

# Fall Edition 2023



# Persons Points of View

**Tri-County  
Peer Connect  
Training  
E-Directory**

**Editor-In-Chief  
Michael Shaw**

**Sewing Made Easy  
Poetry Corner**

## **WALK A MILE IN MY SHOES 2023 BY MICHAEL SHAW, DWIHN STAFF**

The day was cool and brisk and people throughout the state, members, politicians, and leaders converged at the Michigan State Capitol in Lansing for the annual Walk A Mile In My Shoes Rally.

This celebration acknowledges the struggles those with mental health concerns and intellectual and developmental disabilities face on their life journey. Nearly 3,000 people gathered from across the state. DWIHN was well represented with close to 300 attendees. Several clubhouses and organizations such as Turning Point and STEP brought members as well. DWIHN sponsored the event by providing free round-trip bus transportation, t-shirts and lunch.

Dwight Harris was the event emcee and Ken Thomas from STEP was the Wayne County representative speaker. They both did a fine job.

One of the goals of Walk A Mile is for our members to network with Governor, legislators, and others in administrative positions to let them know what issues are affecting our communities and that we oppose cuts to mental health services. We also let them know that we vote! As DWIHN Constituents' Voice Co-Chairperson, Jaime Junior stated "This year was a hugely important year to bring issues to our legislators that concern many of us. WAM is not only a day for us to exercise our right to be heard, but it also demonstrates our collective power – there is strength in numbers." WAM is co-sponsored by the Michigan Association of Community Mental Health Boards (MACMHB). The annual event usually occurs in the second week of September. All are encouraged to attend and experience this exciting civic event.



**Detroit Mayor Mike Duggan and DWIHN**



**DWIHN Staff and Representatives**

# TRI-COUNTY PEER CONNECT TRAINING BY DWIGHT HARRIS AND DELORA WILLIAMS, STAFF

The Tri-County Peer Connect Training was held in August. Dwight Harris, Blake Perry, Cherise Donelson (Wayne), Sherri Rushman (Oakland), Kiera Searles, and Karen Smith (Macomb) were some of the Peers who presented. The topics discussed were "Exploring the Diversity in Our Communities," and "Positive Thinking."

The purpose of this training was to provide attendees with new information and tools that they can use to help the African American, LGBTQ+, Middle Eastern, and returning citizen communities access mental health and substance use services.

Peers were educated on how diverse communities access services, the barriers they may encounter, and means of appropriate communication when aiding them. In addition, Sherri Rushman, one of the speakers, impressed attendees with positive thinking exercises, and provided guidance on the group affirmation board.

The training was designed to help attendees develop positive attitudes and encourage them to maintain a positive attitude and work with confidence. The training was excellent and informative.

The training included a variety of tools and resources, including pertinent information, handouts, and worksheets. The training was well-organized and informative, and the speakers were knowledgeable and experienced.



Tri-County Peer Connect 2023



Tri-County Peer Connect 2023

## **DOES THE DWIHN ONLINE PROVIDER DIRECTORY NEED ANY ADDED ENHANCEMENTS FOR ITS USERS? BY: KIVA REDMOND, STAFF**

The “Electronic Directory Evaluation Survey” was created and distributed to gage the overall experience of visitors to the DWIHN Online Directory, located on the website at [www.dwihn.org](http://www.dwihn.org). The reason for the survey was to capture and compare data and comments to help in adding information that might be needed to help visitors while on the site. The survey was conducted in July and consisted of 8 questions. 66 responses were captured and evaluated.

Overall, the DWIHN Online Provider Directory received a satisfactory review, as participants found that it was easy to use. The survey showed a good readability score (above 85%) as the language was easy to understand.

Over half of the survey takers found they were able to review, evaluate, and find what they were looking for when navigating the directory. DWIHN staff intends to make improvements based on recommendations from participants. DWIHN will continue to evaluate this document on an ongoing basis.

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## **SEWING MADE EASY BY LINDA BURTON CPSS/CHW**

Hello, my name is Linda Burton. I am a Certified Peer Support Specialist (CPSS) and a Community Health Worker (CHW) at Our Place Drop-In Center in Redford. Here at the drop-in center, we provide numerous activities for members. One of those activities is sewing. Our sewing instructor is Mari Pierce. Mari is a volunteer who comes to the drop-in on Thursdays to help members discover how much fun it is to sew. One of our members, Shelly Black, also volunteers and assists Mari and I in teaching the sewing class.

We have 7 sewing machines. Each member is encouraged to learn at their own pace. So far this year, we have made: Face Masks, Aprons, Tote Bags, and Stuffed Animal Pillows. Mari is a great asset! Not only does she demonstrate how to sew, she also teaches basic sewing skills. Members have told us that they never knew they could sew and that they enjoy coming to our class. Thank you Mari!!!



## INTERVIEW WITH CERTIFIED PEER SUPPORT SPECIALIST: CHERISE DONELSON: QUESTIONS SENT BY MICHAEL SHAW, STAFF

**Question:** Ms. Donelson, 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 am from a family that suffers from mental health and substance use disorders. I like to share my own experiences in the recovery process.

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

**Response:** I am currently employed with Access Community Health, located in Dearborn. My current position is Peer Lead. I provide assistance to new peers, meet with members we serve daily, and assist in the development of their Individualized Plan of Service (IPOS).

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

**Response:** My most challenging moments are when members we serve are not getting all the services needed to function on their own.

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

**Response:** I like being able to share my strengths, hopes, and experiences which allow me to help others. The success stories of members we serve inspire me.

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

**Response:** I take walks while on the job, listen to soft music, and pray to the GOD of my understanding.

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

**Response:** I would like DWIHN to allow private peer agencies to become organized and provide services.

**Question:** Great information! Thank you!



**CHERISE DONELSON**

# THE INTERSECTION OF A FAITH LIFE AND MENTAL ILLNESS: WHERE IS IT?

BY JOHN K

How do you have faith and a mental illness? That is an important question with which many of us have to grapple. I do, and here is my story. I was born in a household without faith. I did not have a relationship with my God growing up. Being from a non-religious background wasn't easy. I was bullied by so many people. Life was difficult. Then one day, I decided to go on my own faith journey. I researched several belief systems and several facets of Christianity. I knew I wasn't perfect and was unworthy of God's attention. Nevertheless, during a special time in the universe's celestial orientation called the Galactic Convergence, I went on a kind of fast from all things sinful in my life. The results were enormous. I felt God's presence greatly. I thought it was just voices inside my head. It was a good feeling. It was so strong I fell face down in my own apartment. This was before atypical medications came on the market. After these medications became available to me, I got even better. Then I tried going to church. I ended up at a church in Canton where I rededicated myself to Christ, my God. I got a new job, a new car, a better life. I later moved on to another church. I bought myself a suit and other suitable clothing for church. The activities at the church were wonderful and comforting. At church, I would cry when the movement of the Holy Spirit came upon me. It's truly beautiful, to say the least.

I know a lot of you don't have much money. You may not have enough money or motivation to dress up. There are some days I don't dress up. I don't care what anyone else thinks either. I am not here for other people. I go to church to commune with my Lord Jesus. That's the entire point of being at church. The point of church is to commune with the Holy Spirit and gain His Blessings.

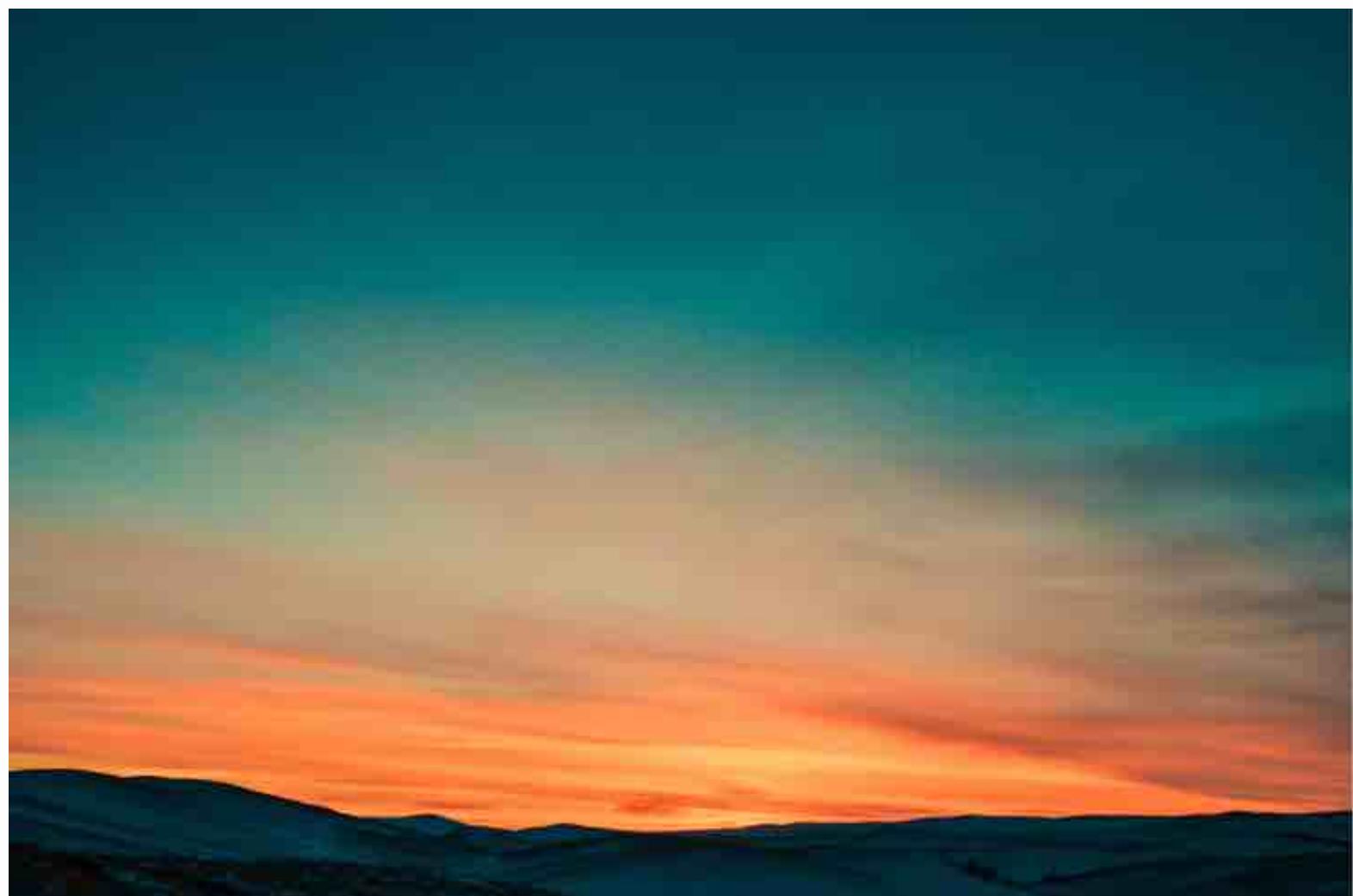
When I'm not in church, I enjoy listening to Christian radio stations such as WBCL. I find it encouraging. I read my Bible when I can. I have even found a good friend to whom I have confessed my sins. He spreads the "Good News" to me. Having Jesus in my life lets me feel stronger and less alone. He fills the void where people can't. People will let you down. God will never let you down. Find a faith filled life. You won't be dissatisfied. You don't have to go overseas to find God. He is truly special. I wish everyone reading this may find a faith filled life like I have. God Bless.

## **WE ALL SPILL OVER BY ADRIENNE THOMAS, AUTHOR, LIFE COACH**

Many times, when you are quiet and don't bother other people, you will be labeled as ungodly, uncooperative, unhealthy, and unapproachable.

However, when you are silent for a purpose, you do not have to explain yourself to anyone. Your silence may be because God is showing you much, teaching you much, and giving important instruction for your good. If God says be quiet, then you remain silent. Pray, and worship your God. Stay focused. Be less concerned about the criticism and more concerned about the instructor who is giving you the instructions and guidance. Why? Because if God says do it, you can never go wrong.

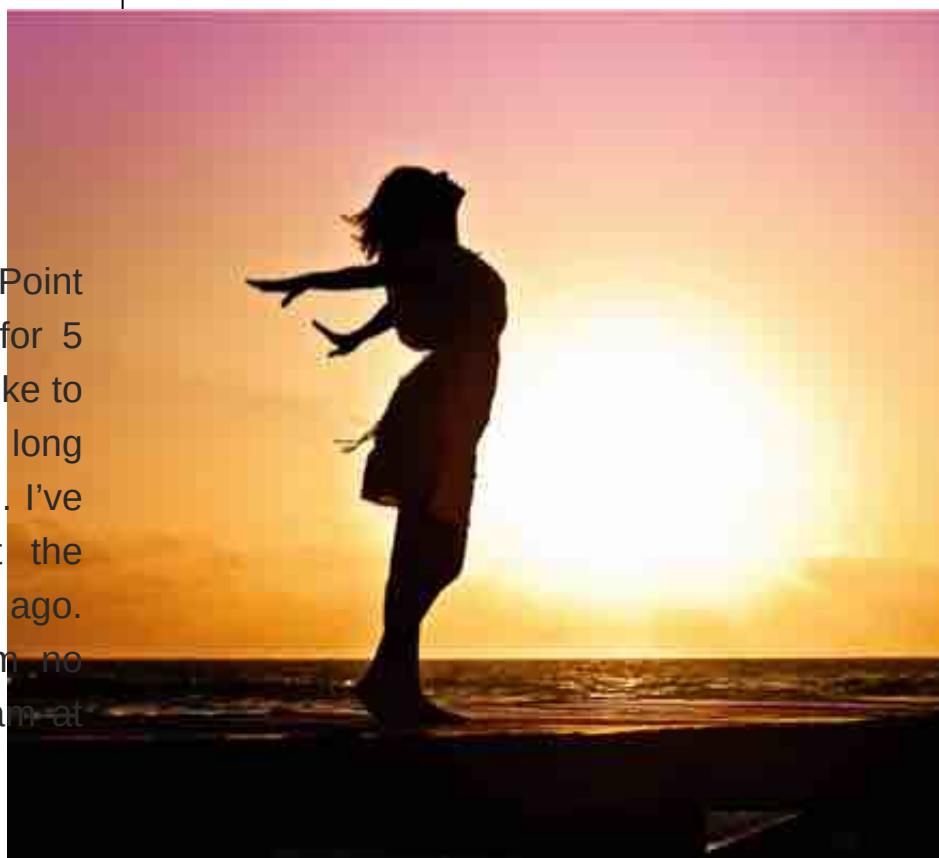
What you need to remember is that many times, God wants you to be silent because he is getting ready to speak for you in a manner that will shut down every person and thing that tried



## Voices of Our Members

### **Praising Turning Point Clubhouse Lizzy Sturgill**

I would like to praise Turning Point Clubhouse. I have been going there for 5 years and am on the advisory board. I like to help out at the clubhouse. I've come a long way and am currently living on my own. I've received 2 awards from DWIHN at the Reaching for the Stars Gala 2 years ago. Today, I am a different person. I am no longer shy and am proud of where I am at now.



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### **Our Clubhouse and It's Upcoming Anniversary Shirlon Colbert**

My name is Shirlon Colbert. I am a member of Turning Point Clubhouse. I love my family here. We are doing great things. The Clubhouse is growing and attracting new members. We are achieving the goals we are setting. So hooray to our clubhouse! In September, we will be commemorating Turning Point's 33rd anniversary. I am proud of my clubhouse family and what we are doing.



## **ELOTE-CHICKEN SALAD RECIPE**

This award-winning recipe is brought to you by Services To Enhance Potential (STEP) What's Cooking at STEP culinary arts program. The program won the Best Appetizer and People's Choice Award at the 2023 Southern Wayne County Regional Chamber Black Tie Expo and Gala.

### **Ingredients:**

Approx. 4 cups corn (about 5 ears, 3 cans, or 2 frozen bags)

Thinly sliced chicken, chopped small (generously seasoned with homemade taco)

1 tablespoon olive oil (optional)

1 medium red bell pepper, finely chopped

1 poblano pepper, very finely diced (de-seed, rinse to remove the spice)

1/3 cup pickled red onion, chopped

1/4 cup dried cilantro (use fresh if everyone prefers cilantro)

1 jalapeno pepper, minced

### **Dressing:**

1 teaspoon ground cumin

1 tablespoon smoked paprika

1/2 teaspoon ground pepper

1/4 teaspoon salt

3 tablespoons lime juice

1/2 teaspoon of liquid smoke

3 tablespoons sour cream

2 tablespoons mayonnaise

### **Toppings:**

6 green onions, whites and greens, sliced thin

1 cup cotija cheese, crumbled

### **Instructions:**

Prepare all the ingredients, as described.

Optional: Heat the olive oil in a large skillet over high heat, sear peppers and corn for additional flavor. Let cool before moving on to any other steps.

Mix ingredients for dressing – taste and adjust to your preference! Cayenne can be added for extra heat.

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**ELOTE-CHICKEN SALAD RECIPE**

Mix all ingredients together, stir in dressing. Let marinate in the refrigerator for 2 hrs. to overnight.

When ready to eat or serve, mix in crumbled cotija and top with sliced green onions. Serve with chips or add on top of tacos and salads! ENJOY!



## Regular Check-Ups are Important

### Why are Check-Ups Important?

Regular health exams and tests can help find problems before they start. They also can help find problems early, when your chances for treatment and cure are better. By getting the right services, screenings, and treatments, you are taking steps that help your chances for living a longer, healthier life. Your age, health and family history, lifestyle choices (i.e. what you eat, how active you are, whether you smoke), and other important factors impact what and how often you need healthcare.

### Where Can I Go for Health Services?

The best place to go for health services is your regular health care provider. However, if you do not have one, the links below provide other options.

CDC's National Breast and Cervical Cancer Early Detection Program (NBCCEDP) offers free or low-cost mammograms and Pap tests. Find out if you qualify.

- HIV Testing Resources (<http://www.hivtest.org>)

- Find Affordable Health Care in Your Community ([http://findahealthcenter.hrsa.gov/Search\\_HCC.aspx](http://findahealthcenter.hrsa.gov/Search_HCC.aspx)) (HRSA)

### What Health Services are recommended?

The links below provide information about important exams, screenings, and vaccinations.

- Breast and Cervical Cancer Early Detection
- Cholesterol
- Colorectal Cancer Screening
- High Blood Pressure
- Immunization Schedules
- Oral Health for Adults
- Prostate Cancer Screening
- Skin Cancer: Basic Information
- HIV/AIDS
- Viral Hepatitis
- COVID Testing



### How Can I Prepare for My Appointment?

The links below provide tools to help you prepare for your appointment.

- Check-UP Checklist: Things to Do Before Next Check-up
- Family History: Tools and Resources
- Women's Preventive Services: Required Health Plan Coverage Guidelines (<http://www.hrsa.gov//womensguidelines>)
- Be Prepared for Medical Appointments: Build Your Question List (<https://www.nia.nih.gov/health/what-do-i-need-tell-doctor>)
- Men: Stay Healthy at Any Age-Checklist for Your Next Checkup (<http://www.shrq.gov/ppip/healthymen.htm>)
- Women: Stay Healthy at Any Age-Checklist for Your Next Checkup (<http://www.ahrq.gov/ppip/healthywom.htm>)





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



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

# Poetry Corner



## Today

By Mary Ann Bozenski

**Stay in today  
Forget about yesterday  
Don't worry about tomorrow**

**Trying this is a challenge  
Well worth the effort  
Something I take on faith**

**Trust the trustworthy  
This much I know to be true**

# Member's Rights

Our Area of Responsibility	Members' Rights	For More Details, Contact us at:
Provider Directory	<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>—</p> <p><b>888-490-9698</b></p> <p><b>800-630-1044 (TTY)</b></p> <p>—</p>
Claim Status	<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>313-833-3232</p>
Estimated Cost of Services	<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>888-490-9698</p>
Notice of Privacy Practices	<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</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>

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# Member's Rights

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<p>Fraud, Waste, and Abuse (FWA)</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>313-833-3502 or email <a href="mailto:compliance@dwihn.org">compliance@dwihn.org</a></p>
<p>Utilization Management Decision</p>	<p>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:</p> <ul style="list-style-type: none"><li>• Utilization Management decision making is based only on appropriateness of care, service, and existence of coverage.</li><li>• DWIHN, Access Center, and Crisis Service Vendors, do not reward practitioners or other individuals for issuing denials of coverage or service care.</li><li>• 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.</li></ul>	<p><a href="https://www.dwihn.org/utilization-management">https://www.dwihn.org/utilization-management</a></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.

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>.

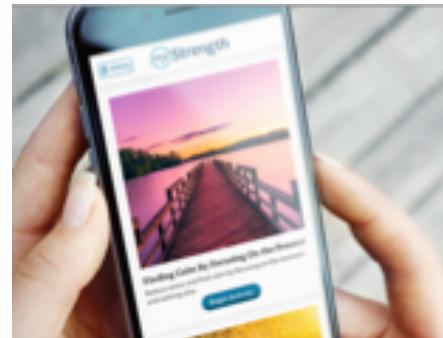
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The health club for your mind™

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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



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### 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)**

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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. 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)**

## 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 September 8, 2023

Date Closed	Provider Name	Address
5/31/2023	Everest Inc; Anderson Home	15829 Bellaire, Allen Park, MI, 48101
7/1/2023	Quest-Montebello	25525 Montebello, Woodhaven, MI, 48183
7/1/2023	Quest-Sunshine	6429 N. Beech Daly, Dearborn Heights, MI, 48127
7/21/2023	Redley AFC	4756 Cecil, Detroit, MI, 48210
8/31/2023	Georgia's Home Care	1026 E. Grand Blvd., Detroit, MI, 48207
9/14/2023	Saints, Inc.	5620 Kaufman, Dearborn Heights, MI, 48125
9/29/2023	Lays Management	21341 Dartmouth, Southfield, MI, 48076

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**Hours of Operation: 8:00 am - 4:30 pm**

**Customer Service: (313) 833-3232**

**Main: (313) 833-2500**

**(313) 344-9099**

**TDD: (800) 630-1044**

**24-Hour Helpline: (800) 241-4949**

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