



PROVIDER NETWORK NEWS

DWIHN MINDWISE MENTAL HEALTH CHECK-UP

DWIHN is offering yet another tool to help you manage a stress-free holiday season!

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

We are in the process of renewing contracts for all credentialed and approved providers.

In this process, we have been verifying that each provider has been credentialed, is not on the Statewide preclusion list, or the OIG list, and has a current active registration with SAM.gov along with other contract requirements.

We know and understand there may be challenges with staff shortages within your organization as well as site/locations may need to consolidate. When that happens, we ask that all Contracted Providers notify DWIHN of any changes listed below at least 30 calendar days prior to the effective date of change:

Change Request:

- Company/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)

OTHER CONTRACTUAL REQUIREMENTS

- Update/maintain Staff Records in MH-WIN (adding or terminating staff)
- Maintain active and required Insurance minimums while under contract
- Complete the Provider Capacity form when shortfalls arise (CRSP providers only)
- Review/maintain dis-enrollment queue daily - your numbers should be at 0-1 (CRSP providers only)

You can also check the DWIHN website for policies/guidance on process and procedures at: <https://www.dwihn.org/policies>

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

CLOSE OUT TRAINING

What is the Purpose of a Close Out Plan?

When a provider is closing/moving a program, contract home, site location, or terminating a contract, a Provider MUST give 30 Day Notice to their PNM.

Provider Network Close-Out Training will be presented in the upcoming Residential & Outpatient Provider Meetings scheduled for December 2022.

DW IHN CONTACT INFORMATION

For all other inquiries, 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 - crspprovider@dwihn.org



SIMPLY COMPLIANCE

UNDERSTANDING CONFLICTS OF INTEREST

BY SHEREE JACKSON, CORPORATE COMPLIANCE OFFICER



The Corporate Compliance Department has a responsibility to prevent conflicts of interest or the appearance of conflicts of interest at all levels of operations and to set forth processes and procedures. Conflict of Interest applies to DWIHN employees, the Board of Directors, providers, and others acting on behalf of the company.

A conflict of interest is a situation that may compromise an individual's professional judgment in conducting DWIHN business because of an outside relationship that directly or indirectly affects the interest of the individual or an immediate family member. Disclosure of a conflict of interest does not necessarily mean that the request or arrangement will be disallowed. Every situation where a conflict of interest may exist must be fully disclosed to DWIHN and reviewed on a case-by-case basis. Conflicts of interest also include conflicts of commitment that are situations in which external activities, either paid or unpaid, interfere with an employee's primary obligation and commitment to DWIHN.

Defining a Conflict of Interest:

1. Personal Conflict of Interest: These arise when actions occur that are influenced by, or are perceived to be influenced by, a desire for personal gain, to the detriment of DWIHN or staff. The gain could be for the benefit of the staff or an Immediate family member of Staff.

2. Business Conflict of Interest: This arises when an individual's actions are influenced by, or are perceived to be influenced by, the outside business involvement of staff or their Immediate family member. A business conflict of interest may also arise when the staff member's outside business activities or interests impinge on, or conflict with, DWIHN's business activities or interests.

3. Procurement Conflict of Interest: Any personal or business conflict of interest involving an organization that is presently acting as, or is competing to become, a vendor or independent contractor for DWIHN. Conflicts of this variety are additionally subject to the limitations expressed in DWIHN's Procurement Ethics Policy.

As soon as you become aware of a potential conflict, you are required to complete the Conflict of Interest Disclosure Form. The completed forms should be turned into the HR department if you are an employee, provider, or others acting on behalf of DWIHN. All Board of Directors must file a disclosure form with the Corporate Compliance Officer.

"When in doubt, ask" when working through conflicts of interest. It is always best to be transparent and accountable to ensure we eliminate either the perceived or actual conflict of interest.

SIMPLY COMPLIANCE CONTINUED...

UNDERSTANDING CONFLICTS OF INTEREST

BY SHEREE JACKSON, CORPORATE COMPLIANCE OFFICER

Examples of a Conflict of Interest:

- 1.Starting a company that provides services similar to the services rendered by DWIHN.
- 2.Failing to disclose that you're related to a job candidate the company is considering hiring.
- 3.Preparing to work for a provider at a future date while continuing to do business with DWIHN.
- 4.Offering paid services on your time off to a provider, vendor, or contractor.
- 5.Working part-time at a company that provides competing services as DWIHN.
- 6.Accepting payment from another company for information about DWIHN.
- 7.Failing to investigate a subordinate or coworker's wrongdoing because they are a friend.
- 8.Dating or having a romantic relationship with a supervisor or subordinate.
- 9.Taking advantage of confidential information learned on the job for your own benefit.
- 10.Accepting consulting fees and providing advice to another company for personal gain.

Conflicts of interest can expand to a wide range of situations. The list below does not address all conflicts of interest set forth by DWIHN.

For more information, contact Sheree Jackson, Corporate Compliance Officer at sjackson@dwihn.org.

Anyone can report any issues or concerns regarding this to DWIHN's Compliance Officer by email, postal mail or telephone at:

Detroit Wayne Integrated Health Network Compliance Office
707 W. Milwaukee 5th floor
Detroit, Mi 48202
313-344-9099 or Email: compliance@dwihn.org

Reports of concern or questions can also be made to the Office of Inspector General by postal mail or telephone (anonymously if so desired) at:

Michigan Department of Health and Human Services Office of Inspector
General PO Box 30062
Lansing, MI 48909
Phone: 855-MI-Fraud (643-7283)

Provider Alerts/Changes/Closures

PROVIDER CLOSURES

Ritter House - closed 6/6/22
6653 Fern
Detroit, MI 48210

Successfully Living Inc. - closed 9/27/22
14341 Merriman Rd.
Livonia, MI 48154

Hegira- Next Step Club House - closed 10/1/22
1403 Inkster Road
Inkster, MI 48141

Everest, Inc Stark AFC Home - closed 10/22/22
34352 Hathaway Street
Livonia, MI 48150

Broe Rehab - will close 12/31/22
33634 W Eight Mile
Farmington Hills, MI 48225

Hope Network SE - will close 11/19/22
659 N. Beech Daly
Dearborn Heights MI 48127



UPDATE

PROVIDER UPDATES

DWIHN Provider Network Close Out Plan (COP) Reminder

PURPOSE: This Plan is to be used when closing/moving a site location, a program, service, or terminating the contract with DWIHN.

- Most current COP documents can be obtained from your Provider Network Manager (PNM) or on the DWIHN website at: <https://www.dwihn.org/Provider-Close-Out-Plan-and-Required-Change-Forms.id.2119.htm>
- On 12/9/22 a brief training will occur at both the Residential and Outpatient Provider Meetings
- For additional assistance, please contact your assigned PNM or Melissa Eldredge at meldredge@dwihn.org
- Below outlines the provider's responsibilities in the Close Out Plan:

PROVIDERS	
Timeline	Activities
30 days in advanced prior to closure	Contract Provider CEO will submit a written termination notice addressed to DWIHN CEO and the Provider Network Manager (PNM) / Contract Manager specifying the termination date, name and address of the service site location / program. Must also submit (available on DWIHN Website): <ul style="list-style-type: none"> • Provider Information Change Form • Service Agency Profile (SAP) Form • Member Demographic Spreadsheet for Contract Provider Close Out Plan <i>*One form per home, program, or service site location</i>
Within 24 hours	Provider will review their DWIHN contract to ensure compliance expectations. The provider MUST send a 30-Day Termination Notice to each member and their guardian (if applicable) to offer choices of comparable services.
Within 48 hours	Provider will notify the PNM / contract manager in writing a lead contact person and any transition team members if applicable. <i>*Person's name, title, and contact information.</i>
Within 5 days	Provider will send to the PNM / contract manager dated evidence of each member's 30-Day Termination Notice that offers choices of comparable services.
Within 7 days	Outpatient Clinical Providers will close any open appointment slots in the Access Calendar beyond the closure date.
Within 10 days	Contract Provider will complete and give a 10 Day Advance Benefit Determination Notice to each member (located on MHWIN). Contact Customer Service for assistance. <i>*Not required if a member is remaining with the same provider and services but only changing locations.</i>

PROVIDER UPDATES

DWIHN IS COMMITTED TO USING DATA TO MAKE DECISIONS

On an annual basis DWIHN randomly surveys individuals who receive care from our system. We have been using a tool - trademark named the ECHO® Adult Survey which stands for Experience in Care and Health Outcomes. We have conducted this survey over the course of several years and plan another survey release for 2022. Below the chart depicts a snapshot of the overall treatment of care from 2017, 2020 and 2021. As noted in the last column, DWIHN has garnered a 43% overall improvement in the various categories expressed in this chart. DWIHN uses the data from this survey along with other performance indicators and information to help advance our efforts in improving the system. With just over 800 adults participating in the 2021 ECHO® the analysis provides a fair representation of how members are perceiving their overall treatment of care with the provider they see for services.

CATEGORY	2021 RESULTS	2020 RESULTS	2017 RESULTS	STATUS
Overall Treatment	51% Satisfied	51% Satisfied	46% Satisfied	UP 5% Improved
Seen w/in 15 Min @ office visit	44% Satisfied	36% Satisfied	33% Satisfied	UP 11% Improved
Told About Meds and Side-effects	79% Satisfied	74% Satisfied	75% Satisfied	UP 5% Improved
Incl. engaging Family in Trtment	60% Satisfied	60% Satisfied	59% Satisfied	Up 1% Improved
Info on Managing Condition	75% Satisfied	81% Satisfied	78% Satisfied	Remains Above 75%
Given Info on Rights	88% Satisfied	88% Satisfied	91% Satisfied	Above 85%
Member feels can refuse treatment	84% Satisfied	81% Satisfied	78% Satisfied	UP 6% Improved
Confident on Privacy	93% Satisfied	91% Satisfied	91% Satisfied	Up 2% Highest Score 93%
Cultural Needs Met	69% Satisfied	69% Satisfied	76% Satisfied	Down -7% Room for Improvement
Helped by Treatment	57% Satisfied	58% Satisfied	52% Satisfied	Up 5% Improved
Info on Treatment after benefits depleted	56% Satisfied	55% Satisfied	48% Satisfied	UP 8% Improved
				UP 43%

DWIHN has devoted a unit to Member Experience Coordination to ensure that the voice of members is being widely analyzed, reviewed, and used toward making decisions and policies in the system. Engaging members and receiving feedback from our members and the families who have children being served by our system is an essential priority. DWIHN has been putting into action various plans to reach and surpass a goal of over 80% in all areas. While DWIHN has yet to achieve this goal in some areas we have demonstrated a commitment toward upward improvement. To view the complete analysis/reports of the 2021 ADULT or CHILDREN's ECHO® and comparison data please visit our website @ www.dwihn.org under survey results or for more information about the ECHO® Survey contact Margaret Keyes-Howard @mkeyes@dwihn.org.



MEMBER UPDATES



DETROIT WAYNE INTEGRATED HEALTH NETWORK (DWHIH) WANTS YOU TO KNOW YOUR RIGHTS AND RESPONSIBILITIES

You are receiving this communication because you are eligible for services through DWHIH. We are committed to maintaining a mutually respectful relationship with you and our providers. As a DWHIH member, you have rights and responsibilities in the treatment process.

As a member you have the right to:

- ◆ Receive Information on the structure and operation of DWHIH, our providers, programs, services and role in the treatment process.
- ◆ Be treated with respect and recognition of your dignity and right to privacy.
- ◆ Be treated fairly regardless of race, ethnicity, age, religion, gender, disability, or ability to pay.
- ◆ Be free from any restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- ◆ Participate in decision-making regarding your health care, including the right to refuse treatment from a provider and have a representative facilitate care or treatment decisions when you are unable to do so.
- ◆ Have a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage. Also, to freely communicate with your providers without restriction on any information regarding care.
- ◆ Receive Information about the clinical guidelines used in providing and managing your care.
- ◆ Seek a second opinion from a qualified health professional within the network, or have a second opinion arranged outside the network, only if there is not adequate in-network coverage at no cost to you.
- ◆ Be informed of the availability of an independent/external review of Internal Utilization Management final determinations.
- ◆ Have a copy of DWHIH's Provider Directory which is inclusive of providers who speak a language other than English and are able to accommodate members with disabilities.
- ◆ Know any restrictions on your freedom of choice among network providers.
- ◆ Review, amend or correct your medical records in accordance with applicable federal and state laws.



MEMBER UPDATES

- ◆ Be provided information regarding mediation, appeals, grievances, state fair hearing requests and recipient rights complaints.
- ◆ Voice a complaint against DWIHN or any of our providers about the care you receive by calling 1-888.490.9698.
- ◆ Receive information in a language you can understand free of charge.
- ◆ Make recommendations regarding DWIHN's Members' Rights and Responsibilities policy.
- ◆ Receive a copy of the members' rights and responsibilities statement annually.
- ◆ Receive a copy of the member handbook upon enrollment, annually and upon request. You will find information on the following topics but not limited to:

- | | |
|---|---|
| <ul style="list-style-type: none"> ◆ How to access services ◆ Covered and non-covered benefits ◆ Out-of-network benefits ◆ Benefit restrictions that apply to services obtained outside of DWIHN's 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 | <ul style="list-style-type: none"> ◆ 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 a 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 ◆ How to access mediation to resolve a conflict or dispute |
|---|---|

All DWIHN Members have a right to request reports and documents that may better help you to understand your benefits, Privacy Rights, Reports, data and tools that describe the work of the DWIHN system. Documents can best be located on our website at www.dwhn.org some of those documents include, but are not limited to:

- | | |
|---|--|
| <ul style="list-style-type: none"> ◆ DWIHN's Quality Improvement Program and Annual Report ◆ Notice of DWIHN's HIPPA Requirements and Privacy Practices ◆ Clinical Practice Improvement Guidelines | <ul style="list-style-type: none"> ◆ ECHO Survey Results ◆ Other Survey Results, Documents, Resources and Brochures ◆ Complex Case Management |
|---|--|

Please visit the DWIHN website routinely to stay informed on the latest information available to members and stakeholders or contact the Customer Service Department for more information toll free 888-490-9698.



MEMBER UPDATES

DWIHN AFFIRMATIVE STATEMENT

All 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:

- ◆ Utilization Management (UM) decision-making is based only on appropriateness of care, service, and existence of coverage.
- ◆ DWIHN, The Access Center, and Crisis Service Vendors, do not reward practitioners or other individuals for issuing denials of coverage or service care.
- ◆ No Physicians nor 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.

You have 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 your insurance status.

To obtain a complete list of your members rights and responsibilities or to request a member handbook and/or provider directory, you may contact Customer Service at 888.490.9698 or visit www.DWIHN.org.

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)
- ◆ Get a free mental health check-up from the neck-up: <https://screening.mentalhealthscreening.org/DWIHN>

Revised: 08/22/2022



PROVIDER UPDATES



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

As a valued partner of DWHN, you have access to the latest and greatest information regarding topics that help you to provide excellent service to the members we serve.

- ◆ DWHN Member Handbook
- ◆ DWHN Provider Manual
- ◆ DWHN Provider Directory
- ◆ Members Rights and Responsibilities
- ◆ Member Grievance and Appeal Information
- ◆ Provider Appeal Information
- ◆ Required Trainings for Staff
- ◆ Clinical Practice Guidelines
- ◆ HEDIS Measures
- ◆ Medical Necessity Criteria
- ◆ Complex Case Management Program
- ◆ Information about DWHN's Quality Improvement program, including goals and annual results are available on our website www.DWHN.org
- ◆ DWHN policies dwhn.org/policies

DWHN PROVIDER RESPONSIBILITIES

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

Providers must notify DWHN of any changes at least 30 calendar days prior to the effective date of change as well as maintain contractual requirements listed below:

- ❖ 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)
- ❖ Participate in Provider/Practitioner Survey Annually
- ❖ Maintain current Staff training for all provider staff
- ❖ Participate in assistance with Credentialing all staff you employee
- ❖ Requirement-Update All Staff Records in MHWIN

Only in emergency situation, where member's health and safety are at risk, the provider must notify DWHN immediately.

DWHN Affirmative Statement

- ❖ DWHN, 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.
- ❖ DWHN, the Access Center, and Crisis Service Vendors 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."



PROVIDER UPDATES



Links to Additional Information & Updates:

Announcements	DWIHN Link
DCW COVID-19 Hazard Pay Instructions 10/1/22 - 9/30/23	https://dwihn.org/resources/upload/5138/DCW%20COVID-19%20Hazard%20Pay%20Instructions%2010-1-22%20thru%209-30-23.pdf
4th Quarter Hazard Pay Instructions 10.31.22	https://dwihn.org/resources/upload/5173/4th%20Quarter%20DCW%20Hazard%20Pay%20Instructions%2010.31.22.pdf
What Does Ending the Public Health Emergency Mean for Michigan's Medicaid Population	https://www.dwihn.org/covid-mdhhs-ending-phe.pdf



PROVIDER UPDATES

CAM Detroit May 2022

CAM DETROIT

ARE YOU HOMELESS AND NEED A SAFE PLACE TO STAY TONIGHT?

CAM serves Detroit, Hamtramck, and Highland Park, and can help you find a safe place to stay!

Individuals, Families, and Youth

1600 Porter St. Detroit MI 48216
 MONDAY-FRIDAY 9AM-6PM
 WEDNESDAY 11AM-5PM
 DDOT Route 1, Trumbull/Porter

Veterans

4646 John R, Red Tower 2nd floor,
 Detroit MI 48201
 MONDAY-FRIDAY 8AM-4:30PM
 WEDNESDAY 11AM-4:30PM
 DDOT Route 4, Woodward/ Adams

CAM HOTLINE: 313-305-0311

Faster assistance will be received at our office. Masks are required at all locations.

ACCESS

Visit us at our Porter street office or on our Hotline Number

ASSESS

Speak to a representative, and complete a short housing assessment

PRIORITIZE

The most vulnerable households will be given priority

REFER

To community resources to give you accurate assistance as it becomes available

For More Information:

www.camdetroit.org

Need help outside of Detroit, Hamtramck, or Highland Park?

Other Wayne County: 734-284-6999 **Oakland County:** 248-928-0111

Washtenaw County: 734-961-1999 **Monroe County:** 734-241-2775 **Anywhere else:** 211

If you are fleeing a recent experience of domestic violence, contact one of the following sites for assistance:

YWCA: 313-861-5300 **First Step:** 734-722-6800 **Turning Point:** 586-463-6990

HAVEN: 248-334-1274 **National Domestic Violence Hotline:** 1-800-799-SAFE (7233)

If you are unable to find a safe place to stay, you may reach back out to **CAM** for assistance.



Follow Us on Social Media

Stay Connected for News & Updates



twitter.com/DetroitWayneIHN



facebook.com/DetroitWayneIHN



instagram.com/detroitwayneihn



[linkedin.com/company/
detroit-wayne-integrated-health-network](https://linkedin.com/company/detroit-wayne-integrated-health-network)



youtube.com/@DetroitWayneIHN

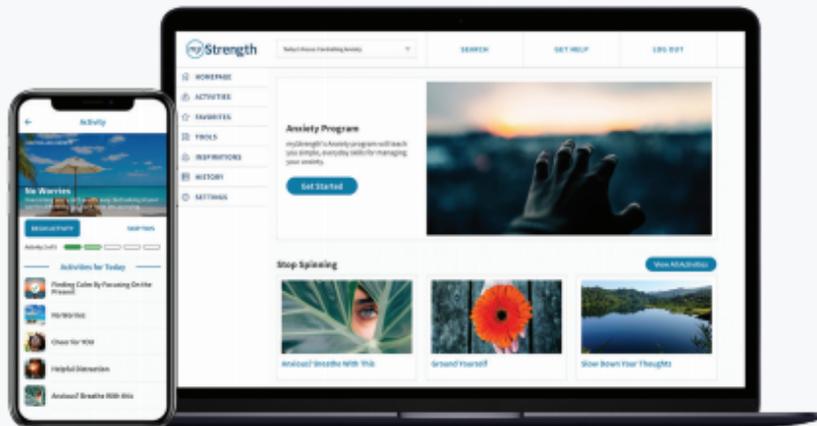


TikTok.com/@DetroitWayneIHN

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