



**Detroit Wayne
Integrated Health Network**

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Residential Provider Meeting

Friday, February 16, 2024

Virtual Meeting

11:30 am –12:30 pm

Agenda

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

- I. Welcome/Introductions
- II. Claims Department – Quinnetta Robinson
 - Timely Filing Deadlines (Pages 2-7)
- III. Recipient Rights – Edward Sims
 - ORR Monitoring and Training (Pages 8-10)
- IV. Credentialing – Ricarda Pope-King
 - Credentialing Reminders (Pages 11-16)
- V. Administrative Updates – Eric Doeh, President and CEO
- VI. Questions
- VII. Adjourn

Board of Directors

Kenya Ruth, Chairperson
Karima Bentounsi
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Timely Filing Deadlines

Quinnetta Robinson

Claims Manager



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- Claims must be submitted to DWIHN within **60 calendar days** from the date services were rendered for **outpatient** and **residential claims**.
- Claims must be submitted to DWIHN within **90 calendar days** from the date services were rendered for **inpatient claims**.
- Re-submission of previously denied claims with corrections and requests for adjustments must be submitted within **30 calendar days** from the date of the denial notice.

Timely Filing

CLAIMS DEPARTMENT



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- Payment for BHH services is dependent on the submission of appropriate service encounter codes. Valid BHH encounters must be submitted by HHPs (Home Health Partner) to DWIHN (Lead Entity) within **90 days** of providing a BHH service to assure timely service verification.

BHH Encounter Submission

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- CCBHCs and PIHPs must submit timely and complete CCBHC service encounters in accordance with federal managed care rules and state requirements. CCBHCs must submit encounters to the DWIHN within **30 days** following the month in which CCBHC services are adjudicated.

CCBHC Encounter Submission

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- Providers if you experience any barriers that may prevent you from meeting these deadlines you are required to notify DWIHN **immediately** to have your issues documented and investigated prior to submission deadlines. There will be no “timely filing” denial decisions overturned if there is not documented proof that issues existed prior to due date deadlines

Notifications

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- Claim Inquiries – PIHP@dwihn.org
- Authorizations – pihpauthorizations@dwihn.org or residentialauthorizations@dwihn.org
- Contract issues – contact your Contract Manager
- System issues – mhwin@dwihn.org
- Payment issues - tomani@dwihn.org

Contacts

CLAIMS DEPARTMENT



DETROIT WAYNE INTEGRATED HEALTH NETWORK

800-241-4949

www.dwihn.org

ORR Recipient Rights Training

Updates:

- ❑ *ORR Triennial Assessment results-training.
- ❑ *ORR Trg. info located on DWIHN website (dwihn.org), in MHWIN, & on the FAQ's form-See under: "Provider tab/ORR training info."
- ❑ *Current 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 **w/i 30 DOH**
- ❑ NHRRT-available seats: **50/class=600/mo.**
- ❑ *If staff marked "Incomplete" for NHRRT, must 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:

- ▶ *ORR Triennial Assessment results-Monitoring
- ▶ *New ORR Monitoring Staff-Lawrence Hudson
- ▶ *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

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

- ▶ ORR Reviewer looks for: 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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MCO UPDATES

Rai Williams is the Director of
Managed Care Operations
Ortheia Ward is the Senior
Provider Network Manager
Melissa McManus is a Provider
Network Manager

Credentialing Reminders

- ▶ All providers must be credentialed to get/maintain a contract with DWIHN
- ▶ If your organization is not credentialed a representative must attend Microsite and Provider Source Application Training
- ▶ Providers have access to training at 9:55 AM via ZOOM
- ▶ The training is not accessible after 10:05 AM
- ▶ 10 days to complete applications and upload supporting documentation
- ▶ DWIHN staff will check 5 days later to ensure that the application is in the Medversant portal

Credentialing Reminders

- ▶ If the application is not there you will receive an email informing you that you have until close of business the next day to complete this task
- ▶ If the application is still missing notification will be made to Contract Management unit regarding non-compliance with Credentialing requirements
- ▶ All practitioners must submit current resumes with their Initial and Re-credentialing applications
- ▶ In addition, the trainings must be specific to the delivery of service and

Credentialing Reminders

- ▶ The core DWC trainings, except for **Person Centered Planning and Human Sex Trafficking**, are not counted toward CMHP, QMHP, IDD, SATS, SAPS or QBHP trainings
- ▶ Practitioners and providers must re-attest every 180 days that the information submitted with the application is current and accurate
- ▶ If there is outdated information in the file please update and re-attest
- ▶ All practitioners and providers have rights go to our website dwihn.org, click on For Providers go to the Credentialing section and click on practitioner rights
- ▶ <https://dwihn.org/providers/Practitioner-Rights.pdf>

Credentialing Reminders

- If you hire practitioners that have worked at other DWIHN contracted providers, they should designate the new organization as their Health Plan and re-attest and then give the Officer Manager at the New Organization permission to be their Officer Manager
- Please utilize the Practitioner Affiliation report that can be found in Client Portal
- Make sure that the staff files in MHWIN are current and up to date
- <https://dwihn.org/MHWIN-staff-file-maintenance-set-up-quick-tips.pdf>
- https://dwihn.org/providers_forms_guidelines
- A spreadsheet is pulled and sent to the CVO of practitioner information which starts the credentialing process, if information is missing or the staff is not in MHWIN the credentialing application will not be processed
- If you need any additional information do not hesitate to contact the Credentialing Unit at pihpcredentialing@dwihn.org