

Provider Network News

DETROIT WAYNE INTEGRATED HEALTH NETWORK

OCT - DEC 2024



DWIHN
Your Link to Holistic Healthcare

TOP
WORK
PLACES
2023

Detroit Free Press

National Veterans and Military Families Month



★ ★ ★ ★ ★
**VETERANS
DAY**
November 11th



*Happy
Thanksgiving*

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Welcome

DWIHN Board of Directors Approves CEO Contract

James White to Begin his Tenure Nov. 18



DETROIT, MI – October 31, 2024 – The Detroit Wayne Integrated Health Network Board of Directors, on Wednesday, October 30, 2024, approved the contract for James White to serve as the organization’s next President and CEO. Mr. White is set to lead the organization in its mission of providing exemplary behavioral healthcare services and supports to over 123,000 people in Wayne County starting Monday, November 18, 2024.

Mr. White was selected in a unanimous vote with one abstention by the CEO Search Committee who began looking for a new CEO in July. Over 60 candidates applied for the position which was narrowed down to seven candidates and then the final two were selected. They were interviewed by providers, community stakeholders and staff. It was the decision of the CEO Search Committee to present one final candidate as its recommendation to the DWIHN Board of Directors as its next President and CEO.

“We are very pleased with the choice of Mr. White to continue leading DWIHN and we feel confident that he is the right person for the critical job of leading this organization as we enter this next phase of growth to help our region’s most vulnerable citizens,” said Board Chairperson, Dr. Cynthia Tauog.

DWIHN continues its expansion as it is transforming the delivery of crisis care services with the newly established 707 Crisis Care Center and Mobile Crisis Services that launched earlier this year. Our organizational advancements and clinical efforts remain paramount as we work with the DWIHN Provider Network to allow choice for people in need of programs, services and supports throughout Wayne County. These programs will be enhanced by the implementation of Certified Community Behavioral Health Clinics (CCBHC) and the delivery of direct services available throughout the region. All initiatives are being done to enhance customer experience, provide additional community services and bring added value to the people we serve.

Mr. White has served in a leadership role for over twenty years with the City of Detroit’s Police Department, with the last four years as its Chief of Police. He also served as Executive Director with Michigan Department of Civil Rights. He brings a wealth of experience and on the job training in the behavioral health space. Mr. White received a Master of Science in Mental Health Counseling from Central Michigan University and a Bachelor of Arts in Sociology from Wayne State University.

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

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>

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
- DWIHN APP - <https://www.dwihn.org/DWIHN-Mobile-App.id.5079.htm> - 19.9kb
- DWIHN New Provider Orientation PowerPoint - <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>
- MCO Provider Contract Manager (PNM) Assignments for Residential Providers - <https://www.dwihn.org/providers-mco-contractors-residential-providers.pdf>
- MCO Staff Phone List - <https://www.dwihn.org/providers-mco-staff-phonelist.pdf>
- DWIHN Online Provider Directory - <https://www.dwihn.org/find-a-provider>
- DWIHN Provider Manual - <https://www.dwihn.org/provider-manual>

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

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



DWIIHN 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>

Upcoming Provider Meetings Dates:

November 22, 2024

January 3, 2025

February 14, 2025

March 28, 2025

Below is a link if you would like to submit questions ahead of time.

https://dwmha.az1.qualtrics.com/jfe/form/SV_1zvuZX8HB1g1lj

DWIHN 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

MH Win - 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



Provider Alerts/Changes/Closures

New Provider Locations:

Complete Best Care LLC

18072 Woodingham Dr., Detroit, MI 48221

Emerald Care LLC

Grand, 3000 W. Grand St., Detroit, MI 48238
West Grand, 3002 W. Grand St., Detroit, MI 48238

Generations Wellness Center Inc

26803 Ryan Road, Warren, MI 48091

Greater Grace Health System, Inc.'s Garfield Group Home

19272 Garfield, Redford, MI 48240

Jacksons Home

16160 Baylis St., Detroit, MI 48221

Sunderland House dba Dynamic Care Group LLC

20520 Sunderland, Detroit, MI 48219

Vital Health Management

17950 Woodward Ave., Detroit, MI 48203

Volunteers of America Michigan

235 E. Milwaukee, Detroit, MI 48152



Provider Closures:

Agape Cares, Inc.

4180 Harriet, Inkster, MI 48141

Covenant To Care, Inc. - Corbett

12726 Corbett, Detroit, MI 48213

Eisenhower Center's Homestead West

3200 E. Eisenhower Parkway, Ann Arbor, MI 48108

Covenant To Care, Inc. - Corbett

12726 Corbett, Detroit, MI 48213

Homes of Opportunity, Inc.

1110 Eldon Baker Drive, Flint, MI 48507

Homes of Opportunity's Yale Home

6062 Yale, Westland, MI 48185

Peak Autism Center

7800 W. Outer Dr., Suite LL26, Detroit, MI 48235

Domus Vita, Inc. - Lucerne III Home

9022 Lucerne, Redford, MI 48239

Gateway Pediatric Therapy - Pembroke

37721 Pembroke, Livonia, MI 48152

Tommie, Inc. - Ruby 1 AFC

20184 Ward, Detroit, MI 48235

Hope Network, Southeast Oakman Blvd

6500 Oakman, Dearborn, MI 48126

Cambridge II - Hope Net S.E.

6500 N. Inkster, Dearborn Heights, MI 48127

Rgrps, Inc. - Emma Dale-Hench

33917 Pondview Circle, Livonia, MI 48152

Saints Incorporated

2945 S. Wayne Rd, Wayne, MI 48184





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

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

- ◆ DWIHN Member Handbook
- ◆ DWIHN Provider Manual
- ◆ DWIHN 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 DWIHN's Quality Improvement program, including goals and annual results are available on our website www.DWIHN.org
- ◆ DWIHN policies dwihn.org/policies

DWIHN Provider Responsibilities

- Detroit Wayne Integrated Health Network (DWIHN) Contracted Providers are required to notify DWIHN of changes to information regarding their organization. This requirement is identified in the provider contract and in DWIHN policies.
- Providers must notify DWIHN 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 employ
 - Requirement-Update All Staff Records in MHWIN
 - Exceptions Only in an emergency situation, where member's health and safety are at risk, the provider must notify DWIHN immediately.



DWIHN Affirmative Statement

- DWIHN, Crisis Service Vendors and Access Center practitioners, and employees who make Utilization Management decisions understand the importance of ensuring that all consumers receive clinically appropriate, humane, and compassionate services of the same quality that one would expect for their child, parent, or spouse by affirming the following:
 - UM decision-making is based only on the 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 or any other staff making UM decisions are rewarded for issuing denials of coverage or service or reducing the provision of care that is deemed medically necessary.
 - Practitioners may freely communicate with members about their treatment, regardless of benefit coverage limitations."

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)

DWIHN Members' Rights and Responsibilities Statement

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

Understanding your rights and responsibilities will help you to make informed decisions about your healthcare.



You have the right to:

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

You have a responsibility to:

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

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

Wellness Tools for DWIHN Members

- ◆ See the Member tab, at www.DWIHN.com for health management tools to assist members and staff in tracking their health goals.
- ◆ A free health & Wellness app www.myStrength.com; (Access code is: DWIHNc)
- ◆ MyStrength is a secure tool for members and staff to track their personal health records.

For more information or to access the latest Member Handbook, Provider Directory or Provider Manual:

- ◆ Online - go to DWIHN's Website at www.dwihn.org
- ◆ Call or email your DWIHN Provider Network Manager
- ◆ Email the Managed Care Operations Unit at pihpprovidernetwork@dwmha.com
- ◆ Call - DWIHN Customer Service at 888.490.9698

12/1/2023

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](https://dwihn.org/Quality-Assessment-Performance-Improvement-Program-QAPIP.id.1734.htm) at: <https://dwihn.org/Quality-Assessment-Performance-Improvement-Program-QAPIP.id.1734.htm>.



Sobriety House, Inc.

On September 5, 2024, the Michigan Certification Board for Addiction Professionals (MCBAP) honored esteemed DMC DRH Peer Recovery Coach, Mr. Arnold with the top Peer Recovery Coach Mentor award. This marks a historic moment as Mr. Arnold is the first ever to receive this accolade from the State. The event was a splendid showcase of partnership and exemplary teamwork, highlighted by the presence of notable figures including DMC ACC CEO Joshua Hester, DWIHN SUD Director Ms. Judy Davis, MCBP Executive Director Jennifer Mitchell, Sobriety House CEO Dana Smith, and DRH ER Director Elrod, MD. Center stage, the man of the moment, DRH PRC Mr. Arnold, stood proudly holding his well-deserved award.



The Detroit Wayne Integrated Health Network's Peer Recovery Coach SBIRT Program, initiated on March 8, 2022, at DMC Hospitals, aims to identify individuals at high risk of developing or currently facing substance use disorders. By providing timely interventions and connecting these individuals with suitable treatment services, this program emphasizes the importance of conducting SBIRT screenings within DMC Hospitals to facilitate their admission into treatment services. Impressively, the program boasts a success rate of over 70% in enrolling members into Substance Use Disorder (SUD) residential services.

Provider Network News: Accessing Important Memos

In an effort to keep our provider network informed and up-to-date, recent memos addressing key updates, procedures, and policy changes have been circulated. These communications are essential for ensuring all providers are aware of the latest developments that impact our network and the services we provide.

- DWIHN – FY24 Year End Memo to Providers 9.25.24
(Closeout Process for Claims, Encounters, and Financial Status Reports)
- Centralized Dispatch of Requests for Service (RFS) Memo
- Prescription Guidance Letter for PCP

Where to Find Memos:

All memos sent to the provider network are now available on our website at [https://www.dwihn.org/providers_announcements]. Providers can review recent communications, including important updates regarding billing, compliance, and operational procedures. For ease of access, memos are organized by date and topic.

Stay Informed:

Providers are encouraged to check the website regularly for new memos and updates. Staying informed is crucial to maintaining compliance and ensuring smooth collaboration across the network.



Children's Initiatives 2024-2025

CORE COMPETENCY TRAINING: SAVE THE DATES!

<p>NOV 2024</p>	<p>7</p>	<p>Core Competency Initial 9am - 12pm Location: The Children's Center 79 W.Alexanderine Detroit, MI 48201</p>
<p>FEB 2025</p>	<p>13</p>	<p>Core Competency Booster 9am -11am Location: Via Zoom</p>
<p>MAY 2025</p>	<p>8</p>	<p>Core Competency Initial 9am -12pm Location: The Children's Center 79 W. Alexanderine Detroit, MI 48201</p>
<p>AUG 2025</p>	<p>14</p>	<p>Core Competency Booster 9am-11am Location: Via Zoom</p>

Trainings are only for CMH Providers. Training is required for SED Providers and optional for I/DD providers. Register on DWC

Neighborhood Wellness Centers










The Michigan Department of Health and Human Services' Neighborhood Wellness Centers offer no-cost health and wellness services in communities that are marginalized where there are higher risks for adverse health outcomes.

The wellness centers, initially established as COVID-19 testing sites, have evolved to also offer expanded community-driven services, often in areas with limited access to preventative health care services.

Available Services

As the wellness centers expand offerings, MDHHS is pleased to provide the following services to community members based on their feedback:

-  Blood pressure screenings.
-  Diabetes screenings.
-  Cholesterol screenings.
-  Substance use disorder services.
-  On-site community health workers (CHWs).*
-  COVID-19 and flu testing.
-  Crisis support, including warming/cooling centers and during disaster response.

Watch for more information coming soon on additional offerings such as mobile dentistry and mammograms.

Community Health Workers (CHWs)

*Neighborhood Wellness Centers include on-site CHWs.

CHWs support community members by helping to identify social determinants of health needs, such as food, transportation and housing, and linking them to resources to address those needs. Additionally, they offer health counseling and education services, and provide referrals to primary care providers, senior services and more.

Neighborhood Wellness Center Locations

Please call for days and times the Neighborhood Wellness Centers are open at each location.

Albion College (517) 629-0321 401 E. Michigan Ave., Albion, MI 49224

All God's People Church

(586) 549-5556
25295 Chippendale St., Roseville, MI 48066

Bethel Baptist Church East (313) 923-3060
5715 Holcomb St., Ste. 33, Detroit, MI 48213

Bethel United Methodist Church

(810) 407-6642
B1309 N Ballenger Hwy., Flint, MI 48504

Christ Temple Church (231) 733-1996 412 E. Sherman Blvd., Muskegon, MI 49444

El Bethel Baptist Church*

(313) 532-7897
25295 Grand River Ave., Redford, MI 48240

Epicenter of Worship (517) 482-8910 517 W. Jolly Rd., Lansing, MI 48910

Gethsemane Missionary Baptist Church*

(734) 721-2557
29066 Eton St., Westland, MI 48186

Hartford Memorial Baptist, Head Start Building* (313) 861-1285 14000 W. Seven Mile, Detroit, MI 48235

Historic King Solomon Baptist Church

(313) 355-2150
6100 14th St., Detroit, MI 48208

Hope Community Church (269) 684-2770
2390 Lake St., Niles, MI 49120

International Gospel Center*

(313) 389-2700
336 Salliotte Rd., Ecorse, MI 48229

Macedonia Baptist Church

(810) 787-1561
G5443 N Saginaw St., Flint, MI 48505

New Hope Missionary Baptist Church

(734) 728-2180
33640 Michigan Ave., Wayne, MI 48184

The Open Door Church of God in Christ*

(313) 526-3460
12411 E. 7 Mile, Detroit, MI 48205

Peace Baptist Church*

(313) 368-2304
13450 Goddard St., Hamtramck, MI 48212

Renaissance Church of God in Christ

(616) 243-0991
1001 33rd St. SE, Grand Rapids, MI 49508

Southwestern Church of God

(313) 386-7960
3032 South Fort St., Detroit, MI 48217

Triumph Church, Central Campus

(313) 386-8044
15801 Joy Rd., Detroit, MI 48228

Vernon Chapel AME Church*

(313) 893-5275
18500 Norwood St., Detroit, MI 48234

Wayne County Community College District, Northwest Campus

(313) 943-4000
8200 West Outer Dr., Detroit, MI 48219

Word of Life Christian Church

(810) 232-5944
460 W. Atherton Rd., Flint, MI 48507

**Offer substance use disorder services.*

Warming Centers

Warming centers are open now through March 31 to provide respite from cold weather, plus two meals, showers, sleeping accommodations, and housing assistance services to residents experiencing homelessness. To ensure the safety and security of residents using warming centers, all three facilities are supervised at all times. (Cass Community Social Services - Serves families and single women; Detroit Rescue Mission Ministries - Serves families and single women; Detroit Rescue Mission Ministries - Serves single males.)

Detroit Recreation Centers:

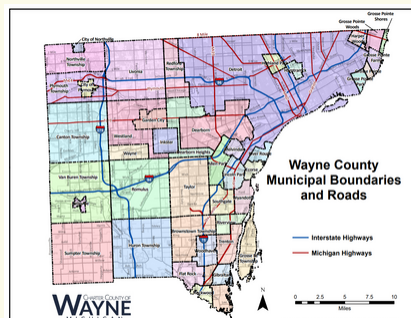
Website

- **Adams Butzel Complex**, 10500 Lyndon, Mon-Fri from 8 AM – 8 PM
- **Butzel Family Center**, 7737 Kercheval Avenue, Mon-Fri from 11 AM – 7 PM
- **Clemente Recreation Center**, 2631 Bagley, Mon-Fri from 1 PM – 9 PM
- **Farwell Recreation Center**, 2711 E. Outer Drive, Mon-Fri from 11 AM – 7 PM
- **Lasky Recreation Center**, 13200 Fenelon, Mon-Fri from 12 PM – 8 PM
- **Northwest Activities Center**, 18100 Meyers, Mon-Fri from 8 AM – 9 PM; Sat 10 AM – 6 PM
- **Patton Recreation Center**, 2301 Woodmere, Mon-Fri from 8 AM – 8 PM
- **Kemeny Recreation Center**, 2260 S. Fort, Mon-Fri from 8 AM – 8 PM
- **Crowell Recreation Center**, 16630 Lahser, Mon-Fri from 1 PM – 9 PM
- **Heilmann Recreation Center**, 19601 Crusade, Mon-Fri from 8 AM – 8 PM

Detroit Public Library Branches:

Website

- **Bowen Branch**, 3648 W. Vernor, Mon, Wed & Sat, 10 AM – 6 PM; Tues & Thurs, 12 PM – 8 PM
- **Campbell Branch**, 8733 W. Vernor Hwy, Mon & Wed, 12 PM – 8 PM; Tues, Thurs & Sat, 10 AM – 6 PM
- **Chandler Park Branch**, 12800 Harper, Mon, Wed & Sat from 10 AM – 6 PM; Thurs 12 PM – 8 PM
- **Chaney Branch**, 16101 Grand River, Mon, Wed & Sat, 10 AM – 6 PM; Tues & Thurs from 12PM – 8 PM
- **Duffield Branch**, 2507 W. Grand Blvd, Mon, Wed & Sat from 10 AM – 6 PM; Tues & Thurs, 12PM – 8 PM
- **Edison Branch**, 18400 Joy Road, Mon & Wed from 12 PM - 8 PM; Tues, Thurs & Sat from 10 AM – 6 PM
- **Elmwood Park Branch**, 550 Chene, Mon, Wed & Sat from 10 AM – 6 PM; Tues & Thurs from 12 PM - 8 PM
- **Franklin Branch**, 13651 E. McNichols, Mon, Wed & Sat from 10 AM – 6 PM; Tues & Thurs from 12 PM – 8 PM
- **Hubbard Branch**, 12929 W. McNichols, Mon. & Wed. from 12 PM – 8 PM; Tues, Thurs & Sat from 10 AM – 6 PM
- **Jefferson Branch**, 12350 E. Outer Drive, Mon & Wed from 12 PM - 8 PM; Tues, Thurs & Sat from 10 AM – 6 PM
- **Knapp Branch**, 13330 Conant, Mon, Wed & Sat from 10 AM – 6 PM; Tues & Thurs from 12 PM - 8 PM
- **Lincoln Branch**, 1221 E. Seven Mile Road, Mon & Wed from 12 PM – 8 PM; Tues, Thurs & Sat from 10 AM – 6 PM
- **Parkman Branch**, 1766 Oakman Blvd, Mon & Wed from 12 PM – 8 PM; Tues, Thurs & Sat from 10 AM – 6 PM
- **Redford Branch**, 21200 Grand River Ave, Mon & Wed from 12 PM – 8 PM; Tues, Thurs & Sat from 10 AM – 6 PM
- **Sherwood Forest Branch**, 7117 W. 7 Mile Road, Mon, Wed & Sat from 10 AM – 6 PM; Tues & Thurs from 12 PM – 8 PM





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twitter.com/DetroitWayneIHN



facebook.com/DetroitWayneIHN



instagram.com/detroitwayneihn



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



youtube.com/@DetroitWayneIHN



TikTok.com/@DetroitWayneIHN



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



	Service Area Description	Access Codes
1	DWPHN & Provider Network Staff	DWPHNStaff
2	DWPHN Member Referral	DWPHNc
3	Non-Member Referral	DWPHNp
4	Prevention Initiatives and Services Referral	DWPHNSupport
5	First Responder Referral	DWPHN911
6	Access Center Referral	DWPHNAccess

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.

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