



PROVIDER NETWORK NEWS

This monthly publication includes DWIHN Provider Alerts, Network Changes, and additional topics related to the DWIHN system.

DWIHN Mission

The Detroit Wayne Integrated Health Network is a safety net organization that provides access to a full array of services and supports to empower persons within the Detroit Wayne County behavioral health system.

Our goal is to honor choice and inclusion for adults with mental illness, individuals with intellectual and developmental disabilities, people with substance use disorders, children with serious emotional disturbance, their families and the community. We strive to be evidenced-based, data driven and committed to providing quality programs and services promoting dignity, respect and the elimination of stigma in our society.

WHAT'S INSIDE THIS ISSUE:

| | |
|--|--------------|
| <i>DWIHN Mission.....</i> | <i>1</i> |
| <i>Contract Management.....</i> | <i>2</i> |
| <i>Contact Information</i> | <i>2</i> |
| <i>Deputy CEO/COO Corner</i> | <i>3</i> |
| <i>Simply Compliance</i> | <i>4-5</i> |
| <i>ORR Updates.....</i> | <i>6</i> |
| <i>Provider Updates.....</i> | <i>7-10</i> |
| <i>Customer Service Updates ..</i> | <i>11-12</i> |
| <i>Provider Alerts & Changes</i> | <i>13</i> |
| <i>MyStrength.....</i> | <i>14</i> |
| <i>Trainings.....</i> | <i>15</i> |

CONTRACT MANAGEMENT

June White, Director of Contract Management

The Provider Network Manager (PNM) also known as the Contract Manager is housed within the Managed Care Operations (MCO) department at DWIHN. They are responsible for maintaining and continually evaluating the provider network to ensure adequacy in providing quality services to enrollees and to fulfill obligations of the Michigan Department of Health and Human Services (MDHHS) contract.



Our Fiscal Year 20-21 contracts are complete, we know that it was a little challenging at times but we made it through. We will have to overcome these challenges again for the upcoming Fiscal Year 21-22, our plan is to start the process much sooner this year to give providers more time to review the contract and get any questions answered.

Things to look forward to in 2021:

- a. Quarterly Reports
- b. 2021 Annual Provider/Practitioner Survey (coming out September 2021)
- c. Quarterly calls, emails, or visit(s) from your PNM (visit(s) will resume when restrictions are lifted)
- d. 2021 - 2022 Pre-Contracting Process
- e. and so much more...

DWIHN would like to thank all of our Providers and their front line staff as we continue maneuvering through the COVID-19 pandemic. We appreciate all the work you do for the people we serve. As always please reach out to your PNM/Contract Manager, if you have any questions.

To find your assigned Provider Network Manager, [click here](#).

DWIHN CONTACT INFORMATION

For all other needs, please contact the respective departments below

- Access Call Center - accesscenter@dwihn.org
- Authorizations - pihpauthorizations@dwihn.org
- Care Coordination - pihpcarecoordination@dwihn.org
- Claims - pihpclaims@dwihn.org
- Complex Case Management - pihpccm@dwihn.org
- Credentialing - pihpcredentialing@dwihn.org
- Customer Service - pihpcustomerservice@dwihn.org
- Grievances - pihpgrievances@dwihn.org
- MHWIN - mhwin@dwihn.org
- Provider Network - pihpprovidernetwork@dwihn.org
- Residential Referrals - residentialreferral@dwihn.org
- Self Determination - selfdetermination@dwihn.org
- Procedure Code Workgroup - procedure.coding@dwihn.org
- CRSP - crsprovider@dwihn.org



Deputy CEO/COO Corner

Eric Doeh, Deputy Chief Executive Officer/Chief Operating Officer

The Choice to be Vaccinated



The choice to get vaccinated is your choice. However, please do your due diligence before you make the decision. Well over 486,900 Americans have died from COVID-19. There have been over 27 million positive cases in the United States. These are staggering numbers. Our lives will be forever changed as a result of the pandemic. The adjustments that our children have had to make have been unprecedented and a true hallmark of their resilience. As parents and adults, we owe it to them to create a world that is safe, secure and prosperous. Make no mistake that we cannot shield them from everything, but we can be sure do all that is within our power to ensure that we are here for them today, tomorrow and in the future. If this vaccine builds up your immune system to strengthen you to be here for yourself and your family, take the initiative to learn about the value of the vaccine. In the US, there are over 209 million people over 18 years old, and there have been over 46 million vaccines administered in the US.

The vaccine is an important component to getting back to normal. Currently, there are two vaccines approved by the Centers for Disease Control and Prevention (CDC). The vaccines are: Pfizer-BioNTech COVID-19 vaccine and Moderna's COVID-19 vaccine.

We must continue to wear masks, practice social distancing and wash our hands. The vaccine will work with your immune system to combat the virus if you are exposed. Thus, even after you are vaccinated, you must continue to take steps to help stop the spread of the virus. The choice to get the vaccine is your choice. Note however, studies have shown that the vaccines are effective in preventing you from contracting the virus. It is true that after vaccination there may be some side effects. This is not unusual. The CDC has said that those side effects will go away in a few days.

The choice to get vaccinated is your choice. There is no reason why you should not make it an educated choice.

Eric Doeh - Deputy CEO/COO

SIMPLY COMPLIANCE – A CONVERSATION ABOUT THE PROCESS OF ENHANCING COMPLIANCE

Self-Monitoring: Your Responsibility to Insure Compliance – The Reboot

By Bernard K. Hooper, Corporate Compliance Officer

DWIHN serves individuals with the most severe diagnoses and the least available resources. By many standards, these individuals are among the most vulnerable in our society. Of course, you know that because you are on the frontlines providing extraordinary care for these individuals, personally, compassionately and optimistically. Until recently, the Quality Improvement (QI) team has been with you in the field to provide guidance and oversight in the area of compliance. For now, just for now, it is not prudent for QI to visit with you to discuss and review your operations. So, we need to renew our collective commitment to provider self-monitoring activities. For that reason, I am republishing, with some revisions, a past article regarding self-monitoring.

Continuous self-monitoring of your operations is a responsibility that accompanies accepting Medicaid funds for the services you provide. Often, members of our provider network conduct business without full and current knowledge of the guidelines that define the propriety of how services are to be provided. The False Claims Act (FCA), Health Insurance Portability and Accountability Act (HIPAA) and the Michigan Medicaid Provider Manual are basic guidelines that should always remain fresh in the minds of behavioral healthcare providers.

Your relationship with DWIHN requires annual training regarding numerous aspects of law and regulation. However, training proves to be ineffective if it is not accompanied by self-monitoring.

The DWIHN QI Unit continually develops and implements a standardized system to measure performance and outcomes in the pursuit of Continuous Quality Improvement (CQI). These measurements ensure accountability and transparency relative to the quality of services provided and their compliance with applicable regulations. DWIHN's self-monitoring plan is a component of the CQI process. This approach begins at the service provider level and cascades up to DWIHN's QI Team. The self-monitoring is a critical component of a provider's compliance initiatives and DWIHN's organizational monitoring activities. This process is designed to provide an organized, documented procedure for assuring that eligible Wayne County residents are receiving services that are medically necessary, conforming to accepted standards of care, and designed to achieve the member's desired outcomes. These activities, in addition to ongoing improvement projects, form the basis of the organization's goals and objectives and support all services offered by DWIHN. The QI self-monitoring process is your responsibility to insure compliance with the contracts that structure your relationship with DWIHN and the Michigan Medicaid Provider Manual.

SIMPLY COMPLIANCE – A CONVERSATION ABOUT THE PROCESS OF ENHANCING COMPLIANCE

Self-Monitoring: Your Responsibility to Insure Compliance – The Reboot (cont.)

DWIHN uses a performance monitoring process to support CQI through consistent evaluation of your processes and procedures. However, QI performance monitoring often uncovers issues of non-compliance that self-monitoring could prevent or mitigate. DWIHN has developed a multilevel monitoring approach using standardized tools:



Step 1: Your clinicians provide self-regulation under the guidance of supervision in the areas of billing, time reporting and progress notes.

Step 2: Your QI staff is responsible for evaluating your programs using the self-monitoring fidelity and outcome assessment tools.

Step 3: The DWIHN QI Unit Performance Monitoring staff analyzes your use of the self-monitoring review tools and reviews the data on a quarterly basis using an interdisciplinary approach (QI, Customer Services, Contract Management, and Office of Recipient Rights).

These steps are based on a foundation of laws and regulatory requirements and accreditation standards that have been designed to incorporate best practices into how a provider services a recipient. In short, those self-monitoring tools incorporate the skill, know-how and expertise of many people who devote their time exclusively to toward the goal of providing the best service possible. Trust self-monitoring and let it guide you to compliance.

OFFICE OF RECIPIENT RIGHTS

HOW TO CONTACT THE OFFICE OF RECIPIENT RIGHTS:

Although the DWIHN building is temporarily closed to the public, the Office of Recipient Rights (ORR) and ORR Staff are still available to address and assist with all recipient rights matters.

Our Toll-Free Hotline number is (888) 339-5595 and our main/secure fax number for incident reports, deaths, and complaints is (313) 833-2043. Providers making reports to the rights office, please be sure to include the Recipient's MH Win ID # and/or the full date of birth, as applicable.

MONITORING AND ORR:

COVID has completely changed the way we do our site reviews and investigations. ORR would like to thank so many of our providers who have been very cooperative during this time; from using FaceTime/Whatsapp, Microsoft Teams and other technology as well as faxing in the signed copies of the site review tool and having documentation ready to show proof of New Hire Recipient Rights Training. THANK YOU for all you do to help protect the rights of recipients!!

REMINDER- RECIPIENT RIGHTS TRAINING:

The Michigan Mental Health Code, mandates that all employees working in the CMH system must take New Hire Recipient Rights Training within 30 days of their hire date. New Hire Recipient Rights Training (NHRRT) is currently open for registration in MHWIN. NHRRT will take place in a virtual, live, online format using the BlueJeans app. Participants must participate in the live training AND pass the quiz with a score of 80% by 3pm the day of class. More information about DWIHN's Recipient Rights training and answers to frequently asked questions can be located on the DWIHN Website on the Office of Recipient Rights page, www.dwihn.org.

ANOTHER BIG THANK YOU FROM ORR:

As stated, COVID has changed the world and how things are done. What has not changed is our community's need for mental health care. Last year presented many staffing challenges. Those direct care workers who have stayed the course, and those who have decided to start doing direct care work in the midst of the pandemic are OUR MENTAL HEALTH FRONTLINERS! We commend providers and staff for continuing to provide care to recipients during this pandemic with all the additional challenges created by the emergency Stay at Home Order, restrictions on visitors, social distancing requirements, PPE use, additional mental and physical health conditions and needs. You showed kindness and compassion to the people we serve and worked with ORR to protect their rights! THANK YOU!!



PROVIDER UPDATES

MEMBER FLYER



DETROIT WAYNE INTEGRATED HEALTH NETWORK (DWIHN) WANTS YOU TO KNOW

You are receiving this communication because you are eligible for services through DWIHN. This will tell you more about how things work and how to access services. You will receive the following from DWIHN upon enrollment, annually and upon request.

- ◆ Member Handbook
- ◆ Provider Directory
- ◆ Members Rights and Responsibilities Statement
- ◆ Covered and non-covered benefits and services
- ◆ Out-of-network benefits
- ◆ Benefit restrictions that apply to services obtained outside of DWIHN service area
- ◆ Co-payments, and deductibles
- ◆ How to submit a claim, if needed
- ◆ How to obtain language assistance
- ◆ Availability of TTY services
- ◆ How to obtain outpatient care, partial and inpatient hospitalizations and other services.
- ◆ How to obtain emergency care, when to directly access emergency care or use 911 services
- ◆ How to obtain care after normal business hours
- ◆ How to obtain subspecialty care
- ◆ How to obtain list of network providers
- ◆ How to appeal a decision that adversely affects coverage, benefits or your relationship with DWIHN
- ◆ How to file a complaint, grievance and recipient rights violation
- ◆ Information about DWIHN's Quality Improvement program, including goals and annual results are available on our website www.DWIHN.org
- ◆ Information about DWIHN's Complex Case Management Program

DWIHN AFFIRMATIVE STATEMENT

DWIHN, Crisis Service Vendors and Access Center practitioners and employees who make Utilization Management decisions understand the importance of ensuring that all consumers receive clinically appropriate, humane and compassionate services of the same quality that one would expect for their child, parent or spouse by affirming the following:

- ◆ UM decision-making is based only on appropriateness of care, service, and existence of coverage.
- ◆ DWIHN, Crisis Service Vendors and the Access Center do not reward practitioners or other individuals for issuing denials of coverage or service care.
- ◆ No Physicians or any other staff making UM decisions are rewarded for issuing denials of coverage or service or reducing the provision of care which is deemed medically necessary.
- ◆ Practitioners may freely communicate with members about their treatment, regardless of benefit coverage limitations.

For more information or to request a handbook or provider directory:

- ◆ Online - go to www.DWIHN.org
- ◆ Call - DWIHN Customer Service at 888.490.9698

PROVIDER UPDATES

MEMBER FLYER



DW IHN MEMBERS' RIGHTS AND RESPONSIBILITIES STATEMENT

We are committed to maintaining a mutually respectful relationship with our members and providers. DWIHN Members' Rights and Responsibilities statement is provided to assist you in understanding and exercising your rights while assessing behavioral health care services in Detroit-Wayne County. This statement helps to minimize potential misunderstandings and promote compliance with all applicable statutory and regulatory requirements. Understanding your rights and responsibilities will help you to make informed decisions about your healthcare.

You have the right to:

- ◆ Receive information about DWIHN, its Services, its Practitioners, and Providers, and Your Rights and Responsibilities.
- ◆ Be treated with respect and recognition of your dignity and right to privacy.
- ◆ Participate with Practitioners in making decisions about your health care.
- ◆ A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage and to freely communicate with your providers and without restriction on any information regarding care.
- ◆ Voice complaints or appeals about DWIHN or the care provided.
- ◆ Make recommendations regarding DWIHN's Members' Rights and Responsibilities policy.
- ◆ Be informed of the availability of independent, external review of internal UM final determinations.
- ◆ Be offered an opportunity to request mediation to resolve a dispute.
- ◆ A Psychiatric Advance Directive.

You have a responsibility to:

- ◆ Provide, to the best of your knowledge, accurate and complete information regarding your medical history, including: present and past illnesses, medications, hospitalizations, etc. to DWIHN and its Practitioners and Providers needed in order to care for you.
- ◆ Follow your treatment plan of care and instructions. The plan of care is to be agreed upon by you and your provider.
- ◆ Ask questions about your care. This will help you to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
- ◆ Follow all MDHHS procedures for the required annual Medicaid enrollment and inform DWIHN of any changes in insurance status.

DW IHN has the responsibility to:

- ◆ Provide you with a written notice of any significant State and Provider network changes at least 30 days before the intended effective date of change.
- ◆ Make a good faith effort to give you a written notice of termination of your Service Provider within 15 days of receipt or issuance of a termination notice.

For additional information and a complete list of our Members' Rights and Responsibilities statement, you may contact Customer Service at **888.490.9698**.

WELLNESS TOOLS FOR YOU

- ◆ Health management tools help you keep track of your health
- ◆ A secure tool to record your personal health information
- ◆ A free health & Wellness app www.myStrength.com; (Access code is: DWIHNc)

11/19/2020

PROVIDER UPDATES

PROVIDER FLYER



DETROIT WAYNE INTEGRATED HEALTH NETWORK (DWIHN) WANTS PROVIDERS TO KNOW

You are receiving this communication because you are eligible for services through DWIHN. This will tell you more about how things work and how to access services.

You will receive the following from DWIHN upon enrollment, annually and upon request.

- ◆ Member Handbook
- ◆ Provider Directory
- ◆ Members Rights and Responsibilities Statement
- ◆ Covered and non-covered benefits and services
- ◆ Out-of-network benefits
- ◆ Benefit restrictions that apply to services obtained outside of DWIHN service area
- ◆ Co-payments, and deductibles
- ◆ How to submit a claim, if needed
- ◆ How to obtain language assistance
- ◆ Availability of TTY services
- ◆ How to obtain outpatient care, partial and inpatient hospitalizations and other services.
- ◆ How to obtain emergency care, when to directly access emergency care or use 911 services
- ◆ How to obtain care after normal business hours
- ◆ How to obtain subspecialty care
- ◆ How to obtain list of network providers
- ◆ How to appeal a decision that adversely affects coverage, benefits or your relationship with DWIHN
- ◆ How to file a complaint, grievance and recipient rights violation
- ◆ Information about DWIHN's Quality Improvement program, including goals and annual results are available on our website www.DWIHN.org
- ◆ Information about DWIHN's Complex Case Management Program
- ◆ DWIHN policies dwhn.org/policies
- ◆ Provider Manual

DWIHN AFFIRMATIVE STATEMENT

Detroit Wayne Integrated Health Network (DWIHN) Contracted Providers are required to notify DWIHN of changes to information regarding their organization. This requirement is identified in the provider contract and in DWIHN policy.

Providers must notify DWIHN of any changes listed below at least 30 calendar days prior to the effective date of change:

- ❖ Provider Name
 - ❖ Provider Office Hours
 - ❖ Provider Telephone Number
 - ❖ No longer accepting new patients
 - ❖ Provider Affiliation Change (i.e. Merger)
 - ❖ Addition or deletion of service(s)
 - ❖ Addition/change in program location (new or existing)
 - ❖ Sanctions, suspensions or termination of credential practitioner staff members of your organization
 - ❖ Provider Closure (sites or locations)
 - ❖ Requirement-Update Staff Records in MHWIN
- Only in emergency situation, where member's health and safety are at risk, the provider must notify DWIHN immediately.

Members must receive a notice of the relevant change at least 30 calendar days prior to effective date of change.

How to notify DWIHN of changes:

PROVIDER UPDATES

PROVIDER FLYER



DWUHN MEMBERS' RIGHTS AND RESPONSIBILITIES STATEMENT

We are committed to maintaining a mutually respectful relationship with our members and providers. DWIHN Members' Rights and Responsibilities statement is provided to assist you in understanding and exercising your rights while assessing behavioral health care services in Detroit-Wayne County. This statement helps to minimize potential misunderstandings and promote compliance with all applicable statutory and regulatory requirements. Understanding your rights and responsibilities will help you to make informed decisions about your healthcare.

Members have the right to:

- ◆ Receive information about DWIHN, its Services, its Practitioners, and Providers, and Your Rights and Responsibilities.
- ◆ Be treated with respect and recognition of your dignity and right to privacy.
- ◆ Participate with Practitioners in making decisions about your health care.
- ◆ A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage and to freely communicate with your providers and without restriction on any information regarding care.
- ◆ Voice complaints or appeals about DWIHN or the care provided.
- ◆ Make recommendations regarding DWIHN's Members' Rights and Responsibilities policy.
- ◆ Be informed of the availability of independent, external review of internal UM final determinations.
- ◆ Be offered an opportunity to request mediation to resolve a dispute.
- ◆ A Psychiatric Advance Directive.

DWUHN has the responsibility to:

- ◆ Provide member with a written notice of any significant State and Provider network changes at least 30 days before the intended effective date of change.
- ◆ Make a good faith effort to give the member a written notice of termination of their Service Provider within 15 days of receipt or issuance of a termination notice.

For additional information and a complete list of our Members' Rights and Responsibilities statement, you may contact Customer Service at **888.490.9698**.

WELLNESS TOOLS FOR YOU

- ◆ Health management tools help you keep track of your health
- ◆ A secure tool to record your personal health information
- ◆ A free health & Wellness app www.myStrength.com; (Access code is: DWIHNc)

For more information or to request a handbook or provider directory

- ◆ Online – go to www.DWUHN.org
- ◆ Call – DWIHN Customer Service at **888.490.9698**

1/22/2021

CUSTOMER SERVICE

DWIHN ECHO® SCORES BEING REVIEWED

by Margaret Keyes-Howard

DWIHN established a Member Experience unit in 2016 that works closely with a multidisciplinary team within the organization to process data received from the various surveys, focus groups and other data collection. The goal is to make member experience data more useful and meaningful so that the system's workforce can better understand, decipher, and use the data to enable them to translate the results into actionable improvements.

One of the major undertakings of this effort has been the launch and use of the system-wide NCQA approved Member Experience Survey, known as the ECHO®, which stands for - Experience of Care and Health Outcome Survey. Under the direct management of the DWIHN Member Experience Unit, Wayne State University Center for Urban Studies administered the Adult Survey for the second time since 2017 and the Children's ECHO® for the first time in 2020

The purpose of both surveys is to ask members about their experiences with care related to their behavioral health services throughout our network excluding inpatient and residential care services.

The ECHO® Survey produces the following measures of member experience with a composite score of several questions including:

- Getting treatment quickly.
- How well clinicians communicate.
- Getting treatment and information from the provider/plan.
- Perceived improvement.
- Information about treatment options.
- Overall rating of counseling and treatment.
- Overall rating of the health plan/benefits and care.

There are some single item measures that also give an overview of satisfaction of the respondents, including:

- Having to wait in the office.
- Being told about medication side effects.
- Including family and friends in treatment.
- Getting enough information to manage the condition.
- Getting information about patient rights.
- Whether the patient feels that he or she can refuse treatment.
- Privacy of information.
- Cultural competency.
- Helpfulness of counseling or treatment.
- Getting treatment after benefits are used up.

CUSTOMER SERVICE

DWIHN ECHO® SCORES BEING REVIEWED (cont.)

In 2020 the Adult ECHO® received 966 responses to the survey, while the Children's (Family) Survey, yielded 1,532 responses. Both established an above adequate sampling pool, well over the targeted number of 600 participants.

Survey analysis is an ongoing project that is supplemented by several other surveys, focus groups and data collection conducted and coordinated by DWIHN's Member Experience Coordinator who assists with analysis, recommendations and solutions, and works in collaboration with other team members to help them better understand what members perceive as their comfortability with their experience.

The tool is a conduit to helping further review environmental perceptions of their provider locations as well as the quality of their overall care. Along with the composite scores, there are statistical citings on the various subgroups of the respondents, that is a compilation of results that compare the measures by gender, race, age, guardian status, disability designation and by CRSP's.

The 2017 Adult Survey comparison numbers are also a part of the 2020 report. A full report can be found at www.dwihn.org under Member Experience Surveys.

While a system-wide Member Experience assessment is an essential component of the DWIHN NCQA accreditation process, what's most important is to get members engaged in their healthcare planning and providing feedback for building a foundation and understanding of the perceived experience of each member.

The ECHO® is just a small part of this endeavor that is intended to ensure participants both adults, children and families that their voice and concerns are important to our system and to demonstrate that the findings of these surveys trigger improvement and best practices that overall supports positive outcomes of both their experience and quality of care. More information contact DWIHN Member Experience Coordinator, Margaret Keyes-Howard at, mkeyes@dwihn.org



Provider Alerts/Changes/Closures

TEMPORARY PROVIDER CLOSURES

Events Extraordinaire DBA PEP Center- Effective 3/13/2020
16000 Middlebelt Rd Livonia, MI 48154



PROVIDER NETWORK CHANGES

Provider Address Change

**Kennedy's Care Enterprise,
Inc.- Haggerty Group Home- effective
11/19/2020,
6363 S. Wayne
Romulus, MI 4817**

Provider Merger

**Senior Psychiatric Services of MI
merged with BCS of MI
12/1/2020**

PROVIDER CLOSURES

Asanpee Care, Inc. - 10/15/2020

415 Belton, Garden City, MI 48135-3137

Comfort Care Homes - 11/12/2020

742 Southfield Rd., Lincoln Park, MI 48146

**Community Choices, Inc. - SEC - Outpatient - Supportive Employment/Skill Building
Programs - 11/30/2020**

6528 Commerce, Westland, MI 48185

Quest Services - Belair Home - 11/4/2020

279 Church, Belleville, MI 48111

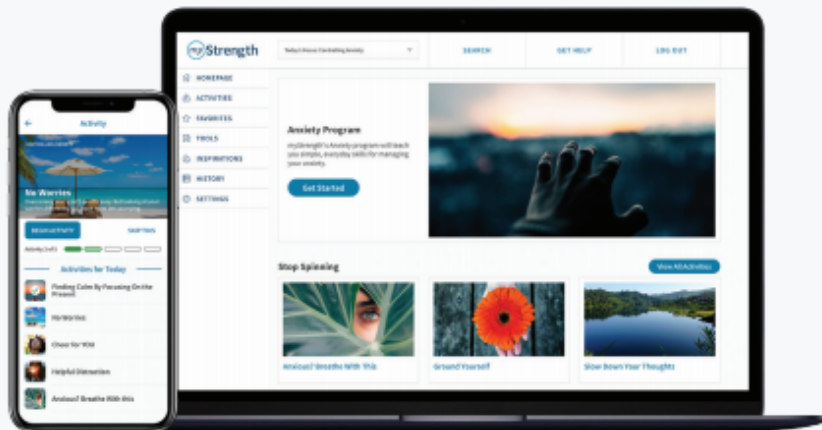
We Care Homes - 11/27/2020

14306 Corbett, Detroit, MI 48213

PERSONAL SUPPORT FOR YOU

Recharge, Refresh and Improve Your Mood with myStrength

Now you can use myStrength's web and mobile tools to support your goals and well-being. Learning to use myStrength's tools can help you overcome the challenges you face and stay mentally strong. And it's all safe, secure and personalized – just for you.



What myStrength users are saying:

"It's nice to have self-guided help that is so accessible."

"myStrength gives me back some of the 'light' I had lost."

SIGN UP TODAY

1. Visit www.mystrength.com and click on "Sign Up,"
2. Enter the **Access Code** marked below.
3. Complete the myStrength sign-up process and personal profile.

DWIHNc

Go Mobile! Download the **myStrength** mobile app, log in, and get started today.

myStrength

is presented by



ONLINE TRAININGS ARE AVAILABLE



Provider trainings are available at Detroit Wayne Connect, a continuing education platform for stakeholders of the behavioral health workforce. We strive to provide a variety of live and online courses. Log on at dwctraining.com.

SUD Trainings are available on Improving MI Practices posted at www.dwihn.org.



Detroit Wayne Integrated Health Network

707 W. Milwaukee St.
Detroit, MI 48202
www.dwihn.org

24-Hour Crisis Information and Referral

800-241-4949
TDD: 866-870-2599

Customer Service

888-490-9698 or 313-833-3232
TDD/TTY: 800-630-1044
Fax: 313-833-2217 or 313-833-4280

Recipient Rights Office

888-339-5595
TDD/TTY: 888-339-5588



[@DetroitWayneIHN](https://twitter.com/DetroitWayneIHN)