to Participate

The DWIHN CCM program has general eligibility criteria for adults and children/youth. CCM is a voluntary program, all active participants have to be willing to participate in the program for at least 90 days.

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:

- Absence of primary care or specialty medical care visits within the last 12 months
- Gaps in care (medication refills, not seeing doctors and etc.)
- Medical Issues (Asthma, Obesity, Chronic Pain, Diabetes and etc.)
- Frequent ED visits within the last six months
- Missing appointments with behavioral health providers

Children/Youth

Diagnosed with serious emotional disturbances (SED) and autism spectrum disorder (ASD) between the ages of 2-21 years of age and diagnosed with a chronic medical health condition (Asthma, Obesity, Cerebral Palsy, Epilepsy and etc.) as well as evidence of one or more gaps in services:

- Frequent ED visits related to medical and/or behavioral health in the last 12 months
- Gaps in services and/or care (absence of primary care visit within the last six months, gaps in refilling medications, and etc.)
- Missing appointments within behavioral health providers





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ORR Training & Monitoring Agenda Provider Meeting (01/10/2025)



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Updates: ORR Training (January 2025)

1. ORR requests that the Provider or their Designee please follow up with your staff after they've attended and completed NHRRT, with a passing score.
2. The days that NHRRT classes are conducted have changed beginning this month, January 2025. NHRRT will be held via Zoom on Tuesday, Wednesday & Thursday of each week. The evening NHRRT will continue to be conducted on the 2nd Tuesday of each month from 4pm-6pm.
3. The addition of a 2nd evening NHRRT class per month is currently under consideration. At the next Provider meeting, ORR training unit will provide an update.
4. NHRRT registration availability-currently 3 weeks out; see available New Hire RR training classes in MHWIN.

ORR NHRRT Information:

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.



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 your staff are not tech-savvy, please assist them when they attend NHRRT.

An email is sent on morning of trg. to email address listed in MHWIN. If staff experiences any issues with the NHRRT class email, they 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 on website.

ORR Trainers: LaShanda Neely, Michael Olver, Joyce Wells,
ORR Managr: Schakerra Pride



Updates: January 2025

1. FY25 ORR monitoring of DWIHN-contracted locations continues & the Provider/Site Rep. should be prepared to submit evidence of NHRRT & ARRT for their staff.
2. Providers/Site Reps-At the completion of the site review visit, you should be providing your signature/date on page #4 of the site review tool, completed by the ORR Reviewer.
3. The Provider will receive a copy of the Compliance Status letter, from ORR, for their records. AFC only-LARA (Licensing) requests the ORR CSL during the renewal of the license for the AFC.

ORR Monitoring Information:

ORR Site Visit conducted onsite (in person). Covid 19 Questionnaire- If +exposure, an alternative site review will be arranged

ORR accepts NHRRT certificates obtained from *different* counties w/evidence provided & verification of validity, in most cases (Oakland, Macomb, Washtenaw accepted)

During site review ORR Reviewer looks for the following:

List includes: Required postings, RR booklets, where confidential-



List cont'd:

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 Reminder/Contact Info:

Provider contact info and staff records should be kept current, as required in MHWIN

Questions re: ORR Monitoring: esims1@dwihn.org, lhudson@dwihn.org ahardrick@dwihn.org or spride@dwihn.org



QUESTIONS?



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Residential Services Director- Ryan Morgan LMSW



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Residential Internal Transfer Process



1. Provider completes relocation request form and submits the form to DWIHN via email to residential referral inbox.
2. Provider ensures member/guardian is notified in writing and obtains signature of approval from member/guardian.
3. DWIHN sends notification to CRSP supports coordinator/CM via email.
4. CRSP confirms move is appropriate and updates needed clinical documentation (IPOS).
5. DWIHN residential care coordinator reviews the relocation request form, contacts residential provider to notify them of approval, and submits authorization request.
6. DWIHN authorization team approves authorizations and emails all parties to notify them of approval and completion.



Process and relocation request form is available on the DWIHN website under the Forms, Providers, and Tools tab, titled “DWIHN Internal Transfer Process in Specialized Residential Setting.”

