

# PROVIDER NETWORK NEWS

DETROIT WAYNE INTEGRATED HEALTH NETWORK

APRIL - JUNE 2024



## Celebrate Mental Health Awareness Month

The Detroit Wayne Integrated Health Network (DWIHN) was happy to partner with the Detroit Zoological Society during the month of May to celebrate May as Mental Health Awareness Month.

Throughout May, DWIHN partnered the Detroit Zoological Society to offer discounted tickets.

This was a wonderful opportunity to step away from the computer and electronics and take a refreshing and relaxing stroll through one of the area's finest jewels, the Detroit Zoo.

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## DWIHN 24 Hour Helpline

800-241-4949

### Community Outreach for Psychiatric Emergencies

C.O.P.E

844-296-2673

### Reach Us Detroit

Text or call

313-488-HOPE

reachusdetroit.org

### National Suicide Prevention Lifeline

800-273-8255

or 988

\*DWIHN provides education and information  
regardless of insurance.



[dwihn.org](http://dwihn.org)



## COMMUNITY BASED MOBILE CRISIS RESPONSE TEAM



### INTENSIVE CRISIS STABILIZATION FOLLOW-UP AND SUPPORT TEAM

SERVICING WAYNE COUNTY

## What is Mobile Crisis?

Mobile Crisis provides short-term crisis response, crisis intervention, and stabilization for adults and children experiencing a mental health or substance use crisis in the community.

Any individual residing in Wayne County can access mobile crisis services regardless of insurance status.

Teams will respond to individuals anywhere in Wayne County.

***\*Except: IP settings, jails, and crisis residential/residential facilities.  
(Per Medicaid Guidelines)***

**Mobile Crisis services  
are available 24/7  
including holidays and weekends.**



## How the Process Works...

- Individual is in Crisis
- Call DWIHN at 800-241-4949
- Phone Screening is Completed
- Mobile Crisis Team is Dispatched
- Mobile Crisis Team Responds
- De-Escalation and Crisis Intervention is Provided
- Individual is Connected to Appropriate Resources

If you are not already connected with a behavioral health provider, the Mobile Crisis Team will refer you to our follow up and support team.

**Please be advised that referrals are completed internally.**

# **Managed Care Operations**

Providers are the lifeline of DWIHN. Without them, we would not be able to care for or improve the lives of the people that we are entrusted to serve. Managed Care Operations (MCO) has adopted the following mission and goals:

## **MCO Mission**

To partner with competent, caring behavioral health providers with a demonstrated track record and commitment to the improvement of the lives entrusted to the people that DWIHN serves.

## **MCO Departmental Standards**

- Provide excellent customer service to providers, other DWIHN departments and external organizations
- Develop and maintain efficient operation
- Comply with and/or exceed regulatory, accreditation and ICO standards

Note that the MCO Department is committed to supporting you with excellent customer service. As you are aware each provider organization has an assigned Provider Network Manager (PNM) dedicated to assisting you with the terms and conditions of your contract with DWIHN; as well as any other needs you may have.

## **MCO Hours of Operation**

MCO hours of operation are 8:00 am to 5:00 pm, Monday-Friday. Feel free to reach out to your PNM at any time via email or phone.

Please refer to our website for your PNM contact information by clicking the link below:

<https://www.dwihn.org/providers-mco-contract-assignments>

## **ATTENTION: Outpatient, Residential and SUD Providers**

### **FY 24-25 Contract Renewal Season**

First of all, many thanks for partnering with DWIHN in achieving its mission in providing services that facilitate individuals to maximize their level of function and create opportunities for quality of life.

Please be advised that your current contract will expire September 30, 2024; therefore, DWIHN will begin the Pre-Contracting process by electronically sending you a Pre-Contracting Packet to complete. Eligibility for contract renewal for FY 24-25 is contingent upon the timely and accurate submission of your Pre-Contracting Packet for approval. In preparation, please perform the following steps:

- Confirm credentialing status with your Provider Network Manager (PNM)
- Provide proof of general, professional, auto and workers compensation insurance with DWIHN indicated as additional insured and certificate holder with a minimum expiration date through October 2024
- Confirm Active [SAM.Gov](#) registration and CAGE Number
- Confirm NPI Number

If you do not have an NPI Number currently, you can apply free of charge at:  
[nppes.cms.hhs.gov](https://nppes.cms.hhs.gov)

Should you have any questions about the FY 24-25 Contract Renewal process do not hesitate to contact your PNM.

Once again thank you for partnering with DWIHN; we look forward to another successful year in serving the people we have been entrusted to serve.



# Provider Resources

## COMPANY CHANGES

Whenever there is a change to your company, please contact your PNM immediately. In order to remain compliant with this process, you must also complete a [Provider Request Form](#) for any of the following changes:

- 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 credentialed practitioner staff members in your organization
- Provider Closure (business or locations)

## REMINDERS

- Update/maintain Staff Records in MH-WIN (adding or terminating staff)
- Maintain active and required Insurance while under contract
- Complete the Provider Capacity form when experiencing capacity issues that could potentially prevent provision of services (CRSP providers only)
- Review/maintain dis-enrollment queue daily - your numbers should be at 0-1 (CRSP providers only)

## PROVIDER MEETINGS

DWIHN hosts meetings in accordance with the following schedule:

- CRSP / Outpatient - Every 6 weeks
- Residential - Every 6 weeks
- CRSP Performance Indicators Follow-Up Meetings - Every 30-45 days

## DWIHN PROVIDER TOOLBOX

Please click the linked item(s) to automatically go to the selected website or document:

- [DWIHN Website - www.dwihn.org](http://www.dwihn.org)
- [DWIHN APP - https://www.dwihn.org/DWIHN-Mobile-App.id.5079.htm - 19.9kb](https://www.dwihn.org/DWIHN-Mobile-App.id.5079.htm)
- [DWIHN New Provider Orientation PowerPoint - https://www.dwihn.org/providers-network-orientation-powerpoint.pdf](https://www.dwihn.org/providers-network-orientation-powerpoint.pdf)
- [MCO Provider Contract Manager \(PNM\) Assignments for Outpatient Providers - https://www.dwihn.org/providers-mco-contractors-outpatient-providers.pdf](https://www.dwihn.org/providers-mco-contractors-outpatient-providers.pdf)
- [MCO Provider Contract Manager \(PNM\) Assignments for Residential Providers - https://www.dwihn.org/providers-mco-contractors-residential-providers.pdf](https://www.dwihn.org/providers-mco-contractors-residential-providers.pdf)
- [MCO Staff Phone List - https://www.dwihn.org/providers-mco-staff-phonelist.pdf](https://www.dwihn.org/providers-mco-staff-phonelist.pdf)
- [DWIHN Online Provider Directory- https://www.dwihn.org/find-a-provider](https://www.dwihn.org/find-a-provider)
- [DWIHN Provider Manual - https://www.dwihn.org/provider manual - 1,221.kb](https://www.dwihn.org/provider manual - 1,221.kb)

You can also check the DWIHN website for policies/guidance on processes and procedures at:

<https://www.dwihn.org/policies>

Your PNM is your guide to all of your questions, here's how to locate them: <https://www.dwihn.org/providers-mco-contract-assignments>



## **DWIHN CRSP/Outpatient/Residential Provider Meetings Schedule**

Outpatient/CRSP Providers meeting at

10:00 am to 11:00 am

Meeting Link: <https://dwihn-org.zoom.us/j/93220807823>

Residential Providers meeting at

11:30 am – 12:30 pm

Meeting Link: <https://dwihn-org.zoom.us/j/92653624476>

### **2024 Dates for Provider Meetings:**

June 7, 2024

July 19, 2024

August 30, 2024

#### **REMEMBER!**

If you need help, or know anyone who needs assistance, always  
remember our 24-hour access number:

**800-241-4949**

# 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)

MH Win - [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 Alerts/Changes/Closures

## New Provider Locations:

### **Abound Rehabilitation Service Inc**

1962 Leitch Rd, Ferndale, MI 48220

### **Advance ABA LLC**

2021 Monroe St, Dearborn, MI 48124

### **Care Connect Plus LLC**

20917 Deerfield,  
Farmington Hills, MI 48335

### **Emagine Health Services LLC**

8904 Woodward Avenue, Detroit, MI 48202

### **Genuine Home Care LLC**

6164 Coolidge St,  
Dearborn Heights, MI 48127



### **IOA, LLC**

336 Merriweather Rd,  
Grosse Pointe Farms, MI 48236

### **Life Chore Services Limited Liability**

7275 Michael St, Taylor, MI 48180

### **Peak Autism Center**

18101 East Warren Avenue,  
Detroit, MI 48224

### **Uttermost Care Inc**

25256 Keeler, Redford, MI 48239

### **Victory Home Care Private Duty**

14999 Telegraph Rd,  
Redford, MI 48239



## Provider Closures:

### **Community Programs and Services**

38240 Wick Rd, Romulus, MI 48174

### **Creative Images - Green II Home**

20524 Burgess Ct, Detroit, MI 48219

### **Centria**

32813 Middlebelt, Suite 100,  
Farmington Hills, MI 48334

### **Mason AFC Home**

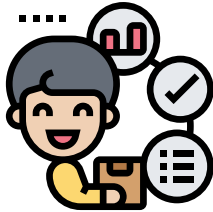
640 Euclid, Detroit, MI 48202

### **St. Francis Camp on the Lake (Temporary 2024 Camp Closure)**

10120 Murrey Road, Jerome, MI 49249



# Let Us Tell You About DWIHN's Quality Assurance Performance Improvement Plan (QAPIP).



The Quality Assurance Performance Improvement Plan (QAPIP) Evaluation is an annual document that assesses and identifies DWIHN's improvements, achievements and outcomes throughout the year. The QAPIP includes the six (6) pillars that are identified in DWIHN's Strategic Plan: Customer, Access, Quality, Finance, Advocacy and Work Force Development. As part of the QAPIP Evaluation, the Work Plan identifies goals and objectives which includes an assessment of the results and noted outcomes. The QAPIP 2022 Annual Evaluation and Work Plan is available to providers, stakeholders and members on DWIHN's website at: <https://dwihn.org/Quality-Assessment-Performance-Improvement-Program-QAPIP.id.1734.htm>.



## Association of Chinese Americans

The Association of Chinese Americans has been a provider to DWIHN for many years. Located in Detroit, Canton and Madison Heights, ACA is a leader in meeting the changing needs of Chinese Americans through education, advocacy, and community service. It is a place where voices are heard, rights are safeguarded, and cultural identities are honored.

The ACS is the founding chapter of the Organization of Chinese Americans (OCA), which currently has over 50 chapters and affiliates across the United States. Over the course of five decades, ACA continues to promote the general welfare of Chinese Americans and the Asian-Pacific American community by supporting youth education, enhancing the lives of older adults and adults with disabilities, and reducing health disparities.

"ACA is not just an organization, it's the heart of our community. Their unwavering dedication has uplifted countless lives and continues to inspire a legacy of unity and resilience." - a long time member and supporter of ACA.

For more information, visit: [Replace with Updated Information](#)



YOUTH MOVE DETROIT PRESENTS...

 **2024**

# **YOUTH MOVE DETROIT'S** *Peer to Peer Program*

JOIN US! 

**JOIN US FOR OUR MONTHLY MEETINGS**

**STARTING MARCH 20TH !!**

**EVERY THIRD WEDNESDAY**

**5:30pm - 6:30pm**

**79 W ALEXANDRINE ST, DETROIT,  
MI 48201**

**FREE ENTRY**

 For more information contact: 313-348-1169 

# ACA 2024 YOUTH CULTURAL SUMMER CAMP



4 WEEKS

2 LOCATIONS

JUL 8 - AUG 2

Join us for 4 weeks of adventure!  
Camp A @ Risen Christ Lutheran Church  
Camp B @ Chinese Community Center

Mon-Fri 9:00AM - 3:30PM  
Extended Care:  
8:00 am - 9:00 am / 3:30 pm - 5:30 pm



\$200/week members  
\$215/week non-members



acadetroit.org DetroitACA

## REGISTRATION

Over 20-year History and Experience

Learn the Chinese language and engage in activities that encourage an appreciation of diverse cultures!

### ACTIVITIES:

- |                    |  |
|--------------------|--|
| Calligraphy        | Tea Art  |
| Chinese yoyo       | Ping Pong  |
| Wushu              | Drama  |
| Sing               | Outdoor Play                                     |
| Dance              | Field Trip                                       |
| Cooking            |  |
| Traditional Crafts | (Activities are tentative and subject to change) |
| STEM workshops     |  |



MORE INFO & ONLINE REGISTRATION



### Fee:

- Camp Fee (lunch included):  
\$200/week members  
\$215/week non-members
- Registration Fee/child (including 1 camp T-shirt): \$35
- Extended Care: \$25/week

Camp A: for Ages 5-14 @Canton/Plymouth  
Camp B: for Ages 5-10 @Madison Heights

Early Bird \$10 off/Child (till 4/30)

密西根美华协会  
Association of Chinese Americans, Inc.  
(248) 585-9343 / (313) 831-1790  
eyin@acaccc.org



acadetroit.org DetroitACA DetroitACA detroitaca DetroitACA







HELPING CHILDREN DREAM AGAIN



# SAVE THE DATE

## 12TH ANNUAL FATHERHOOD FORUM

A father's involvement in his child's life is critical to the child's success in school and in life. Fathers, Grandfathers, Mentors, Coaches, Partners, Uncles, and any other male caregivers are all vitally important in the lives of all children. Join us for a day dedicated to helping dads and male caregivers become strong role models for their children and families.



If you are a male caregiver, a father, a supporter of fathers, or a professional working with and advocating for fathers, this event will provide speakers, resources and breakout sessions that every father, male caregiver, supporter and professional should attend.

### When

Thursday, June 20, 2024  
9:00 am - 4:30 pm

### Where

Greater Grace Temple Church  
23500 W. 7 Mile Rd.  
Detroit, MI 48219





&



Presents

**COURAGEOUS CONVERSATION:**

# *The Life After College Panel*

*June 25, 2024  
2:00pm - 4:00pm*

**PISTONS PERFORMANCE CENTER  
690 AMSTERDAM ST.  
DETROIT, MI 48202**

**COME JOIN US FOR A CONVERSATION WITH RECENT COLLEGE GRADUATES TO  
DISCUSS THEIR TRANSITION TO LIFE AFTER COLLEGE.**

**Refreshments will be provided!**



Scan QR Code to Register



# Save the Date!

## WALK A MILE IN MY SHOES RALLY

Thursday, September 12, 2024

20<sup>th</sup> ANNIVERSARY!!

Capitol Building Lansing, Michigan



Join us in celebrating the 20th Anniversary of the  
**Walk a Mile in My Shoes Rally**  
at the state Capitol in Lansing, as we educate the  
public about behavioral health issues and intellectual  
and developmental disabilities.



(517) 374-6848

[www.cmham.org](http://www.cmham.org)

[facebook.com/CMHAM](https://www.facebook.com/CMHAM)

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



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



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



*It's EASY to refer individuals to my Strength!*

- ✓ *Scan the QR Code or download the free mobile app from Apple App Store or Google Play and click the sign-up button*
- ✓ *Enter the appropriate access code from the list below*
- ✓ *Complete a personal profile and brief wellness assessment*



	<b>Service Area Description</b>	<b>Access Codes</b>
1	DWIHN & Provider Network Staff	DWIHNStaff
2	DWIHN Member Referral	DWIHNc
3	Non-Member Referral	DWIHNp
4	Prevention Initiatives and Services Referral	DWIHNSupport
5	First Responder Referral	DWIHN911
6	Access Center Referral	DWIHNAccess

## SCAN TO SIGN UP

- Open camera app on phone
- Select the rear facing camera in Camera or Photo mode
- Center the camera on QR Code until myStrength link pops up
- Tap the link and you will be directed to myStrength website





## 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