

Summer  
Edition  
2022



# Persons Point of View

**Editor-In-Chief  
Michael Shaw**

**CEO Corner**

**Clubhouses and  
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**Interview Gino Byrd**

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# CEO CORNER

## What We Do!

As we move into the long days of summer, I am reminded of how much the Detroit Wayne Integrated Health Network has accomplished over the last year. I must admit, it has been an extraordinary couple of years, working through a global pandemic, political unrest, school shootings, trauma, grief and loss, workforce shortages, and so much more. As we reflect, I am reminded of how we truly need each other, from the provider network, to direct care staff to our DWIHN staff, and our Board of Directors, we are better together.



ERIC DOEH, PRESIDENT & CEO

We just broke ground on the new DWIHN Crisis Care Center, in the heart of the city. This 18-month project will transform our former administrative offices on Milwaukee into a 39-bed crisis facility for children and adults who can get stabilized and connected to services and supports all under one roof. We are excited to bring behavioral health crisis services to the community.

This past year, we placed an enhanced emphasis on Mental Health Care-Putting Children First and continue to push for more access, prevention, crisis intervention and treatment. We continue seeking out new and exciting partnerships for young people that offer future employment opportunities such as Motor City STEAM (Science, Technology, Engineering, Arts and Math) and Wayne State University's School of Medicine BCAP (Biomedical Career Advancement Program) offering students from disadvantaged backgrounds opportunities to learn about biomedical research and training. We also just launched a pilot program with the Department of Health and Human Services (DHHS) streamlining the process of connecting those in foster care to better and faster access to our provider network.

We have created partnerships that have extended into neighborhoods with mobile units providing physical and behavioral health services in communities, connecting people to health information and mental health services. DWIHN looks forward to the day when it can provide its own mobile crisis units.

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## CEO CORNER (CONTINUED)

We are proud to say Detroit has been selected to host the Crisis Intervention Training (CIT) International Conference in 2023 as our partnership with the Detroit Police Department and training law enforcement in CIT continues to expand. This pilot project is proving to be transformative in that it is changing the crisis response culture in Michigan to a community philosophy that reflects valuable de-escalation practices, saving lives and connecting people to behavioral health supports.

I am humbled to work for an organization that above all, puts people first, and I will continue to do so as we look to the future of behavioral health care.

A handwritten signature in black ink, appearing to read "Eric".

### PUTTING CHILDREN FIRST

# WHAT IS THE DIFFERENCE BETWEEN A CLUBHOUSE AND A DROP-IN CENTER? BY SHELLEY NELSON

Hello, my name is Shelley Nelson. I was a member of the Phoenix Friendship House in Highland Park and I currently work at a Drop-in Center. I have experience with both and am here to explain the differences between Clubhouses and Drop-In Centers. Clubhouses are places where people who are receiving mental health services can go when they want to rebuild their lives. Members work side by side with staff and learn to accomplish tasks like housekeeping, clerical work, preparing and cooking meals for members and staff, and receptionist work. This is called a "Work-Order Day." They also do social activities, such as going to the movies, museums, and bowling. They have the opportunity to obtain housing and further their education. The transitional employment program places members from Clubhouses in temporary positions, usually for six to nine months. This can provide the person with work experience and skills, and possibly lead to a part-time or full-time job. Clubhouses provide transportation to and from their job locations. Drop-in Centers are Peer Run. Every staff member has or had received mental health services. This is a place where people can go to socialize and kick back, to play cards, board or arcade games, meet up, go on trips, to the movies, and use computers. Some Drop-in Centers offer transportation. Both spaces are unique in their own ways and center around recovery. There are a host of things for you to do if you would like to attend one of these spaces while working on your recovery or if you just want to have somewhere to go. Both are good places to start a journey of recovery. Below, I am sharing a list of the Clubhouses and Drop-in Centers.

<b>Clubhouses</b>	
ACC (Network)	248-559-1990
ACCESS (ACCESS Hope)	313-518-1104
CCS (Turning Point)	(313) 382-7951
DCI (New Direction)	586-718-2053
Goodwill (A Place of Our Own)	<a href="tel:313-931-0901">313-931-0901</a>
Hegira (Next Steps)	734-934-3351
Lincoln (The Gathering Place)	(313) 450-0611
<b>Drop-In Centers (Health Program)</b>	
Harvest Retreat	248-298-9215
Our Place	(313) 543-3393
Perfect Place	(734) 250-7941

# **VOTING IS YOUR RIGHT: EXERCISE IT! BY MICHAEL SHAW**

Many people in the world have no opportunity to vote for their leaders. Others have fought and died so they and their fellow countrymen would have the right to vote. It wasn't so long ago in the United States that racial minorities such African Americans, Native Americans, Hispanic Americans, Asian Americans and women weren't legally allowed to vote. After these groups received that right, they were often harassed and intimidated at the polling place. Leaders such as Martin Luther King, Jesse Jackson, Medgar Evers, and others marched, demonstrated, and worked during the 60's for a more equitable and just society. People died fighting for equality for all. People died fighting for your right to vote. Often, I hear people who are apathetic about the entire political process. They believe that even if they vote, their vote won't make a difference. I've heard people say that elected officials won't do anything for them, so why bother! What makes statements like these even more shocking is that often the people making them are poor, young, and Black. That doesn't mean that I have only heard this rhetoric from this demographic. I've heard older people, often poor, minority, and in many instances disabled or in poor health, make similar statement.

I can tell you that many of the politicians who are trying to take away your rights don't feel that way. Often, they don't want certain people to vote because they fear they will be voted out of office. Many in power don't feel that the politics of the day are truly being embraced by the majority of Americans. Their solution is to stop or make it more difficult for certain people to vote so that the politics, policies, and laws will remain the same or move in a particular direction.

According to the U.S. Census, only about 66.8% of the persons 18 years old or older voted in the 2020 U.S. Presidential Election. Biden received 51.3% of the popular vote and Trump received 46.8%. Biden also won the Electoral College. 33.2% of persons 18 years of age and older didn't vote in the last U.S. Presidential Election. If more people had voted, the election could have gone either way. The president also selects the nominees for the Supreme Court and the court makes important rulings that affect our lives. So if you're not happy with the way things are, I strongly suggest that you get out and vote!

# **"ABOUT INDEPENDENT FACILITATION" INTERVIEW WITH GINO BYRD JUNE 22, 2022**



**GINO BYRD**

Mr. Shaw interviewed Gino Byrd on June 22, 2022 via Zoom for an article in the PPV Newsletter. This is a synopsis of what he said.

Mr. Byrd was born and raised on the eastside of Detroit. He is a product of Detroit Public Schools. He currently works in independent media. He has been in the radio field for 19 years, came to Community Living Services (CLS) in 2007, and is currently the Lead Sales Manager at WHPR. Mr. Byrd has a visual impairment. When he first started in radio at the age of 18, he was the first on-air radio personality with a visual impairment in Southeastern Michigan that was an independent broadcaster. He also buys and sells junk cars and likes to ballroom dance.

He was asked:

- 1) What does a Person-Centered Plan (PCP) mean to you? Answer: It is to discuss your hopes and dreams. Action is the key. You can have a Person-Centered plan but if you aren't achieving your goals, it isn't relevant.
- 2) How did you learn about self-determination? Answer: I was in a SIP (semi-independent living residence) and I grew tired of living there. He decided it was time to move out.
- 3) How long have you been self-determining? Answer: Since 2010. I have written a book on my life story. Through my journey, I've come to the conclusion that a lot of residences set up to serve person with disabilities are only concerned about money. I have staff that I employ that help me. I feel it is a shame that many Direct Care Workers (DCW) don't have retirement plans through their employer(s). We need more people to advocate for themselves.
- 4) What are the good things that have come out of being Self-Directed? Answer: You can sit out on your porch. You have to advocate strongly for yourself in order to take advantage of the benefits of self-direction. I had to advocate for myself in order to stay out late at night.

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# **"ABOUT INDEPENDENT FACILITATION" INTERVIEW WITH GINO BYRD JUNE 22, 2022 CONTINUED**

W5) Are there any negatives that have come out of being Self-Directed? Answer: There are state appointed officials who don't support the people they serve and try to have DCW's do all of the work with these people. Curfews should not be required for adults that are served.

6) Do you believe the quality of your life has improve because of the opportunity to be Self-Directed? Answer: Not entirely. It takes a lot of encouragement and wisdom not to be stressed out and to live my life as I see fit. You have to have a strong support system.

7) Do you suggest that others become Self-Directed? Answer: Only if they have a strong support system and patience.

8) Do you use an Independent Facilitator (IF) ? Answer: Only for my PCP meetings.

9) Have you ever done a PCP without an IF? Answer: Only one or two times.

12) Can you give me an example of the way your PCP went before getting your IF? Answer: It was just a review. Afterwards I've always had an IF. I didn't meet in person with my IF and did my PCP by telephone during the early stages of COVID-19 pandemic.

13) Is there anything you would like to add or share with the readers? Answer: We need people to stand up and stand proud and let people know that you are not alone. We need people to step out on faith. Everyone needs to talk to the people they love. I would like to thank you for this interview. I would also like to talk with Dr. Coulter at a future date.



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

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

### **MEMBER EXPERIENCE COORDINATOR**

In various editions of the Persons Point of View, (PPOV) Newsletter, we have discussed what member experience means and why it is important. The easy way we try to explain member experience is to imagine every single touchpoint or every type of encounter an individual may have in receiving care in the Detroit Wayne Integrated Health Network (DWIHN) system. A type of encounter may be how long you have to wait when going to an appointment with a provider. It may also be how that provider interacts with you or your family members that are there to support you, or like telling you about your prescriptions and what to expect while in recovery. An encounter could be what information you are given while you are with a provider, telling you your rights, letting you participate in the decision making or making sure your private health information is guarded. These are all examples of the various encounters one may have with their total member experience. It's like adding up all the ways you have to engage with the system and making sure that all of those encounters add up to be good for you.

On an annual basis DWIHN randomly surveys individuals who receive care from our system to see how we are doing and to help us learn more to improve services and to improve the experience and satisfaction one may have while receiving services. Below is a snapshot of the Adult ECHO Survey that tells us what members have been saying about overall treatment of care in the DWIHN system as it compares over the years of 2017, 2020, and 2021.



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# ECHO SURVEY TELLS DWIHN HOW WE ARE DOING!

## BY: MARGARET KEYES-HOWARD, M.A., MEMBER EXPERIENCE COORDINATOR "CONTINUED"

CATEGORY	2021 RESULTS	2020 RESULTS	2017 RESULTS	STATUS
Overall Treatment	51% Satisfied	51% Satisfied	46% Satisfied	UP 5% Improved
Seen w/in 15 Min. of office visit	44% Satisfied	36% Satisfied	33% Satisfied	UP 11% Improved
Told About Meds. and Side-effects	79% Satisfied	74% Satisfied	75% Satisfied	UP 5% Improved
Incl. engaging Family in Treatment	60% Satisfied	60% Satisfied	59% Satisfied	Up 1% Improved
Info. on Managing Condition	75% Satisfied	81% Satisfied	78% Satisfied	Remains Above 75%
Given Info. on Rights	88% Satisfied	88% Satisfied	91% Satisfied	Above 85%
Member feels they can refuse treatment	84% Satisfied	81% Satisfied	78% Satisfied	UP 6% Improved
Confident on Privacy	93% Satisfied	91% Satisfied	91% Satisfied	Up 2% Highest Score 93%
Cultural Needs Met	69% Satisfied	69% Satisfied	76% Satisfied	Down -7% Room for Improvement
Helped by Treatment	57% Satisfied	58% Satisfied	52% Satisfied	Up 5% Improved
Info. on Treatment after benefits depleted	56% Satisfied	55% Satisfied	48% Satisfied	UP 8% Improved

With nearly 1,000 adults participating in the 2021 the survey, the table above shows the areas of treatment that have room for improvement and areas above the 70% Satisfaction rate where DWIHN service providers are doing pretty well. Anyone desiring to review the entire results of the DWIHN ECHO Adult and/or Children Surveys may find them on our website @ [www.dwihn.org](http://www.dwihn.org). In the next PPOV edition we will look at the overall comparison of our ECHO Children/ Family Survey over 2020 and 2021.

# ANYTIME SCRAMBLE (COMFORT FOOD)

One small onion, diced

Half cup of diced multi-colored Bell Peppers

One to two Garlic Cloves diced

Two cups of cooked and well-drained or leftover rice (my preference)

Two eggs, beaten

Two or three handfuls of Fresh baby spinach (make sure the spinach is washed and well drained, ahead of time)

Meat of choice (ham, turkey, sausage, plant-based un-meat, etc. – or no meat at all)

Three tablespoons of butter

Seasonings that I use are Garlic powder, onion powder, Tony Chacere's (just a little (Sneeze alert), and Black Pepper)

Directions:

Heat a large skillet over medium heat. Add two tablespoons of butter, the peppers, and onions to the hot skillet, and sauté until they start to get a little soft. Then, add the garlic and meat of your choice, and sauté together until the meat is heated throughout. Next, add the rice and mix together with the other ingredients until heated throughout. Then, move all ingredients to one side of the skillet and add one tablespoon of butter to the empty space. Once the butter is hot, add the eggs then scramble lightly. (Keep the skillet slightly titled until the eggs are scrambled) Then mix with the eggs with the other ingredients. When everything is incorporated mixed, add the spinach, seasonings, and mix well until the spinach wilts.

Pairs well with a large plate and a splash of Redhot or Cholula hot Sauces.

Janet Poole-Little

Flint, MI 48504

Janfrony1@comcast.net



## StoryFrom Our Member

### I Feel Lost After My Mom's Death By Elizabeth Sturgill



It's been 2 months since my mom died. I feel upset and am grieving over her loss. I felt guilty for her death, blaming myself for not seeing her more in the nursing home. I also blamed myself for her being in the nursing home. Having my friends by my side since she died has helped me a lot. I think that having good friends when I need them is a gift. I love my mom so much. I know she will be happy to see how I have become a strong woman.

### DWIHN Care Center Ground Breaking, June 22, 2022 from 11:00 am to 1:30 pm.

DWIHN's ground breaking ceremony took place on June 22, 2022 at DWIHN, 707 W Milwaukee, Detroit, MI. Our former headquarters on Milwaukee St. is being converted into our new Care Center. The center will provide services to persons experiencing a mental health crisis as well as short term services to person dealing with substance abuse issues. It will serve both children and adults. Community members, DWIHN Board, and staff members were invited and attended the event. There was lots of music, food, and fun activities. Below are some the photos taken.





**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

## Interdependence

By Olson Ornevil

**Everyone on earth is so valuable**

**Big mistake to view others as exploitable**

**Treating others fairly: What a solemn duty!**

**Regardless of someone's social status, we are all part of humanity**

**2**

**Showing respect to others is not a mark of weakness**

**On the contrary, it is a mark of greatness**

**The notion of superiority harms our society**

**It is good to treat everyone with dignity**

**3**

**Nobody is self-sufficient**

**Interdependence: A great way to be efficient**

**Let us show to others our appreciation**

**This human chain brings rather satisfaction**

**4**

**Interdependence means everyone's participation**

**This is a reminder to follow others' direction**

**Interdependence gives a better view on our microscope**

**Surely, it helps us not to be a misanthrope.**

**March 1st, 2021**

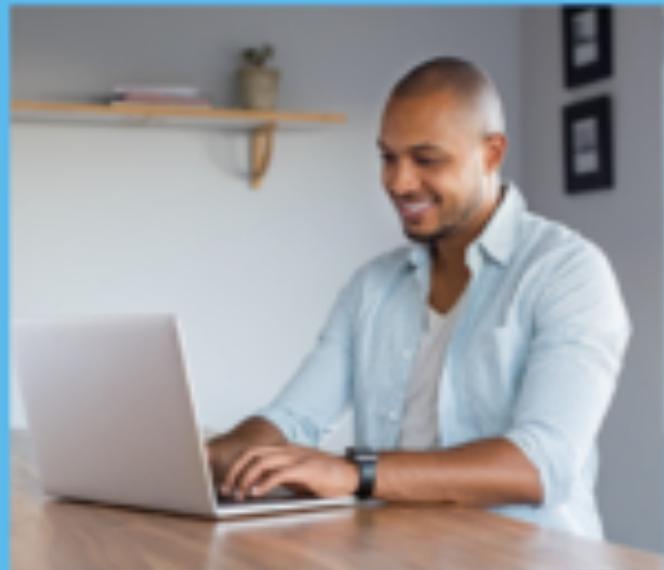


## S.O.U.L.S CHAT

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 July 13, 2022

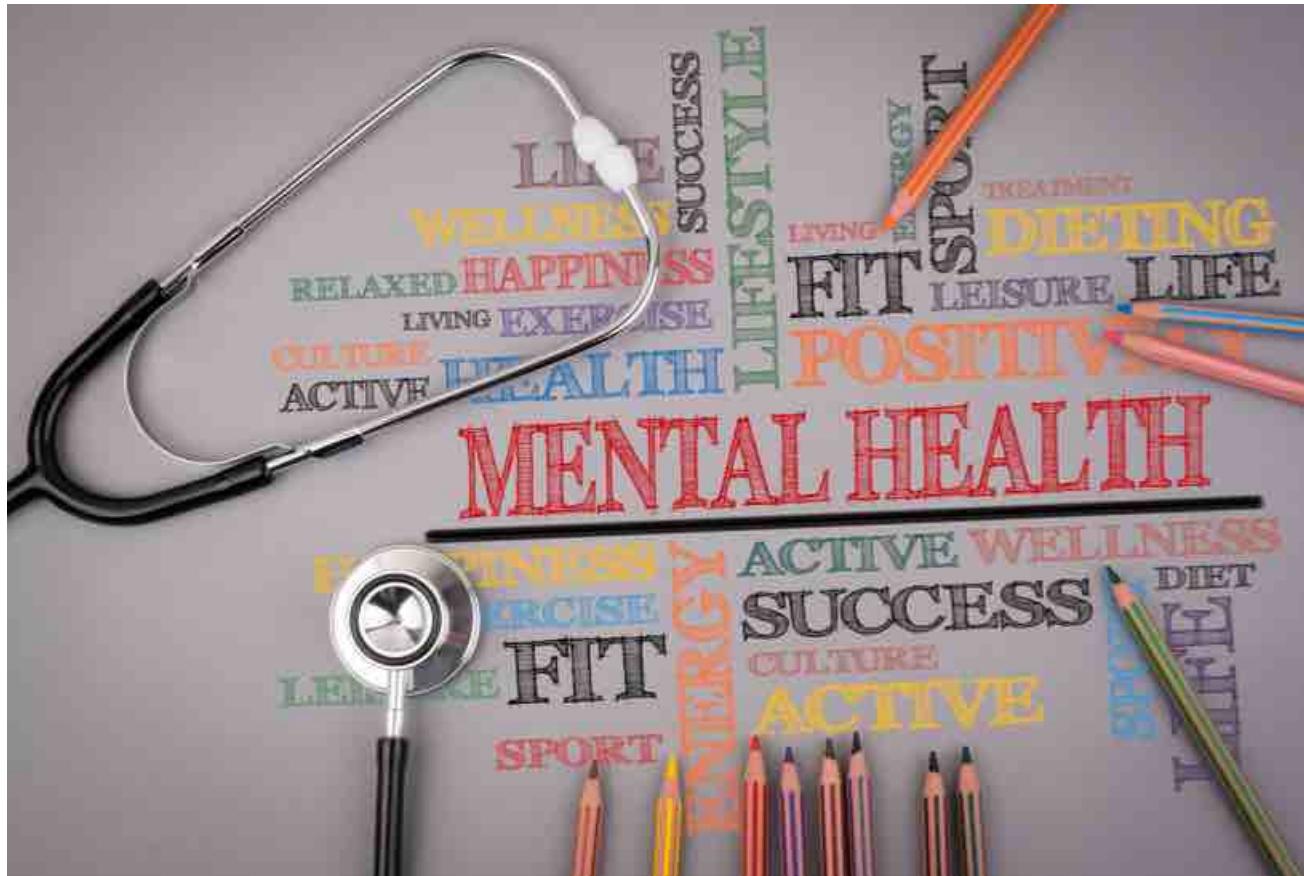
Date Closed	Provider Name	Address
1/8/2022	The Fowler Center, Inc.	2315 Harmon Lake Rd., Mayville, MI 48744
4/30/2022	Masterliving, Inc.	401 Cherry Hill Trail, Apt# 304, Inkster, MI 48141; 409 Cherry Hill Trail, Apt# 304, Inkster, MI 48141; 401 Cherry Hill Trail, Apt# 201, Inkster, MI 48149
5/1/2022	Creative Images	26771 Beaume, Woodhaven, MI 48183
5/5/2022	Chi Chi Home	6474 Rosemont, Detroit, MI 48228
6/15/2022	Hegira Health, Inc.	Boulevard Crisis Residential (#29456) 1221 East Grand Blvd., Detroit, MI 48213 License Exp 7/12/23
6/22/2022	Domus Vita	45437 Parkdale Dr., Canton, MI 48188
6/22/2022	Domus Vita	23018 Kensington, Taylor, MI 48180
6/22/2022	Domus Vita	6450 Gallery Canton, MI 48187
6/22/2022	Domus Vita	12890 Linda Vista Court, Belleville, MI 48111
7/1/2022	Community Choices, Inc.	Choice: 9211 Berwyn, Redford, MI 48239; HRII: 7441 Wilderness Park, Apt. 102, Westland, MI 48185; River Oaks: 20195 River Oaks, Dearborn Heights, MI 48127
7/8/2022	AHS Community Services, Inc. Hollywood Home	16083 Hollywood St., Romulus, MI 48174 - 3113
7/9/2022	Community Programs and Services	17783 Deering, Livonia, MI 48154
7/15/2022	AHS Community Services, Inc. Goddard Home	18900 Goddard Rd., Allen Park, MI 48101
7/30/2022	Domus Vita	14857 Inkster Rd., Livonia, MI 48154
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. - Fountain II Home	261 Charterhouse Dr., Canton, MI 48188
7/31/2022	AHS Community Services, Inc. - K & T	7061 Parkcrest E., #101, Westland, MI 48185
7/31/2022	AHS Community Services, Inc. - K & T 2	7061 Parkcrest E., #103, Westland, MI 48185
7/31/2022	AHS Community Services, Inc.- Grace Court	16545 Grace Court, #100, Southgate, MI 48195
7/31/2022	AHS Community Services, Inc. - West Rd. Home	23033 Arsenal Rd., Brownstown, MI 48134
7/31/2022	AHS Community Services, Inc. - Cambridge	13722 Cambridge, #301, Southgate, MI 48195
8/1/2022	Community Opportunity Center	15508 Norhtville Forest Dr., #103, Plymouth, MI 48179
8/1/2022	Creative Images	6975 Sargent, Romulus, MI 48174
8/8/2022	Developmental Essential Services, Inc.	21722 Harper Ave., St. Clair Shores, MI 48080 - 2214

## 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)**



**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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