

# DMHAS WISE Credentialing

## Frequently Asked Questions of Provider Agencies

January 2015

**1. How often should supervision occur?**

Supervision should occur on regular basis, no less than bi-weekly, and should be documented accordingly. Supervision could occur face to face, on the phone or in a group.

**2. If our agency is already a Medicaid provider, do we need to complete another DSS Performing Provider agreement?**

Yes, all WISE services will be identified through a new/additional Provider number assigned by EDS. ABH will provide agencies with the correct DSS Performing Provider application and specific instructions.

**3. How many clients will be receiving WISE services?**

Approximately 811 total clients will be served by 2017

**4. When can I add Recovery Assistant Staff to my roster even if they have not yet been to the training?**

Recovery Assistant Staff must be certified via completing the online training and test. Within 60 days of completing the online test, potential RA staff must attend the one day DMHAS/ABH training and receive a passing grade (80%) on the exam.

**5. What is the procedure if a potential Recovery Assistant Staff does not pass the one day DMHAS/ABH training exam?**

Please refer to the [Recovery Assistant Failure to Pass Exam Procedure](#)

**6. Will the agency be a part of developing the Recovery plan for the client?**

The initial Recovery Plan is a client focused plan that will be developed with the client and providers identified prior to discharge or diversion. At least every 6 months the Recovery Plan will be reviewed and changed as needed via a Treatment Team meeting including all providers.

**7. Do I have to apply for credentialing for all the services at once?**

No, the agency can apply to be credentialed for as little as one service and reapply for another specific service at any other time. When adding additional services, only the service related documentations need to be submitted to ABH.

**8. If my agency does not meet the qualified accreditation (CARF, TJC) requirements is there any way I can still apply to be credentialed?**

Currently all requirements are set forth by the Federal Waiver application. Recovery Assistants services and Peer Support services are the only service where exceptions could be made if approved by the Waiver Program Manager, Ann Marie Luongo (860)704-6211 or [aluongo@abhct.com](mailto:aluongo@abhct.com).

**9. What type of hours do Recovery Assistants work?**

RA's will typically work ten to twenty four hours per week, up to seven days a week, **including holidays and weekends**, and between the hours of 7:00am and 9:00pm. Please be aware that with majority of the staffing hours will be needed between the hours of 4:00pm and 7:00pm. Staff may be required to make multiple visits per day.

**10. How do I get CSP Certification from DMHAS?**

ABH will set up a site visit and will have discussions about the CSP philosophy, evaluate your existing program and review files. Providers will be rendered a Certification or a Provisional Certification by ABH. Providers receiving Provisional Certifications will be have another site visit six to eight week after providing services to their first WISE client.

**11. What does it mean to be in “active process of becoming accredited by CARF or TJC” as stated in the requirements for CSP?**

Active process is defined as: the provider has consulted with CARF/TJC, received communication from the accrediting body and has a work plan developed with specific dates and goals towards completing the accreditation process. The provider must complete their accreditation process within 18 months of their initial application.

**12. When can Transitional Case Management services be provided?**

This service is used before enrollment to WISE and for 90 days after a brief institutional stay. Services provided prior to enrollment will not be reimbursed until the client becomes enrolled in WISE.

**13. How does a Recovery Assistant maintain their certification?**

A Recovery Assistant must complete 6 hours of Post Training each year to maintain their certification as well as the mandatory Boundaries and Ethics Training within the first year of their certification. Please view the Recovery Assistant Post Education document on our website for further information.

**14. Will there be an increase in the service rates?**

All Waiver rates are set by the Department of Social Services. ABH will notify providers of any changes in reimbursement methodology.

**15. Does a Recovery Assistant need to provide transportation for their clients?**

Transportation is not required to provide Recovery Assistant services, but ultimately is up to the providing agency's discretion.

**16. Where and how do I send WISE claims?**

All claims are submitted via the Wise Online System. Access to WOS is approved through ABH. If access is needed, please contact the WISE Program Specialist Kristal Tyson (860) 638-5341 or [ktyson@abhct.com](mailto:ktyson@abhct.com).

**17. When can WISE claims be submitted?**

WISE claims can be submitted at any time but must be received by ABH within 60 days of the Date of Service. Any claims received 61 or more days after the Date of Service will be denied. Refer to the billing guide for specific submission and appeals instructions. Any

questions can be directed to WISE Claims Coordinator, Krystal Powell (860) 704-6201 or [kpowell@abhct.com](mailto:kpowell@abhct.com).

**18. What should I do if there is an issue with the care plan authorizations?**

If there is an issue with any authorizations, the clinician for the given client can be contacted, or the WISE Utilization Review Specialist Erin Henriksen (8600 704-6177 or [ehenriksen@abhct.com](mailto:ehenriksen@abhct.com)).