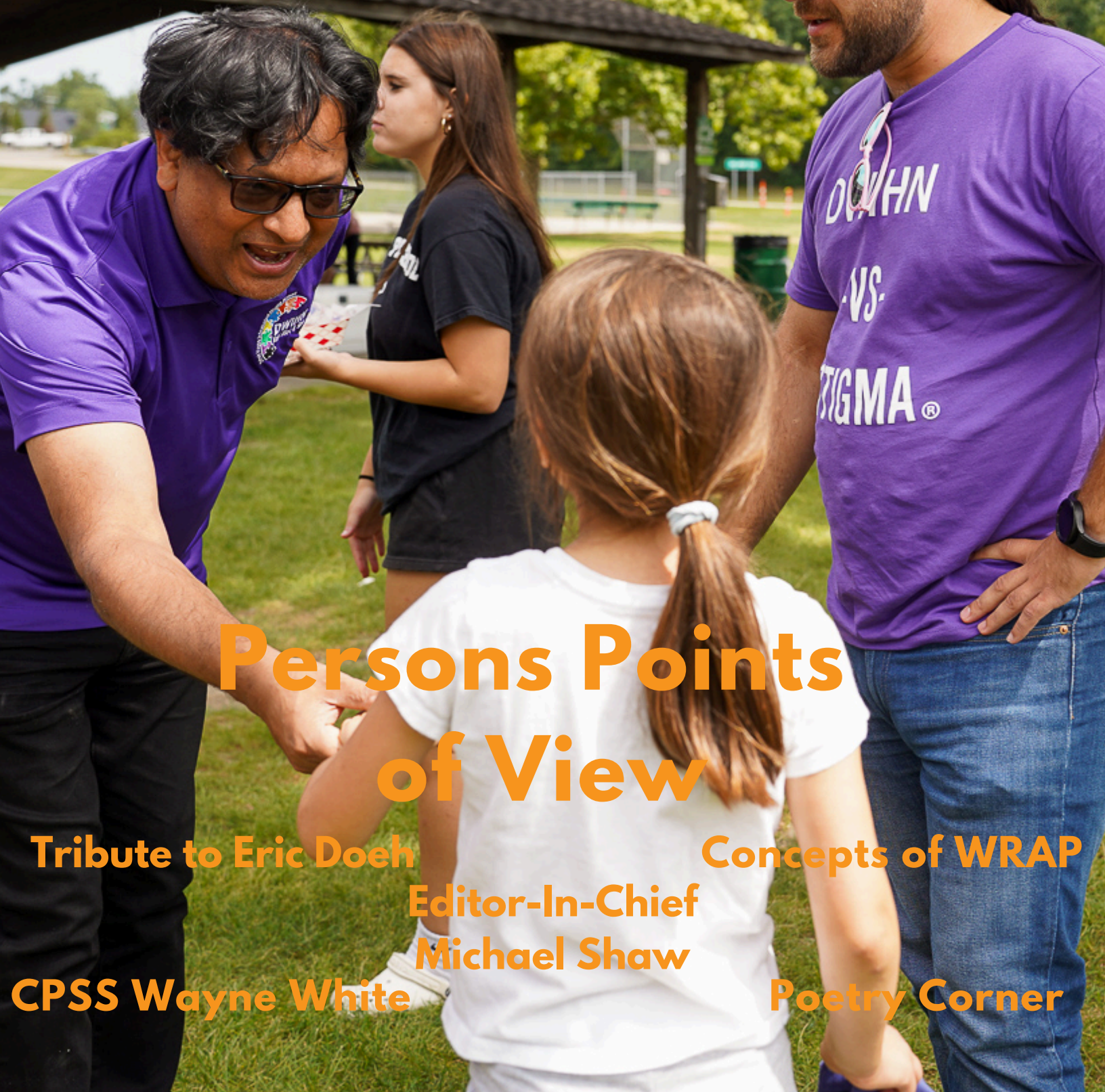


**Summer Edition  
2024**



# Persons Points of View

**Tribute to Eric Doeh**

**Editor-In-Chief**

**Michael Shaw**

**Concepts of WRAP**

**Poetry Corner**

**CPSS Wayne White**



## HOW DOES ONE SAY GOOD-BYE? A TRIBUTE TO ERIC DOEH

It seems like a trite question to ask. How does one say good-bye to someone they don't want to see leave? Songs of love and romance have committed lyrics to such sentiment. Great orators have spouted farewell quotes that are memorable and touch the heart. Eulogies and apologies are adages of the other predictable ways to say farewell. But this is much more complicated than that. We can erase the illusion that there are any romantic intentions here, and by far none of us claim to be great orators, nor in such command of the English language to be able to adequately express our appreciation. Nevertheless, we must do something to acknowledge Mr. Eric Doeh, the former President and CEO of DWIHN.

So, while we rather not say good-bye, adieu, ciao, or best wishes, we prefer the words of appreciation and just want to say, thank you! Thank you, Mr. Doeh for listening to us, and not with a façade of a nodding head, but by engaging us in authentic conversation, asking us questions, letting us ask you questions and communicating with us with the



**ERIC DOEH, FORMER  
PRESIDENT AND CEO OF  
DWIHN**

upmost respect. Thank you, Mr. Doeh, for presenting your ideas to us before you made your decisions, considering our opinions and diving deep beyond the culture which makes us feel invisible, unseen, and insignificant. Thank you, Mr. Doeh, for taking time to celebrate us, sharing in our events, our Dreams Come True awards, our holiday festivities, sharing in our joyous occasions and making your presence known when we have incurred tragedies, and losses. Thank you, Mr. Doeh for your inspirational leadership, supporting the staff that supports us, guiding firmly but with openness and consideration. You have been one of those points of light, an uplifting figure that has energized our ability to feel free and creative. You are a motivator, who has help enlightened us within our role in the system, more than as consumers (a word which some may deem as having a negative connotation). You see us as people, knowing us by name and character, encouraging our own aspirations. Thank you for all you have done for us. Collective thoughts of the CV.

**The Constituents' Voice (CV) Advisory Committee is comprised of primary and secondary members of the DWIHN system of care and engages in dialogue and recommendations toward policies, objectives, programming and other administrative endeavors of the President & CEO of DWIHN. Mr. Manny Singla, has been appointed the Interim President and CEO of DWIHN, by the DWIHN Board of Directors, pending an Executive Search. Mr. Doeh left on amicable terms with the organization in July 2024 after a three-year tenure as President & CEO of DWIHN. The CV is also recruiting interested members for potential appointment to the advisory committee for 2 and 4 years terms, for more information about the CV contact Myneisha Calhoun at [mcalhoun@dwihn.org](mailto:mcalhoun@dwihn.org).**

## DEMARIA HOSTED A GOLF OUTING FUNDRAISER! MYNEISHA CALHOUN, STAFF

The Construction Company, DeMaria, hosted a golf outing fundraiser on June 20, 2024 at the Tanglewood Golf Club. The event raised money to support their philanthropic endeavors. There was a 50/50 raffle and an array of other fundraising activities. DeMaria renovates buildings for a variety of industries, corporations and organizations. One of those being DWIHN, which has been a beneficiary of several of their generous monetary donations. Funds donated help support the DWIHN advisory council, the Constituent's Voice, host a variety of events, such as the Dreams Come True Luncheons, which acknowledges and celebrates the accomplishments of members we serve, as well as our upcoming Men's Conference, which will address the needs and concerns of men in our community. Thank you DeMaria for your generosity. It was an honor and a pleasure to be apart such an amazing event.



**DWIHN Staff at Golf Outing, Front Row From Left to Right: Myneisha Calhoun, Laurence Wilson and DeLora Williams; Back Row From Left to Right: Dwight Harris and Michael Shaw**



## DISABILITY PRIDE MONTH BY TRAVIS CHAPMAN

Friday, July 26, marked the 34th anniversary of the Americans with Disabilities Act (ADA), a landmark civil rights law that prohibits discrimination against people with disabilities in public life. Disability Pride Month was established to celebrate the ADA and the unique strengths and achievements of people with disabilities. It emphasizes that disabilities are a natural part of human diversity, and the experiences of those with disabilities enrich our society.

The month also highlights the intersectionality of disability with other identities, reminding us that individuals may face discrimination based on their disability, race, gender, sexual orientation, or other factors.

To honor the ADA anniversary and Disability Pride Month, the Michigan Developmental Disabilities Council (MiDDC) and the Self-Advocates of Michigan (SAM) hosted the Breaking Barriers Community Celebration. This event celebrated the contributions of people with disabilities, promoted inclusivity, and fostered greater public understanding.

Activities included a disability pride-themed poetry slam, a community art project, assistive technology demonstrations, and speeches from self-advocates and community partners. The event also featured the Breaking Barriers Art Exhibit, showcasing the talent of over 45 artists with developmental disabilities. The artwork is still available online: [Breaking Barriers Art Exhibit \(michigan.gov\)](https://www.michigan.gov/breaking-barriers)

We extend our gratitude to Lansing Shuffle for hosting the event and to all the participating artists and poets. Follow MiDDC on [Facebook](#) and [Instagram](#) for updates on the 2025 Breaking Barriers Community Celebration. Stay tuned!

**The Americans with  
Disabilities Act (ADA)  
protects people with  
disabilities from  
discrimination.**



**ADA.gov** 2013  
U.S. Department of Justice  
Civil Rights Division





# FIVE CONCEPTS OF WRAP: WELLNESS RECOVERY ACTION PLAN

## BY DELORA WILLIAMS, STAFF

Are you in search of a unique tool that not only helps you stay well but also equips you to handle any crisis? Look no further; the Wellness Recovery Action Plan (WRAP) is the tool you will need.

**WRAP** is the prevention and wellness process that empowers anyone to get well, stay well, and make their life more the way they want it to be through a series of actions.

The five concepts of WRAP are **Hope, Personal Responsibility, Education, Self-advocacy, and Support.**

**Hope** - We all are going to face challenges in life. Hope allows us to move forward even when we are experiencing difficult times or distressful situations before things get better.

**Personal Responsibility** - It's up to you to act and do what needs to be done to keep yourself well. Also, you are responsible for asking others for help when you need it.

**Education** - Learning whatever you can about yourself helps you make good decisions about all aspects of life. It gives you the power to respond to life's challenges instead of just reacting to events. It lets you consider all the options and decide which ones are right for you.

**Self-Advocacy** - This means working to get what you need with courage, persistence, and determination. When you self-advocate, you express your needs and make requests respectfully, clearly, and calmly. The world doesn't owe you anything, so it is up to you to decide how to express your needs to others.

**Support** - Comes from family, friends, community, and service providers. People feel better when they have someone to listen to them and support with their decisions.

If you are interested in creating a WRAP plan. Please contact me, DeLora Williams at (313) 989-9431 ext. 9431; by email at [dwilliams@dwihn.org](mailto:dwilliams@dwihn.org), or your Peer Support Specialist, or Peer Recovery Coach. We will support you through this whole process.

# **CONSTITUENTS' VOICE AND IT'S ACTION COMMITTEES BY ROBERT SPRUCE, STAFF**

The Constituent's Voice (CV), the advisory board of members we serve to the President and CEO of the Detroit Wayne Integrated Health Network (DWIHN) has been dedicated to advocating for policy change and providing voter education for the DWIHN community since its establishment in 2014. The main objective is to encourage fellow constituents to engage in voter education and civic responsibility, generating interest in the legislative and election processes. We have organized two-hour interactive non-partisan voter education rallies, offering information on voting procedures, voter registration, poll work sign-up, tools for researching candidates and ballot issues, and participation in interviews on voting, presented at our clubhouses, day programs, and annual Walk A Mile event.

This year, the Advocacy Action Committee found it important to host a 2024 candidate forum, an event where our community could directly interact with the candidates. DWIHN, The ARC, and the Disability Network collaborated to organize this forum. The Department of Elections provided valuable information on receiving absentee ballots, early voting, and voting equipment. All Republican and Democrat candidates who appeared on the August primary or Wayne County ballot were invited to the forum, including candidates from federal, state, local, and judicial races.

At the candidate forum, community members had a unique opportunity to listen to the candidates' views and question them directly, fostering a deeper understanding of their policies and positions. The questions varied from housing to receiving CMH services. The members also heard from Shanta Abe Favors, the new Miss Wheelchair, who shared her story and used it to promote voting and advocacy. Essentially, the day was filled with education, candidate information, and inspiration.

As we approach the crucial date of November 5, 2024, I urge you to remember the importance of your vote. Early voting, starting on October 26, 2024, and continuing until November 3, 2024, is a convenient and responsible way to ensure your voice is heard. Let's all take this opportunity to make a difference in our community.



# NEW STATE COMMITTEE FORMED FOR LEADERSHIP DEVELOPMENT FOR PERSONS WITH DISABILITIES

SHARED FROM THE LEAD MEETING BY: NIA ANDERSON, DWIHN PEER AGENT, MEMBER ENGAGEMENT/CS

FROM THE HEALTH AND HUMAN SERVICES WEBSITE, STATE OF MICHIGAN

[HTTPS://WWW.MICHIGAN.GOV/MDHHS/KEEP-MI-HEALTHY/MENTALHEALTH/DEVELOPMENTALDISABILITY/ABOUT-THE-COUNCIL/ABOUT-THE-COUNCIL](https://www.michigan.gov/mdhhs/keep-mi-healthy/mentalhealth/developmentaldisability/about-the-council/about-the-council)

## Leaders for Inclusion Funded by Developmental Disabilities Council:

The United States Congress created individual State Councils on Developmental Disabilities, (one for each state and territory) with the goal of changing services systems to better respond to the needs, wants and desires of people with Intellectual and Developmental Disabilities (I/DD), and developing advocacy strategies to make change happen. Councils are federally funded, self-governing organizations, charged with identifying the most pressing needs of people with developmental disabilities.

The Michigan Developmental Disabilities Council (MiDDC), (DD Council) is a group of 21 Michigan citizens. Members are appointed to the Council by the governor. They come from across the state, and consist of people with disabilities, family members of people with disabilities, and professionals from state and local agencies that provide support and services to people with developmental disabilities. This diversity enables the Council to better analyze and improve systems and services within the state and ensure that the voices of people with developmental disabilities and their families are heard.

## Mission:

The Michigan Developmental Disabilities Council's mission is to support people with developmental disabilities to achieve life dreams.

The Grants Program supports the mission and core values of the Council. The U.S Congress provides grant and operating funds to councils in every state and sets the requirements for how those funds can be used. MiDDC develops a five-year strategic plan with input from self-advocates, family members, partners, committees and the public to determine how to use the grant funding. Grants are awarded on a competitive basis. Developmental Disability Council grants have funded a variety of amazing projects and studies. Council grants build coalitions, influence public attitudes, cut across cultural barriers, and encourages people to direct their own lives, work and contribute to their communities.

## Programs at MDRC:

## **CONTINUED FROM PREVIOUS PAGE**

### **LEAD-IN: Leadership Engagement and Advocacy Development – Inclusion Network:**

A program that creates a community of practice supporting organizations that primarily serve Black, Indigenous, and People of Color (BIPOC) communities, helping them reach their inclusion goals for people with developmental disabilities.

### **MATP: Michigan Assistive Technology Program:**

Increase access to, and knowledge of, Assistive Technology (AT) for all of Michigan. MATP provides resources on how to access AT. Services are provided demonstrating AT Devices to fit a person's specific needs. Also provides a lending library for loaning out devices.

### **Michigan Assistive Technology Program:**

- Access to AT information and services in Michigan
- By people with disabilities, for people with disabilities
- We provide demonstrations of AT devices
- A lending library for possible loan of devices is provided

### **LEAD: Leadership Engagement and Advocacy Development:**

BIPOC Parents of Children with I/DD and Adults with I/DD with the information, tools, and skills they need to develop leadership and advocacy skills to be an advocate for themselves and their children.

I am a LEAD representative for Michigan and also a Peer Agent for DWIHN. For more information about the Disabilities Communities and services contact me at [NAnderson@dwihn.org](mailto:NAnderson@dwihn.org) or Peer Mentor Specialist Robert Spruce at [Rspruce@dwihn.org](mailto:Rspruce@dwihn.org)





## INTERVIEW WITH CERTIFIED PEER SUPPORT SPECIALIST WAYNE WHITE: MICHAEL SHAW, STAFF

**Question:** Tell us a little bit about yourself, how did your lived experience get you involved in becoming a Certified Peer in Wayne County?

**Response:** I come from foster care. I grew up on a farm. In my teens, I returned to a dysfunctional family in Detroit where substance abuse and drinking were occurring. I was 16-17 years old. I had no friends. I found confidence using alcohol. I thought I had found my voice. I hung out with the

wrong crowd and ended up in the penitentiary. After prison, I obtained a job at Wayne State University. I worked there for 7 years. I bought a house and car. I was subsequently laid off in 2006-2007. I experienced depression. I was drinking every day. A neighbor told me about Peer Support Specialist work. I went to one of the local providers and received help. I received my diagnosis and was hired. Since then, all I've wanted to do is help others. I've helped a lot of people who were going through the same things I was experiencing. I discovered that talking about my past trauma could help others who have not yet discovered their voice. God put this position in my lap.

**Question:** Tell us where you work and what you do at your job site?

**Response:** I have two positions. I'm currently the Hospital Liaison for Central City, Stonecrest, and Keyeswood. I work with people who have been admitted to the hospital and are being discharged. I help them connect the dots and find out what their barriers are. I address recidivism and the social terms of health. I'm a Peer Support Specialist, and an Outreach Community Health Worker. I provide hope. I'm also a Certified Recovery Coach at Team Wellness. I work in the Jail Diversion Program. I hold substance abuse disorder groups Mondays, Wednesdays, Fridays, Saturdays, and Sundays.

**Question:** What are the things that you find are challenging for you by holding this position?

**Response:** Not having enough staff. There's not enough therapists and Peer Support Specialists. We suffer from that. We need more people so we can help more people and provide hope.

**Question:** What are the things that you find inspire you about your role as a Certified Peer?

**Response:** I get excited when I see the members get excited. I get excited when I hear a



**WAYNE WHITE**

**CONTINUED ON NEXT PAGE**

## CONTINUED FROM PREVIOUS PAGE

### INTERVIEW WITH CERTIFIED PEER SUPPORT SPECIAL WAYNE WHITE:MICHAEL SHAW, STAFF

member says that their medication is working. I get excited when a member says they need help with their goals. When I inspire someone, I get inspired. I want to see members get excited by the possibility of tomorrow and know that people are counting on them. When I help somebody, I help myself. I'm personally recovering from behavioral health problems and substance abuse. It's a "win-win" for me.

**Question:** What do you do for self-care to maintain your overall wellbeing and ability to serve?

**Response:** I'll take a day off; watch a cowboy movie. I'll sit in front of the fireplace and relax. I'll call my grandson or daughter and talk. I give back to the community. I'm starting a podcast. I wrote my story down. Sharing it relaxes me. I've interviewed a few people for my podcast. That relaxes me.

**Question:** If there was one thing you wish that the DWIHN mental health system could do to use Certified Peers for what would that be?

**Response:** I think Peers should be used to help members with their treatment plans. I think Peers should be consulted and be a part of the decision-making process. Members share with the Peers what they are experiencing. Doctors, social workers and other professional can't get a member to open-up like a Peer can.

**Question:** Is there anything else you would like to share with us?

**Response:** I think that behavioral health is moving in the right direction. I think we need more crisis stabilization units in the community. I think more police officers should go through crisis training. We should have more commercials and broadcast our success stories. Not everyone in a crisis, remains in a crisis. Someone's story may give someone else hope.





# Use Medications Wisely

About 30% to 50% of those who use medicines do not use them as directed. This causes more doctor visits, hospital stays, lost wages, and changed prescriptions. All this costs Americans more than \$100 billion each year.

Adults often take care of medicines for the whole family as well as themselves. So, we need to read the label, avoid problems, ask questions, and keep a record.

## 1. READ THE LABEL

Before you take any medicine, read the label. The label should show:

List of ingredients - If you know you are allergic to anything in the medicine, don't use it. Ask your doctor or pharmacist for a different medicine.

Warnings - Read these carefully. The expiration date - Do not use a medicine after the date on the bottle. It may not work as well.

For more information on your medicines ask your pharmacist.

## 2. AVOID PROBLEMS

Medicines can cause problems or side effects such as sleepiness, vomiting, bleeding, headaches, or rashes. Ask about the side effects of the medicines you are taking.

Talk with your doctor, pharmacist, or nurse.

Organize your medicines.

Do not skip taking your medicines.

Do not share medicines.

Do not take medicine in the dark.

## 3. ASK QUESTIONS

- What is the medicine's name?
- Is there a generic available?
- Why am I taking this medicine?
- Should I take this on an empty stomach or with food?
- Is it safe to drink alcohol with it?
- If I forget to take it, what should I do?
- How much should I take?
- How long am I to take it?
- What problems should I watch for?

If you are pregnant or nursing a baby, seek the advice of a health professional before taking any medication or diet supplement. Talk with your doctor, pharmacist, or nurse. She/he will be happy to help you.

KEEP A RECORD OF THE MEDICINES YOU USE.

# WALK A MILE IN MY SHOES RALLY

PLEASE NOTE THE DATE CHANGE  
**Tuesday, September 17, 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)

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# COMMUNITY FORUM FOR MEN

Men coming together to share honest and intimate conversations of their lived experience, promoting HIM-CARE, SELF-LOVE, and BROTHERLY LOVE

- Eliminating Stigma
- Breaking Down Barriers
- Discussing the Need for Self-Care
- Promoting Healthy Lifestyles
- Building Emotional Intelligence

 SATURDAY, SEPTEMBER 21, 2024

 9:00 AM - 4:00 PM

 CONSIDINE CENTER  
8904 Woodward Ave., Detroit, MI 48202

*Continental breakfast and lunch will be served.*

**FOR MORE INFORMATION CONTACT:**  
Dwight Harris, DHarris@dwihn.org

To RSVP Please Scan or Click the QR Code



HOST  
**Dwight Harris, CPSS**  
DWIHN Member Services



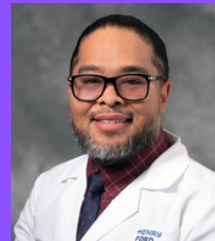
PRESENTER  
**Laurence Wilson, CPSS**  
Advocate for recovery and PWLHA



PRESENTER  
**Dylan T. Price, CPRM-M**  
Peer Recovery Coach and Support Specialist  
CEO of Legacy Recovery



PRESENTER  
**Keith Bennett**  
Certified National trainer



PRESENTER  
**Will Childs, D.O.**  
Family & Internal Medicine



PRESENTER  
**Virgil Smith**  
VKS Consulting, LLC



PRESENTER  
**Nolan Moores**  
Individual, Group, Family and Substance Abuse Counselor

MEDIA PARTNER







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# Poetry Corner

**A HOMELESS FEELING**  
By Dona F Tatum

**BEGIN THE DANCE**  
By Mary Ann Bozenski  
Summer days and nights  
Together with a flourish  
The dance has begun

There was a flash,  
A blast,  
A clap of thunder,  
A great wind  
A spin  
Swirling me under,  
And there I was falling, screaming, calling out for help,  
A small yelp into the universe.  
I was alone  
No phone,  
No home,  
Nothing to call my own,  
Just falling and calling out for help.  
Surely there must be a bottom.  
What if I should hit the bottom, and nobody could hear my cry  
I'll perish, I'll die.  
Please God don't let me die at the bottom of nonexistence.  
I must climb up and let someone (know) I was here.



# Member's Rights

Our Area of Responsibility	Members' Rights	For More Details, Contact us at:
<p><b>Provider Directory</b></p>	<ul style="list-style-type: none"> <li>• To receive a copy of the Provider Directory at the time of enrollment, upon intake, annually and/or upon request</li> <li>• To request a copy to be mailed to you at your mailing address or by email</li> </ul>	<p><a href="https://www.dwihn.org/members/Provider_Directory_Booklet.pdf">https://www.dwihn.org/members/Provider_Directory_Booklet.pdf</a></p> <p>—  <b>888-490-9698</b>  <b>800-630-1044 (TTY)</b></p> <p>—</p>
<p><b>Claim Status</b></p>	<ul style="list-style-type: none"> <li>• To track the status of your claims in the claims process</li> </ul>	<p><a href="https://www.dwihn.org/claims">https://www.dwihn.org/claims</a></p> <p><b>313-833-3232</b></p>
<p><b>Estimated Cost of Services</b></p>	<ul style="list-style-type: none"> <li>• To know the Estimated Cost of Services (ECS) for the services identified in your IPOS within 15 business days of your IPOS Meeting and when your IPOS has been changed</li> <li>• To receive an Explanation of Benefits (EOB) and request it at any time</li> </ul>	<p><a href="https://www.dwihn.org/provider_manual">https://www.dwihn.org/provider_manual</a></p> <p><b>888-490-9698</b></p>
<p><b>Notice of Privacy Practices</b></p>	<ul style="list-style-type: none"> <li>• To have DWIHN protect and secure all of your health care information that we have created or received about your past, present, or future health care or condition, or health care we provide to you, or payment. Available on enrollment, every three years and in the event of any significant change.</li> </ul>	<p><a href="https://www.dwihn.org/policies-compliance-PHI-HIPAA-Manual.pdf">https://www.dwihn.org/policies-compliance-PHI-HIPAA-Manual.pdf</a></p> <p><b>Continued on next page</b></p>



<p><b>Fraud, Waste, and Abuse (FWA)</b></p>	<ul style="list-style-type: none"> <li>• To report fraud, waste, or abuse within the DWIHN’s behavioral healthcare system to DWIHN to be investigated</li> </ul>	<p><a href="https://www.dwihn.org/resources/upload/4546/Fraud%20Waste%20and%20Abuse%20Policy.pdf">https://www.dwihn.org/resources/upload/4546/Fraud%20Waste%20and%20Abuse%20Policy.pdf</a></p> <p><b>313-833-3502 or email <a href="mailto:compliance@dwihn.org">compliance@dwihn.org</a></b></p>
<p><b>Utilization Management Decision</b></p>	<p><b>All DWIHN staff, 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:</b></p> <ul style="list-style-type: none"> <li>• <b>Utilization Management decision making is based only on appropriateness of care, service, and existence of coverage.</b></li> <li>• <b>DWIHN, Access Center, and Crisis Service Vendors, do not reward practitioners or other individuals for issuing denials of coverage or service care.</b></li> <li>• <b>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.</b></li> </ul>	<p><a href="https://www.dwihn.org/utilization-management">https://www.dwihn.org/utilization-management</a></p> <p>—</p>

# Enrollee Rights and Responsibilities

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We are committed to maintaining a mutually respectful relationship with our members and providers. The DWIHN Members' Rights and Responsibilities statement is provided to assist you in understanding and exercising your rights while accessing 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:

- Be provided with information about enrollee rights, responsibilities, and protections;
- Be treated with respect and recognition of your dignity and right to privacy;
- Be provided with information on the structure and operation of the DWIHN;
- Receive information about DWIHN, its services, its practitioners and providers and rights and responsibilities;
- Be provided freedom of choice among network providers;
- 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;
- Be informed of the availability of an independent, external review of the UM final determinations;
- Receive information on available treatment options;
- Participate in decisions regarding health care, the refusal of treatment and preferences for future treatment decisions;
- Be made aware of those services that are not covered and may involve cost sharing, if any;
- Request and receive an itemized statement for each covered service and support you received;
- Track the status of your claim in the claims process and obtain information over the telephone in one attempt or contact;
- Receive information on how to obtain benefits from out-of-network providers;
- Receive information on advance directives;
- Receive benefits, services and instructional materials in a manner that may be easily understood;
- Receive information that describes the availability of supports and services and how to access them;
- Receive information you request and help in the language or format of your choice;
- Receive interpreter services free-of-charge for non-English languages as needed
- Be provided with written materials in alternative formats and information on how to obtain them if you are visually and/or are hearing impaired or have limited reading proficiency;
- Receive information within a reasonable time after enrollment;
- Be provided with information on services that are not covered on moral /religious basis;

# Enrollee Rights and Responsibilities Con't

- Receive information on how to access 911, emergency, and post-stabilization services as needed;
- Receive information on how to obtain referrals for specialty care and other benefits that are not provided by the primary care provider;
- Receive information on how and where to access benefits that are not covered under DWIHN Medicaid contract but may be available under the state health plan, including transportation;
- Receive information on the grievance, appeal and fair hearing processes;
- Voice complaints and request appeals regarding care and services provided;
- Timely written notice of any significant State and provider network-related changes;
- Make recommendations regarding the DWIHN member rights and responsibilities.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as specified in other Federal regulations on the use of restraints and seclusion.
- To request and receive a copy of your medical records, and request that they be amended or corrected.
- A second opinion from a network provider, or arrange for you to obtain one outside the network, at no cost to you.
- Request reports and documents that may better help you to understand their 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.dwihn.org](http://www.dwihn.org) some of those documents include, but are not limited to:
  - DWIHN's Quality Improvement Program and Annual Report
  - Notice of DWIHN's HIPAA Requirements and Privacy Practices
  - Clinical Practice Improvement Guidelines
  - ECHO Survey Results
  - Other Survey Results, Documents, Resources and Brochures
  - DWIHN's Quality Improvement Program and Annual Report
  - Notice of DWIHN's HIPAA Requirements and Privacy Practices
  - Clinical Practice Improvement Guidelines
  - Other Survey Results, Documents, Resources and Brochures

## Your Responsibilities:

- To keep appointments as scheduled or phone in advance to cancel.
- To follow your treatment plan or ask for a review of your plan.
- To let your therapist know of any changes in your condition, including any side effects of medication.
- To seek help in times of crisis.
- To keep violence, drugs, abusive language and damaging behavior away from the treatment setting in respect for others.
- To be aware of program rules and abide by them.



# Enrollee Rights and Responsibilities Con't

- To be an active participant in your treatment.
- To ask questions if you do not understand.
- To share with staff, your experience of our services, what we do well, and what we could do better.
- 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, its practitioners and providers in order to provide care.
- To follow your treatment plan of care and instructions. The plan of care is to be agreed upon by you and your provider.
- To 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.

## DWIHN Responsibilities:

- To provide quality behavioral health services;
- To assess and evaluate behavioral health requests in a timely manner;
- To give you a choice of providers to the extent that is possible;
- To offer you a second opinion if you request one;
- To provide you with information about your behavioral health services and your rights;
- To provide you with a written Notice of Action, when advising you of termination, reduction, denial, suspension or limit the authorization of services that you have requested and/or have been receiving;
- To provide you with information about DWIHN's operations organizational structure, annual reports, etc. upon request and to notify you annually that this information is available;
- To protect the rights of individuals receiving services;
- We are required by law to maintain the privacy and security of your personal health information;
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information. We must follow the duties and privacy practices described in the notice of Privacy Practices and give you a copy;
- We will not use or share your information other than as described in the Notice of Privacy Practices unless you tell us we can in writing;
- You can change your mind at any time about the sharing of information, but this request should be made in writing to ensure it is documented in your request.
- 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.

# Enrollee Rights and Responsibilities Con't

**Note:** All DWIHN and Network Providers staff shall acknowledge, uphold and demonstrate knowledge of the above enrollee rights and responsibilities. The State must ensure that you are free to exercise your rights, and that the exercise of your rights does not adversely affect the way DWIHN and its network providers or the State agency treat you.

Please visit the DWIHN website [www.dwihn.org](http://www.dwihn.org) 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.

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## **Privacy Practice Updates:**

*As of March 08, 2023, there have been recent changes to DWIHN's Privacy Practice. These specific changes are listed below. Please refer to DWIHN's website for the complete Privacy Practice document that is inclusive of these updates.*

**To Provide Breach Notification:** As a covered entity, DWIHN is required by law to notify affected individuals following a breach of unsecured PHI. We may use and disclose your PHI, if necessary, to tell you and regulatory authorities or agencies of unlawful or unauthorized access to your PHI.

### **Authorization required: Psychotherapy notes:**

DWIHN must obtain an authorization for any use or disclosure of psychotherapy notes, except: To carry out the following treatment, payment, or health care operations:

- (A)** Use by the author of the psychotherapy notes for treatment;
- (B)** Use or disclosure by the covered entity (DWIHN) for its own training programs in which students, trainees, or practitioners in mental health learn under supervision to practice or improve their skills in group, joint, family, or individual counseling; or
- (C)** Use or disclosure by the covered entity to defend itself in a legal action or other proceeding brought by the individual.

### **Authorization required: Marketing:**

Requires DWIHN to obtain an authorization for any use or disclosure of protected health information for marketing, except if the communication is in the form of:

- (A)** A face-to-face communication made by a covered entity to an individual; or
- (B)** A promotional gift of nominal value provided by the covered entity.
- (C)** If the marketing involves a third party, the authorization must state that such remuneration is involved.

### **Authorization required: Sale of protected health information:**

Requires that DWIHN obtain an authorization for any disclosure of protected health information which is a sale of protected health information. The authorization must state that the disclosure will result in remuneration to the covered entity.

## **Detroit Wayne Integrated Health Network**

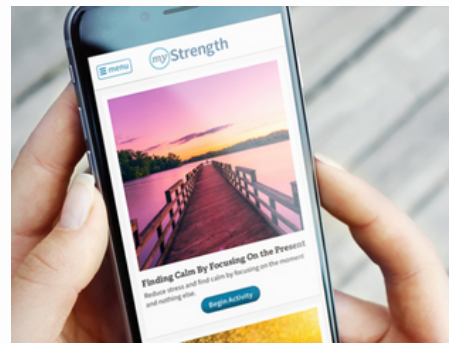
The Quality Assurance Performance Improvement Plan (QAPIP) Evaluation is an annual document that assesses and identifies DWIHN's improvements, achievements and outcomes throughout the year. The QAPIP includes the six (6) pillars that are identified in DWIHN's Strategic Plan: Customer, Access, Quality, 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>.

## myStrength

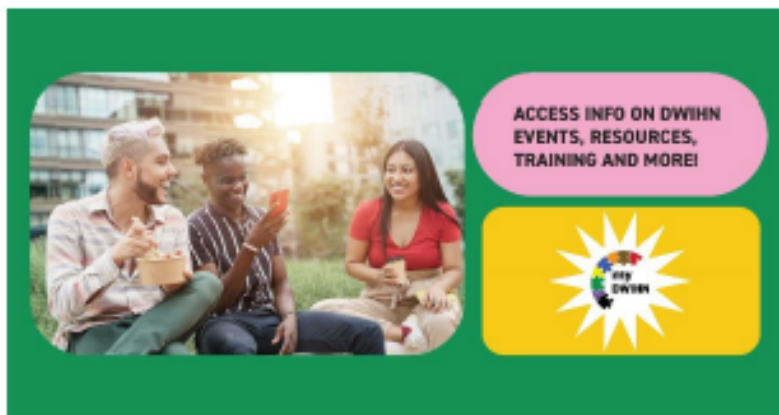
The health club for your mind™

**Sign Up Today!**

1. Visit [www.myStrength.com](http://www.myStrength.com).
2. Click "Sign Up."
3. Enter Access Code: **DWIHNc**
4. Complete the myStrength sign-up process
5. Download the myStrength app for iOS and Android



### DWIHN Launches Mobile App



DWIHN has launched its very own mobile application so you can learn more about DWIHN services, supports, events, trainings, resources and much more!

Download the app today from the Apple or Google Play stores

<https://apps.apple.com/us/app/mydwihn/id1642577658>

<https://play.google.com/store/search?q=myDWIHN&c=apps>



## Did You Know?

Effective September 2021, the state began offering another local dispute resolution option for individuals receiving Behavioral Health Services. It is called Mediation. This is a way to provide another avenue for members as well as our provider network to come to a resolution in areas where there may be a disagreement or conflict.

Mediation does not take the place of DWIHN's ability to address a member's Appeal, Grievance or Recipient Rights complaint. It is important to note that only the member or their legal guardian can request mediation services. If you are interested in learning more contact:

**The Mediation Helpline at 1-844-3-MEDIATE (1-844-363-3428)**

**Estimated Cost of Services (ECS):** Members have the right to know the Estimated Cost of Services (ECS) for the services identified in your Individual Plan of Service, (IPOS), also known as your Person-Centered Plan (PCP). Members should receive this information along with a copy of your IPOS within 15 business days of your IPOS Meeting. Members also have the right to receive an Explanation of Benefits (EOB). Your EOB will identify the following: Summary of Services provided over a specific date, the Name of Provider who provided the services, and the total number of each service provided. Remember that the EOB is not a bill, it explains what was covered by your insurance. \*\*\*If you do not receive the above information, you may request it at any time. Also, you may contact the DWIHN Customer Service Department at 1-888-490-9698 to assist you in this regard. \*\*\*

**Claims Status:** Members have the right to track the status of their claims in the claims process and obtain the following information over the telephone in one attempt or contact. For additional information you may contact the DWIHN Customer Service Department at 1-888-490-9698.

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### MEMBER INFORMATION:

**AS A DWIHN MEMBER YOU ARE ABLE TO REQUEST HARD COPIES OF MEMBER INFORMATION LIKE THE MEMBER HANDBOOK, PROVIDER DIRECTORY, FORMS, AND OTHER MATERIALS AT NO COST TO YOU. MATERIALS WILL BE SENT WITHIN 5 BUSINESS DAYS OF REQUEST. YOU CAN GET THIS INFORMATION BY CONTACTING THE DWIHN CUSTOMER SERVICE DEPT USING OUR TOLL FREE NUMBER – 888-490-9698 or BY VISITING OUR WEBSITE AT [WWW.DWIHN.ORG](http://WWW.DWIHN.ORG)**

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DWIHN makes every effort to ensure the accuracy of the Provider Directory upon printing, however, periodically entries are updated and or changed. For the most current version, please visit our website a <https://www.dwihn.org/find-a-provider>, where you can also review information in multiple languages.

All new enrollees in the DWIHN system of care should receive the most current hard copy of the DWIHN Provider Directory at the time of enrollment, upon intake and on an annual basis, you are also able to make this request at any time. To request a copy of a DWIHN Provider Directory please contact the DWIHN Customer Service Department at 888.490.9698 or TTY: 800.630.1044 between 8 am and 4:30 pm Monday through Friday or you may request one through your direct Service Provider. The mailed copy will be provided at no cost to you.

# Provider Closures

In accordance with reporting requirements for the Detroit Wayne Integrated Health Network, below is a list of providers and programs that have either closed or been terminated as of August 15, 2024

<b>Date Closed</b>	<b>Provider Name</b>	<b>Address</b>
<b>4/20/2024</b>	<b>Community Programs and Services</b>	<b>38240 Wick Rd., Romulus, MI. 48174</b>
<b>3/31/2024</b>	<b>O and B Community Homes</b>	<b>N/A- sites being transferred to another DWIHN contracted provider organization</b>
<b>6/29/2022</b>	<b>Centria</b>	<b>32813 Middlebelt Rd., Suite 100, Farmington Hills, MI. 48334</b>
<b>5/3/2024</b>		<b>Emagine Health Services ABA</b>
<b>7/31/2024</b>	<b>Community Choices - Oporto Home</b>	<b>30237 Six Mile Rd., Livonia, MI. 48150</b>
<b>7/31/2024</b>	<b>Community Choices - Riverwood Home</b>	<b>24712 Huron River Dr., Rockwood, MI. 48173</b>
<b>6/15/2024</b>	<b>Creative Images Green II Home</b>	<b>20524 Burgess Ct., Detroit, MI. 48219</b>
<b>6/21/2024</b>	<b>Gateway Pediatric Therapy</b>	<b>37721 Pembroke Ave., Livonia, MI. 48152</b>
<b>6/30/2024</b>	<b>New Outlook</b>	<b>43242 Barchester, Canton, MI. 48187</b>
<b>7/23/2024</b>	<b>Community Choices-Schuman II Home</b>	<b>1401 Schuman, Westland, MI. 48186</b>
<b>7/31/2024</b>	<b>Southern Care</b>	<b>613 LeBlanc, Lincoln Park, MI. 48146</b>
<b>7/31/2024</b>	<b>Southern Care</b>	<b>613 LeBlanc, Lincoln Park, MI. 48146</b>

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Continued from previous page **Provider Closures**

In accordance with reporting requirements for the Detroit Wayne Integrated Health Network, below is a list of providers and programs that have either closed or been terminated as of August 15, 2024

Date Closed	Provider Name	Address
8/30/2024	Guidance Center ABA Program only	885 Pardee Rd., Taylor, MI. 48180
9/30/2024	Tommie Inc.- Ruby I AFC	20184 Ward, Detroit, MI. 48235
9/30/2024	Yarbrough AFC- Yarbrough I, Yarbrough II & Yarbrough Better Living	5557 Allendale, Detroit, MI. 48204 15226 Beech Daly Rd., Taylor, MI. 48180 3766 14th St., Ecorse, MI. 48229



**Hours of Operation:** 8:00 am - 4:30 pm  
**Customer Service:** (313) 833-3232  
**Main:** (313) 833-2500  
 (313) 344-9099  
**TTY:** 711  
**24-Hour Helpline:** (800) 241-4949

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