

**Fall  
Edition  
2022**



# **Persons Point of View**

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**Editor-In-Chief  
Michael Shaw**

## CEO CORNER

As we begin a new fiscal year, let me take a moment to reflect on all that we have accomplished this past year which it is nothing short of amazing. I recognize that it would not be possible without you, our members. With the transformation of our Crisis Care Center, planning to open a regional behavioral and physical health campus and our continued emphasis on putting children first; DWIHN continues to put our members first in all that it does. I am also humbled and pleased at the willingness of the Provider network to find innovative ways of serving its



ERIC DOEH, PRESIDENT & CEO

members with more boots on the ground by embedding themselves into various neighborhoods and communities with the expansion of additional behavioral and physical health mobile units.

Thank you members for your advocacy and feedback whether its marching on the State Capitol steps, participating in focus groups or from the Constituent's Voice, EVOLVE, Empower Action and Recipient Rights Advisory Committees in which you so willingly serve on. Your voice is being heard.

So, as another year comes to a close, on behalf of the DWIHN Board of Directors, Executive Leadership and staff, thank you for allowing us to serve you.

Eric Doe  
CEO/President

A handwritten signature in black ink that reads "Eric". The signature is fluid and cursive, with the "E" and "r" being particularly prominent.

# **HUMAN AND SEX TRAFFICKING – MODERN DAY SLAVERY BY JOANNA LOFTON**

By definition human trafficking and sex trafficking are forms of modern-day slavery, in which human beings are controlled against their will and exploited for profit. Perpetrators use force, fraud, or coercion to manipulate and establish control over individuals. Every day men, women and children all over the United States, including right here in Michigan are forced into prostitution, domestic labor and other types of labor services. It's the second largest crime in the world following close behind drugs, but astonishingly ahead of guns. In 2021, The National Human Trafficking Hotline received almost 1,000 contacts from Michigan alone. They identified more than 800 victims, 153 traffickers and 62 trafficking businesses.

Although human and sex traffickers can and do take advantage of anyone, certain populations are more vulnerable and are targeted more often. These populations include:

- **Individuals with Disabilities**
- **Homeless and run-aways**
- **Individuals in foster care**

Depending on the circumstances anyone can be at risk, but individuals with intellectual, cognitive, emotional and or mental health disabilities are especially at risk. People with disabilities also provide an added incentive for many traffickers to target them, because of their Social Security and government benefits. Once under the control of their trafficker, they then become their “representative payee” stealing the victim’s benefits. People with disabilities are also more vulnerable because:

- Some may have difficulty with communication and/or speech. This may affect their ability to get help and report the abuse they are suffering
- They may live in a sheltered and isolated environment and therefore crave friendships and relationships, which the traffickers claim to provide

**(CONTINUED ON NEXT PAGE)**

# **HUMAN AND SEX TRAFFICKING – MODERN DAY SLAVERY (CONTINUED)**

- People with disabilities may be desensitized to touch due to isolation, a lack of informed sex education, or medical procedures related to their disability. They may be unaware of their right to object or reject unwanted touching.
- A lack of cognitive understanding makes them an ideal target.

**If you suspect something is wrong and someone is being trafficked, ask yourself these questions:**

- Are there bruises or other signs of physical abuse?
- Are there signs of psychological abuse?
- Is the person submissive or fearful?
- Is the person being controlled?
- Is the person being deprived of food, water, sleep, medical care, or other life necessities?

## **How to get help**

If you are a victim of human trafficking or have identified someone you think may need help, contact the National Human Trafficking Hotline (NHTH) **call 1-888-373-7888 or text HELP or INFO to BeFree (233733)**.



# I'M AN INDEPENDENT WOMAN! BY ARDIENNE MCCAIN-THOMAS



**ARDIENNE  
MCCAIN-THOMAS**

Hello. My name is Adrienne McCain-Thomas. I'm an African American woman, born in Detroit, Michigan, in the late 70's. I was raised on the Eastside of town. I'm a wife of 4 years, and a mother of 3 children. I have a stepson, and a dog, and am a first-time grandmother with a 2-year-old granddaughter. I have been working in the mental health field in Wayne County since 2009. In 2010, I became a CPSP (Certified Parent Support Partner) with Family Alliance for Change. Afterwards, I began working for Hegira Health Inc., where I have been since 2017. One thing that my position requires is that we provide services to parents and caregivers of children who have received or are receiving mental health services. We strive to share our lived experiences of going along our life's path with the people we serve. I also help parents hold on to hope, knowing that there is light at the end of every dark tunnel. I lend a listening ear and support them in their decision-making process. I also help empower them so they may continue to move forward.

With the love of my family, I have partnered with my oldest daughter in a business for over 2 years called Melanoid Chic LLC. I'm also a first-time author. On July 16, 2022, I published "When Your Cup Is Empty," which is a workable journal about taking time to take care of yourself. I am a true believer that self-care and dealing with past trauma are necessary needs for our daily lives. This is important for both women and men. A person needs to understand that they are not alone. I believe the devil uses tricks to steer us wrong. Sometimes, we put up roadblocks that interfere with our needs. Nevertheless, I believe, one must have enough faith and believe that God can redirect and rebuild us. I hope to encourage and uplift others who are struggling mentally, physically, emotionally, spiritually, and financially, remembering that there is always light at the end of the tunnel. I believe whatever you lose in life you will gain back if it's meant to be. If you lose something forever, just know that something may come your way that will be even better.

# **ECHO SURVEY TELLS DWIHN HOW WE ARE DOING**

## **BY: MARGARET KEYES-HOWARD, M.A.,**

### **MEMBER EXPERIENCE COORDINATOR**

In the Summer 2022 edition of the Persons Point of View (PPOV) Newsletter, we discussed what Member Experience means and shared a snapshot of the Adult ECHO Survey results over 2017, 2020, and 2021. The chart below shows outcomes of the Children's ECHO Survey for 2020 and 2021. The information provides a two-year comparison of results, showing the overall global rating of treatment and care from the point of view of the parent or legal guardian of minor children who receive services from DWIHN. The treatment of care category is listed in the first (green) column. The last column in black and red is the status column, which indicates the percentage of improvements or areas that still need improvement.

#### **CHILDREN's ECHO SURVEY /Snapshot View**

CATEGORY	2021 RESULTS	2020 RESULTS	STATUS
Overall Treatment	54	49	Up 5%, Still Needs Improvement
Seen within 15 minutes	63	55	Up 8%, Still Needs Improvement
Given Treatment Options	76	75	Up 1%
Told about Side Effects of Medications	83	79	Up 4%
Given Information on Managing Condition	79	78	Up 1%
Given Information on Rights	92	95	Down 3% - above 90%
Felt like Treatment could be refused	85	88	Down 3% - still at 85%
Confident of Child's Privacy	95	93	Up 2%, Good Job!
Cultural Needs Met	74	82	Down 8% at 74%, but not good enough
Treatment Helped Child	51	49	Up 2%, Needs Improvement
Informed About Treatment After benefits depleted	53	58	Down 5%, Needs Improvement
Goals for Child's Treatment discussed	94	93	Up 1%, Looks really good

The chart accounts for a total of 24% improvement in areas for the global treatment of care categories. There were 1,415 participants in the 2021 Children's ECHO. 961 persons fully completed the entire survey. Of that group, 89% identified themselves as parents of children receiving services. The full 2021 Adult ECHO Survey report and the 2021 Children's ECHO Survey report are available on the DWIHN website, under survey results, at [www.dwihn.org](http://www.dwihn.org).

UPDATE....the 2022 ECHO Surveys are underway. You may be randomly selected to participate and lend your voice, while sharing your experience as a member of the DWIHN system of care!

# **PEER DELIVERED SUPPORTS: PARENT SUPPORT PARTNER SERVICES SUBMITTED BY DEBORA MARTINEZ AND DANYELLE ORR-MCNEIL**

## **What is the Parent Support Partner service?**

The Parent Support Partner (PSP) service is an intervention that supports families whose children receive services through a community mental health service provider. The purpose is to increase family involvement, voice and engagement within the mental health treatment process, and to equip parents with the skills necessary to address the challenges of raising youth with special needs, thus improving outcomes for those with serious emotional disturbance and/or intellectual/developmental disabilities, including autism.

## **What is a Parent Support Partner?**

The PSP service is provided by parents or primary caregivers with first-hand experience navigating agencies that serve children and raising children with mental health or developmental challenges. PSPs enhance the therapeutic process by increasing engagement, and expanding and increasing skills, knowledge, and abilities, so they can better partner with service providers.

## **Some supports offered, but are not limited to:**

- Provide peer-delivered support to parents/primary caregivers of children and youth with SED/IDD, including autism, in the public mental health system
- Helps parents build confidence to use their voice as they navigate child-serving systems
- Build and nurture relationships with the family and others working with the family
- Team with others providing services and supports
- Encourage the family to ask questions so they can make informed decisions
- Provide support and encouragement for parents/family members to speak for themselves
- Empower parents to prepare for meetings regarding their child
- Provide hope through strategic sharing of lived experience

To learn more, please contact Debora Martinez, Parent Involvement Manager at [dmartinez@swsol.org](mailto:dmartinez@swsol.org).

\*Source: <https://www.acmh-mi.org/get-information/acmh-projects/parent-support-partner-project/>

# NAVY BEAN SOUP

This is a great fall recipe that will make you feel warm and cozy inside

## NAVY BEAN SOUP

### INGREDIENTS

16 ounces navy beans

1-pound smoked turkey meat, rinsed (I prefer legs)

2 tablespoons olive oil

1 medium onion, finely diced

2 celery ribs, diced (a good substitute is dried celery flake and celery salt)

3-4 garlic cloves, minced

1 can chili tomatoes

1 teaspoon dried oregano

1 ¼ teaspoon smoked paprika

A couple of sprinkles of salt-free onion and herb seasoning

¼ teaspoon black pepper

4 cups chicken broth or bouillon

4 cups water

1 bay leaf

1 bunch of baby spinach

Salt, to taste

### Preparation

Sort and soak dried beans for 1 hour; then drain and rinse beans

Rinsing the smoked turkey meat with cold water and pat dry.

Rinse and open the can of tomatoes

Dice the onions, and celery and set aside. (they are all going into the pot at the same time so keep them in the same bowl.)

Mince the garlic.

Measure out oregano, smoked paprika and black pepper.

## Cooking

Add veggies and oil to a pan and sauté veggies until you can smell them

Add smoked turkey, spices and 4 cups of water to a large pot and bring to a rolling boil and boil on medium for 1 hour

After 60 minutes remove turkey meat to a board or plate, chop it up, and add it back to the pot

Then add spinach and cover to simmer for about 5 minutes

If you want to make this more hearty, serve over brown rice.

***Jaime Junior, Constituents' Voice Member, DWIHN***



## **Contributions From Turning Place Clubhouse**

### **I've Come A Long Way! By Elizabeth Sturgill**

I've come long way over the last year. I am finally living on my own. I'm learning how to pay for my internet service and my rent. I've obtained things for my apartment. I have my own responsibilities, remembering to do things on my own. I'm living how I want to live, without someone else telling me what to do.

### **Shirley D's Article**

I am a member of Turning Point Clubhouse. I do drawings for the Turning Point Clubhouse Newsletter. I recently drew Betty Boop on my T-shirt that was personalized for the Walk-a-Mile In My Shoes event. I love to sing, dance, cook and draw. I am a dedicated person at the clubhouse, who can do just about anything they ask me to do. My goal is to continue to do my best at the clubhouse when I am needed.

## **I would like to Acknowledge Ambassadors By DeLora Williams**

Ambassadors educate people served with Mental Illness (MI), Substance Use Disorders (SUD), and Intellectual/Developmental Disabilities (IDD), and the community about the supports, services, and the rights of individuals who receive services.

Our department started the Ambassador presentation for the AFC homes project in June 2022 to educate members about DWIHN services, support, and their rights.

I would like to thank some essential people for assisting me with the project: Renee Brown, Tamaria White, and Kevin Scott. I really appreciate your assistance.

Renee Brown, I would like to give you a special thanks for helping me weekly with the Ambassador presentations. You have truly been a jewel during this whole process of completing over 80+ AFC homes. Every day we met for each presentation, you were always encouraging, happy, and kept a positive attitude. You are definitely a shining star in the eyes of DWIHN!



**The Constituents' Voice** is sponsoring the collection of travel size toiletries to be included in care packages for survivors of sexual assault and human trafficking.

**Suggested Items:**

combs and brushes  
deodorant  
feminine hygiene products  
soaps  
shaving products  
shampoo and conditioner  
toothbrushes and paste

To contribute, please donate via the  
Detroit Wayne Integrated Health Network (DWIHN)  
Amazon Wish List at:

[https://www.amazon.com/hz/wishlist/ls/3JBZoL37GAKPV?ref\\_=wl\\_share](https://www.amazon.com/hz/wishlist/ls/3JBZoL37GAKPV?ref_=wl_share)

or [click here](#)

Donations can also be made directly. Contact Michael Shaw  
or Member Engagement at 313-833-2500 to make  
arrangements.



# Poetry Corner

## Rare People

By Krystal Walker

There is a rare breed of people that go all in. They keep their word, they give it all, they go the extra mile for those they care for. These individuals hardly ever receive the same passion and effort in return, yet never change and always give their all. Hoping that one day maybe, just maybe they('ll) find someone as rare as them to love them as fiercely and with as much devotion. To the givers, forgivers, and selfless lovers out there... Keep being beautiful, don't let this cold world change you, and take advantage of every little moment you are given.

## Seasonal Haiku

By Mary Ann Bozenski

### Winter

Icicles forming  
Huge fluffy snowflakes falling  
Pond frozen over

### Spring

Gentle raindrops fall  
Gliding down my window pane  
All on a Spring Day

### Summer

Thunder and lightning  
Powerful and dangerous  
A wondrous display

### Fall

Leaves changing colors  
A picture perfect delight  
Of red, orange, brown



## S.O.U.L.S CHAT

SUPPORTIVE, OUTREACH, UNDERSTANDING, LIFE SITUATIONS

FAITH TALK 4TH MONDAY  
OF THE MONTH  
STARTING 6/4/22  
6:30P-7:30P

New Zoom Meeting  
Meeting ID: 965 7265 1450  
Passcode: 267835  
Dial in: 877-853-5247 US



CASUAL TALK 2ND  
WEDNESDAY OF THE  
MONTH  
STARTING 6/2/22  
6:00P - 7:30P

New Zoom Meeting  
Meeting ID: 965 7265 1450  
Passcode: 267835  
Dial in: 877-853-5247 US

[https://dwihn-org.zoom.us/j/96572691450?  
pwd=OHdVamJJWG9rbFZzUnl4NlIYT2loUT09#success](https://dwihn-org.zoom.us/j/96572691450?pwd=OHdVamJJWG9rbFZzUnl4NlIYT2loUT09#success)

# 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>	<a href="http://dwihn.org/files/7115/6986/6624/2020_Provider_Directory.pdf">http://dwihn.org/files/7115/6986/6624/2020_Provider_Directory.pdf</a> 888-490-9698 800-6301044 (TTY)
Claim Status	<ul style="list-style-type: none"> <li>• To track the status of your claims in the claims process</li> </ul>	<a href="http://dwihn.org/operations/managed-care-operations-mco/claims/">http://dwihn.org/operations/managed-care-operations-mco/claims/</a> 313-833-3232
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>	<a href="http://dwihn.org/files/4114/5936/3409/DWM_HA_Provider_Manual.pdf">http://dwihn.org/files/4114/5936/3409/DWM_HA_Provider_Manual.pdf</a> 888-490-9698
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>	<a href="http://dwihn.org/library/hipaa-notice-and-policies/">http://dwihn.org/library/hipaa-notice-and-policies/</a>
Fraud, Waste, and Abuse (FWA)	<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>	<a href="http://dwihn.org/files/2015/6458/3594/Fraud-Waste-and-Abuse-Policy.pdf">http://dwihn.org/files/2015/6458/3594/Fraud-Waste-and-Abuse-Policy.pdf</a> 313-833-3502 or email <a href="mailto:compliance@dwihn.org">compliance@dwihn.org</a>
Utilization Management Decision Making	<p>All DWIHN staff, all 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> <li>• Follow all MDHHS procedures for the required annual Medicaid enrollment and inform DWIHN of any changes in insurance status.</li> </ul>	<a href="http://dwihn.org/operations/utilization-management/">http://dwihn.org/operations/utilization-management/</a>

# 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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# 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 October 31, 2022

Date Closed	Provider Name	Address
3/3/2022	Tend2care	17354 Winston, Detroit 48219
6/6/2022	Ritter Homes	6653 Fern St., Detroit, MI 48210
7/15/2022	AHS Community Services, Inc. Goddard Home	18900 Goddard Rd., Allen Park, MI 48101
7/31/2022	AHS Community Services, inc. - Hixford AFC Home	38300 Hixford Place, Westland, MI 48185
7/31/2022	AHS Community Services, inc. - Parkridge Home	17891 Parkridge Dr., Riverview, MI 48193
7/31/2022	AHS Community Services, Inc. - West Road Home	23033 Arsenal Rd., Brownstown, MI 48134
8/1/2022	Dual Insight	4505 Commonwealth, Detroit, MI 48208
9/27/2022	Successfully Lving inc.	14341 Merriman Rd., Livonia, MI 48154
10/1/2022	Hegira Health	1403 Inkster Rd., Inkster, MI 48141
10/22/2022	Everest, Inc Stark AFC Home	34352 Hathaway St., Livonia, MI 48150
10/31/2022	Passages	19374 Wherle, Brownstown, MI 48192
10/31/2022	Broe Rehab	33634 W Eight Mile, Farmington Hills, MI 48225
11/19/2022	Hope Network SE	659 N. Beech Daly, Dearborn Heights MI 48127

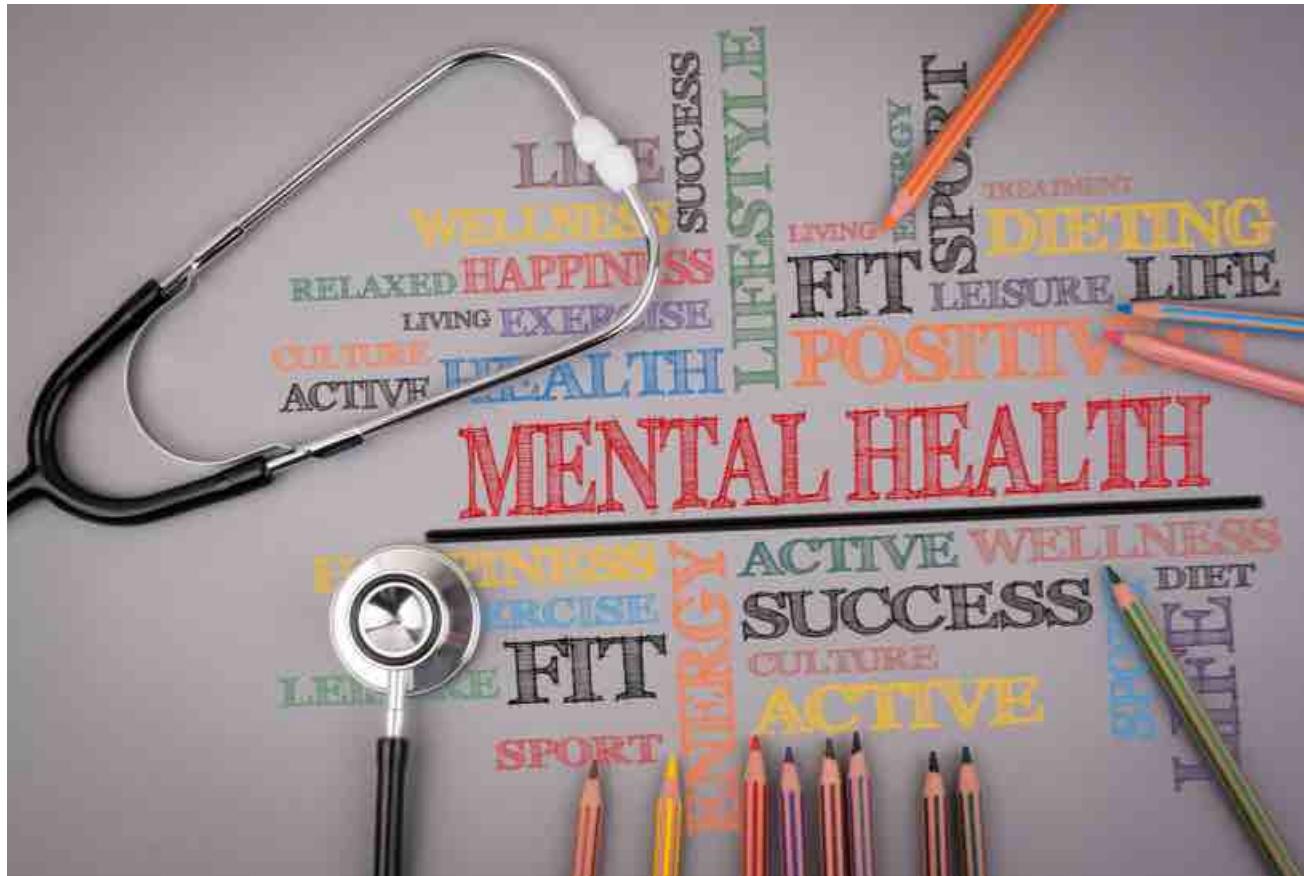
## Did You Know?

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

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

**Main:** (313) 344-9099

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

**Fax:** (313) 833-2156

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

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

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