

Office of Recipient Rights

The DWIHN's Office of Recipient Rights is responsible for handling any and all complaints about your rights as a mental health consumer. There are Rights Representatives to ensure that your rights are not violated. If you feel your rights have been violated you should inform the Rights Staff. They are available to assist you at:

Toll Free: 888.339.5595
TTY: 711
Fax: 313.833.2043

Member Involvement

DWIHN's Customer Service staff is interested in your suggestions and concerns about the services that you have received. The information you provide is very important. There are many opportunities for you to shape services and programs. For more information contact:

DWIHN Customer Service
Toll Free: 888.490.9698
Local: 313.833.3232

Important Numbers

Detroit Wayne Integrated Health Network
707 West Milwaukee St.
Detroit, MI 48202
www.dwihn.com

General Office
313.833.2500
TTY: 711

Centralized Access Center
24-Hour Crisis/Information & Referral
Toll Free: 800.241.4949
Local: 313.224.7000

Customer Service
Consumer Affairs and Community Outreach
Toll Free: 888.490.9698
Local: 313.833.3232

Grievances & Appeals
Toll Free: 888.490.9698
Fax: 313.833.4280

Family Support Subsidy
Toll Free: 888.490.9698
Local: 313.344.9099
Fax: 313.833.4150

Office of Recipient Rights
Toll Free: 888.339.5595
Fax: 313.833.2043



Welcome to
**DETROIT WAYNE
INTEGRATED
HEALTH NETWORK**



Welcome

The Detroit Wayne Integrated Health Network (DWIHN) recognizes that it takes an enormous amount of courage to seek help and we commend you for your resiliency and spirit. We understand that the journey of recovery is an ongoing and sometimes challenging process for you, family members and friends.

DWIHN believes that each step toward wellness involves a community approach and that we are just one piece of that puzzle. As we move toward becoming your holistic provider of care, we want our members to know we will be there to guide you every step of the way.

DWIHN is pleased to welcome you, your family members and others who are helping you on your journey to wellness. Our Customer Services Department is here to serve and assist you. We want to help you understand the services and benefits in which you are entitled. Customer Service Representatives are available:

Mon-Fri 8:00 a.m. until 4:30 p.m.
Toll Free: 888.490.9698
Local: 313.833.3232

Who We Are

The DWIHN is the identified Prepaid Inpatient Health Plan (PIHP) in Wayne County contracted with the Michigan Department of Health and Human Services and Integrated Care Organizations (ICOs) to provide a variety of behavioral healthcare services to the following populations:

- Children and adolescents with serious emotional disturbances (SED);
- Adults with serious mental illness (SMI);
- Children and adults with intellectual and developmental disabilities (IDD)
- Persons with substance use disorders (SUD); and
- Those with co-occurring disorders (COD).

DWIHN provides access to an extensive range of high quality behavioral health and social support services coordinated and tailored to your needs.

Mission:

We are a healthcare safety net organization that provides access to a full array of integrated services that facilitate individuals to maximize their level of function and create opportunities for quality of life.

About Your Orientation

Once eligibility is determined, DWIHN is obligated to help you achieve your behavioral health goals through an Individual Plan of Service (IPOS) and Person Centered Plan (PCP). Utilizing these “tools of care” we are able to optimize your recovery.

Your Service Provider will give you a New Member Orientation Packet including a Member Handbook and other educational materials including:

- Advance Directives
- How to Access Routine Mental Health Services
- How to Obtain After-Hour and Emergency Services
- How Customer Service Can Help You
- Kevin’s Law
- Recipient Rights Information
- Understanding Grievances & Appeals

Disclaimer: *DWIHN does not discriminate or exclude people or treat them differently because of race, color, national origin, age, disability or sex.*