

DMHAS WISE Credentialing

Frequently Asked Questions of Provider Agencies

July 15, 2009

1. Can one staff member be listed on two different service rosters? Ex: CSP staff and Short Term Crisis Stabilization.

Yes- due to the low number of WISE clients' per agency one qualified staff may be able to work in two different capacities.

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 served by WISE a year?

Approximately 72 clients state-wide.

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

No, Recovery Assistant Staff must be certified via attendance at the two day DMHAS/ABH training and receive a passing grade (80%) on the exam.

5. 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. Every 90 days the Recovery Plan will be reviewed and changed as needed via a Treatment Team meeting including all providers.

6. 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.

7. 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 DMAHS via the Waiver Program Manager, Megan Goodfield at 860-262-6953.

8. 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.

9. How do I get CSP Certification from DMHAS?

ABH will set up a site visit in which DMHAS and ABH 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 DMHAS.

Providers receiving Provisional Certifications will be have another site visit six to eights week after providing services to their first WISE client.

August 13, 2009

10. 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.

11. What does the term “contracted affiliate of an LMHA” mean as stated in the requirements for Short Term Crisis Stabilization?

“Contracted affiliates” include Providers who DMHAS funds are monitored or administered by the LMHA.