



International Day of Persons with Disabilities

3 DECEMBER

# PROVIDER NETWORK NEWS

## PROVIDER ORIENTATION

By Felicia Simpson, Provider Network Manager

The Network Provider Orientation meeting scheduled September 17, 2021 was postponed. Notification will be sent once the Network Provider Orientation has been rescheduled.

The purpose of the Network Provider Orientation is to provide a comprehensive overview of DWIHN to new and existing Network Providers. Providers that have received contracts within the last two years are encouraged to attend. Existing providers who have new staff that directly interact with DWIHN Staff are also encouraged to attend.

**DWIHN is offering yet another tool to help YOU!**

The “Mindwise Mental Health Check-Up” is an anonymous, free assessment tool that will help you with your mental health and connect you to resources and assistance if needed.

**Mental Health Matters! Please [click here](#) for the assessment.**

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# CONTRACT MANAGEMENT

*June White, Director of Contract Management*

Your Provider Network Manager (PNM) sometimes called Contract Manager, can assist you with any questions you may have. To find your assigned PNM please click the link, <https://www.dwihn.org/providers-mco-contract-assignments>.

All Contracted Providers are required to notify DWIHN of any changes listed below at least 30 calendar days prior to the effective date of change. You can also check the DWIHN website, [www.dwihn.org](http://www.dwihn.org) for all policy requirements:

- Provider Name
- All Changes in Executive management staff
- Office Hours
- Telephone Number
- No longer accepting new people (within 7 days)
- 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 (business or locations)
- Required to update Staff Records in MH-WIN when staff changes
- Maintain active and required Insurance minimums while under contract



## DWIHN CONTACT INFORMATION

*For all other inquiries, please contact the respective departments below*

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



# PROVIDER UPDATES

## PARTNERS IN EXCELLENCE AWARD



### Partners in Excellence Award



Jaime Junior was just recognized at the CMHAM Fall Conference in Traverse City.

The Partners in Excellence award is designed to recognize those who have, in the process of utilizing community mental health services, enhanced the perception of those services and their recipients within the community.



Living with a disability has never slowed Jaime Junior down.

As a native Detroiter and honor roll student, Jaime knew that if she was going to aspire to a higher calling, she would have to share life's learning experiences with others. After graduating with a business degree from the Detroit College of Business, Jaime actively contributed to the Michigan Developmental Disability Council and the DWIHN Constituents Voice Advisory Board.

As a member of Detroit's Warriors on Wheels organization, Jaime discovered many people living with disabilities who found renewed strength in bonding together to bring positive change. One of the changes she contributed to was greater access to public transportation for those with disabilities.

As a mother of a special need's son, Jaime continuously advocates for those with health challenges. In 2019, she was a spokesperson at the "Walk a Mile in My Shoes" rally in Lansing. Her role as keynote speaker was to continue to bring awareness to the issues facing people with disabilities by educating legislators and putting an end to the stigma related to mental illness, developmental disabilities, substance use and healthcare coverage equality.

Jaime just recently joined the City of Detroit's Office of Disability Affairs, Civil Rights, Inclusion & Opportunity Department as the Community Coordinator. DWIHN partnered with Jaime and her team earlier this year on a Town Hall discussion about Vaccine Hesitancy for people with disabilities as well as on other projects including a television special geared toward people with disabilities, an Americans with Disabilities Act (ADA) social media campaign and several other community engagement projects.

Jaime is an excellent teacher and has held several financial literacy and technology trainings for people receiving services through the community mental health system. She continues to look for ways in which she can share her knowledge of the system and encourage her peers to live a life of inclusion and contribution.

Because of her drive to succeed in advocating and supporting people who experience life's challenges, we recommend Jaime Junior for the Partners in Excellence award.

# PROVIDER UPDATES

## BARBERSHOP NALOXONE PRESENTATION (REAL TALK)

By Judy Davis, Substance Abuse Director



DWIHN offers free life-saving Naloxone (Narcan) training to the various Barbershops throughout Wayne County. During the presentation, information is shared with participants such as DWIHN resources and Substance Use Disorder (SUD) literature. Narcan kits containing gloves, CPR mask and 2 Narcan Nasal sprays are distributed to each individual that remained for the entire presentation. When Narcan is administered correctly, it restores breathing that has been dangerously slowed or stopped by an overdose of opioids. Narcan can work from 30-90 minutes, giving emergency responders time to get the person to a hospital.

If you are a person who uses drugs or if you are around people who use drugs, please consider learning how to respond to an opioid overdose and carrying naloxone

Anyone can get naloxone, including family members, friends, and caregivers of at-risk individuals. In short, both individuals taking opioids and anyone who could assist someone experiencing an overdose can get this life-saving antidote

For more information please visit us at [dwhn.org](http://dwhn.org) or click on the link below to register for a Narcan training.

<https://app.smartsheet.com/b/form/172e55fa4bde4bfd88d99b088bdaebb4>



# PROVIDER UPDATES

## 2021 NATIONAL CORE INDICATOR

By Margaret Keyes-Howard, Customer Service

Each year, the MDHHS participates in the National Core Indicators survey, commonly referred to as "NCI." The survey is administered nationwide and designed to assess the outcome of services provided to people with Intellectual and Developmental Disabilities (IDD). MDHHS randomly selects the list of respondents to participate. The CRSP, usually the supports coordinator, must complete a pre-survey form for each member who consented to an interview. The survey has two parts: 1) the pre-survey form on the member which the CRSP completes, and 2) an interview with the individual or a family member by the Michigan Developmental Disability Institute, MDHHS' university partner.

In the past, each CRSP has identified a site coordinator to work with DWIHN. That person gets specific instructions on completing the pre-survey form and working with the staff assigned to complete the forms. CRSP must submit completed forms by the due dates given. This work is time-consuming but must get done timely and efficiently. Last year, DWIHN was able to be flexible with deadlines. This year, however, timelines will be strictly enforced.

CRSPs will be required to participate in the NCI if notified. Contact Margaret Keyes-Howard, DWIHN's Member Experience Coordinator via email at [mkeyes@dwihn.org](mailto:mkeyes@dwihn.org).



# PROVIDER UPDATES

## CUSTOMER SERVICE MEMBER TRAINING



SESSIONS  
AVAILABLE FROM  
OCT 4 - DEC 3

**LAPTOP & IPAD  
TRAINING FOR AFC  
RESIDENTS**

Register today @  
[www.https://form.jotform.com/212654920201041](https://form.jotform.com/212654920201041)

Please contact Donna Coulter, DWIHN Member Engagement,  
Administrator, at 313-220-1126 with questions.



# PROVIDER UPDATES

## CHILDREN'S INITIATIVE

### Accomplishments

- In collaboration with the DWIHN IT Department 230 laptops and iPads were gifted to youth within the community to assist with meeting the needs of telehealth services, employment for young adults, and academic assistance.



### Outreach in the Community:

- Urban Neighborhood Initiative Trunk or Treat



- Demystifying Suicide Seminar hosted by The Children Center



# PROVIDER UPDATES

## CHILDREN'S INITIATIVE - SAVE THE DATE

**TOGETHER  
WE ARE  
STRONGER**

**SAVE THE DATE**

**VIRTUAL REPORT  
TO THE COMMUNITY  
2020-2021**

**DECEMBER 2, 2021  
9:00AM-10:30AM**

**CONNECTIONS**  
WAYNE COUNTY SYSTEM OF CARE  
SYSTEMS IN ACTION FOR CHILDREN, YOUTH AND FAMILIES

**DWIHN**  
District of Columbia  
Your Link to Better Healthcare



# Provider Alerts/Changes/Closures

## NEW PROVIDERS

**Acorn Health of Michigan - Effective 10/1/21**

31557 Schoolcraft Livonia, MI 48150-4108

**Affable Home Health Care Network, Inc. DBA Attendant  
Care Autism Services Effective 10/1/21**

51145 Nicolette Drive

Chesterfield, MI 48047-4585

**Behavioral Frontiers, LLC- Effective 10/1/ 2021**

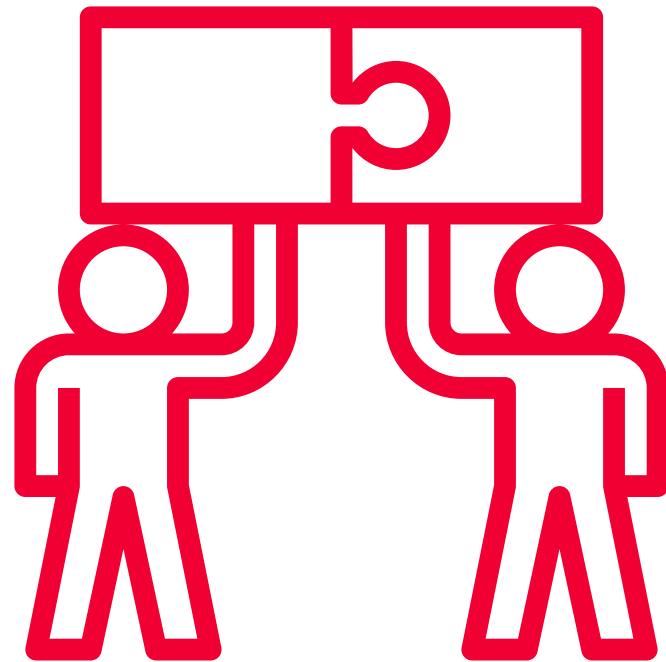
7375 Woodward Avenue Detroit, MI 48202-3158

**Sprout Evaluation Center, LLC. - Effective 10/1/2021**

31129 Plymouth Rd. Livonia, MI 48150

**Altum Care Homes - 10/1/2021**

23408 Plum Hollow Southfield, MI 48033



# Provider Alerts/Changes/Closures

## PROVIDER CLOSURES

### **UPAC Detroit - Effective 09/30/21**

21600 Novi Rd. Novi, MI

### **Emmanuel I&II dba Peaceful Surrounding - Effective 09/30/21**

14655 Gratiot Ave Detroit, MI 48205

### **The Wise Decision- Effective 09/30/ 2021**

18530 Mack Ave. #474 Grosse Pointe, MI 48236

### **The doshia Carter AFC - Effective 9/24/2021**

8505 Plymouth Detroit, MI 48204

### **Psygenics Inc. - Temporary Site Closure - Effective 10/31/2021**

7800 W Outer Drive Detroit, MI 48235

### **Domus Vita - Site Closure - Effective 8/2/2021**

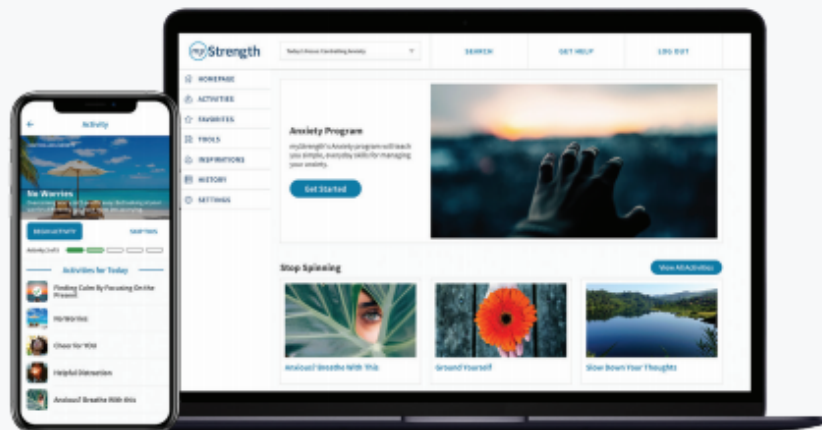
1424 Norris Westland , MI 48186



# 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](http://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](http://dwctraining.com).

SUD Trainings are available on Improving MI Practices posted at [www.dwihn.org](http://www.dwihn.org).



## **Detroit Wayne Integrated Health Network**

707 W. Milwaukee St.  
Detroit, MI 48202  
[www.dwihn.org](http://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://www.instagram.com/DetroitWayneIHN)