

**Spring Edition  
2024**



# Persons Points of View

**DWIHN HQ Ribbon  
Cutting**

**Damion Robinson  
Saves Life**

**Editor-In-Chief  
Michael Shaw**

**Mental Health First  
Aid**

**Children's  
ECHO Results**

# DETROIT WAYNE INTEGRATED HEALTH NETWORK ADMINISTRATIVE OFFICES GRAND OPENING! BY MICHAEL SHAW, STAFF

On March 8, 2024, DWIHN President/CEO Eric Doeh, Detroit Mayor Mike Duggan, several Board Members, dignitaries, and community members met for a ribbon cutting ceremony for the new administrative headquarters located at 8726 Woodward, Detroit, MI 48202. Later that day, DWIHN employees and those associated with the Network, like Constituents Voice (CV) members were given a building tour. DWIHN staff toured guests around the building. CV members, Laurence Wilson and Jaime Junior, greeted guests during the ceremony.

**\*Public activities available at the new Administrative Building will be announced in the near future.**



**NEW DWIHN ADMINISTRATION BUILDING**

## **DWIHN RIBBON CUTTING AT 707 CRISIS CARE CENTER! BY MICHAEL SHAW, STAFF**

DWIHN recently completed its last inspections and certifications necessary to open its new Care Center, located at 707 West Milwaukee in the New Center area. The ribbon cutting ceremony for the new facility took place Friday, April 12, 2024. Detroit Mayor Michael Duggan, Senator Debbie Stabenow, DWIHN President and CEO Eric Doeh, and several dignitaries attended the event.

The new 707 Crisis Care Center used to be the administration building for staff but is now a 24/7 facility helping children and adults with short-term crisis stabilization needs. The facility adds 32 additional beds to the DWIHN Care Continuum.

“This is a watershed moment for community mental health in the county,” said DWIHN President/CEO Eric Doeh. “Quality crisis care has challenged systems across the country, from bed availability, to staffing. We’re leading the charge to address those needs with this center.”



**RIBBON CUTTING AT NEW 707 CRISIS CARE CENTER ON MILWAUKEE. (CARE CENTER IS NOT OPEN YET. IT IS EXPECTED TO OPEN IN MAY 2024)**

## **NEW DWIHN MOBILE CRISIS UNITS BY JAKEYA KELLOM - STAFF**

DWIHN introduced its Mobile Crisis Units to the Wayne County community last December to help children and adults in mental health crisis. The Mobile Crisis Units have several teams working around the clock; each staffed by a Master's level Clinician and a Peer Support Specialist.

"As a behavioral health organization, we are always looking for innovative ways to help people right where they are. This is just one more way to serve people in their communities." said DWIHN President/CEO Eric Doehe.

Trained mental health professionals utilize de-escalation and crisis intervention techniques to meet individuals right where they are and connect them to the appropriate behavioral health resources.

Phase One of the Mobile Crisis Unit was deployed mid-December 2023, available during the day for adults. Now in phase two, the mobile units are available Monday- Sunday from 7am-3pm for all individuals experiencing mental health or substance use crisis.

This service is available to anyone in the Wayne County area regardless of insurance status. Simply, call the DWIHN Access to Care 24/7 Helpline at 800-241-4949 and get a team deployed to your location!

"Our hope is to rapidly respond by offering immediate community-based intervention, resources and reduce or prevent the need for care in a more restrictive setting," said Doehe.

### **Members of the team said the following:**

*As team lead for mobile crisis, I have a passion to help those who are (in vulnerable populations) . I enjoy working in conjunction with peers (people with lived experiences). They are able to connect in ways a clinician may not be able to relate to with the people we serve. We are able to intervene with those who want help and provide education to those who feel they do not need assistance. We meet people where they are at, provide support, resources, direction, and an ability to show genuine care. (Diana Appleton Mobile Crisis Team Lead)*

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## **NEW DWIHN MOBILE CRISIS UNIT FOR WAYNE COUNTY BY JAKEYA KELLOM - STAFF**

*I love providing the people we serve with resources and support to address their mental health issues, substance abuse, physical health, and economic struggles. This may include connecting them with local food banks, shelter, treatment facilities, job centers, and support groups. I enjoy providing therapy sessions as well. This is also beneficial to help them process their feelings and experiences, and to develop effective coping strategies. I love encouraging the individual's hope and motivation when time gets hard. (Virginia Weaver Harrell, LLPC, CAC, QMHP, QIDP)*

*As a Mobile Crisis Peer Support specialist, my role is to impact the lives of individuals with mental health challenges. I also provide resources as I work side by side with a Clinician. What I love most about working in Mobile Crisis is engaging individuals that are in crisis. I provide active listening skills, showing empathy, and compassion connecting them to resources (including Substance Use) that will meet their needs. Also, being able to identify with the individuals and share my personal stories as it relates to their experience. I am inspired by the individuals that are willing to receive Mobile Crisis assistance. This increases my desire to help individuals improve their quality of life. (Sheree Prior- Mayes Mobile Crisis Peer Support Specialist)*

*As a Certified Peer Support Specialist there are no two days that are the same. I enjoy engaging in a range of non-clinical activities to support individuals or families of individuals in or seeking recovery from a substance use disorder, mental illness, or both. Part of my role as a Peer is unique and that it is based on the concept of mutuality—or sharing similar experiences. Peers offer a non-hierarchical relationship that differs from individuals' relationships with clinicians. Peers enhance the work of an individual's clinical care team and support them and their families as they navigate recovery. My primary purpose is intended to avert a crisis, or, if a crisis occurs, alleviate the need for more acute services. More importantly, I enjoy witnessing each individual (person served) blossom at their own pace. (Karen Hopes Mobile Crisis Peer)*



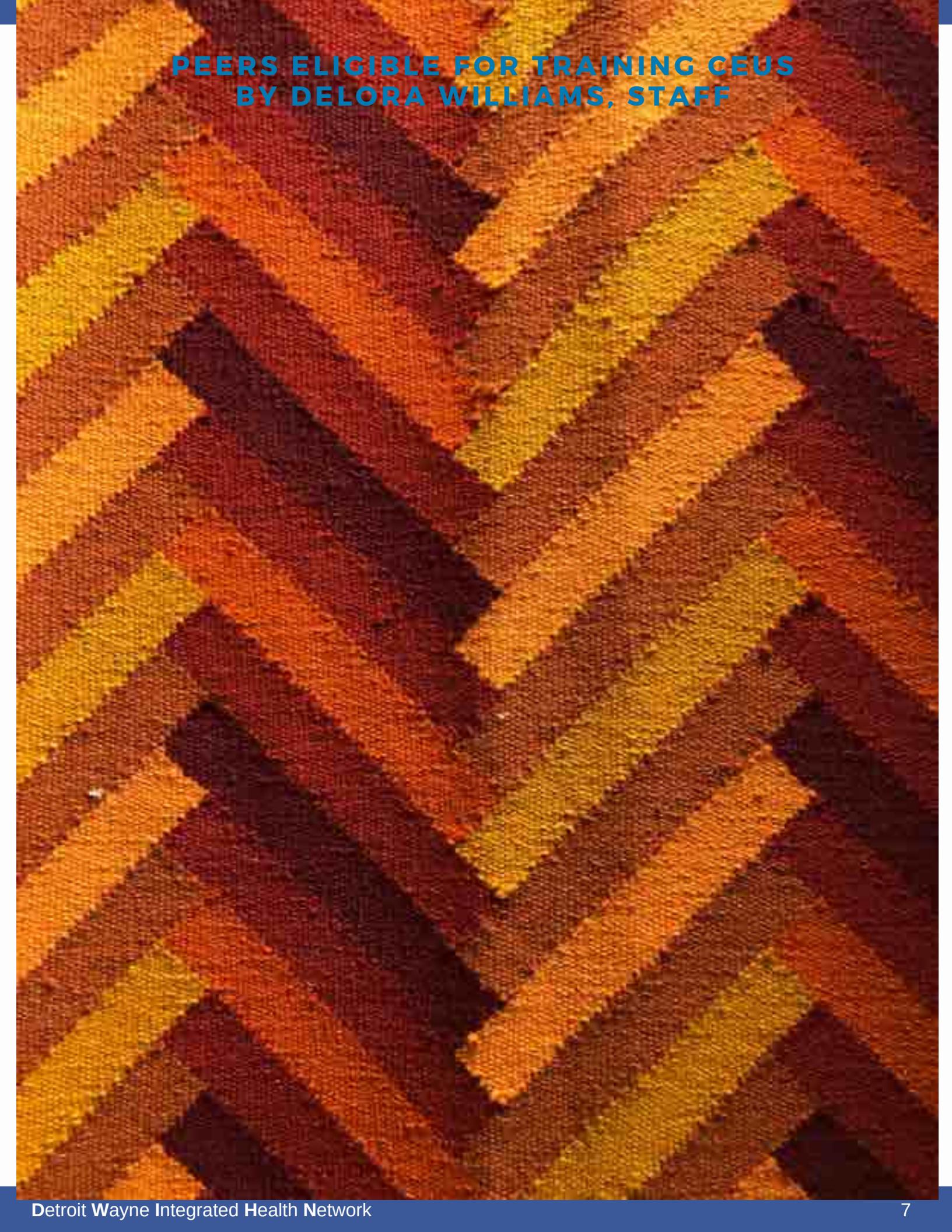
## MENTAL HEALTH FIRST AID MYNEISHA CALHOUN, STAFF

Mental Health First Aid (MHFA) training is used to inform those who service the community of the signs and symptoms of a possible mental health crisis. MHFA makes one aware of the precursors of a mental health crisis in hopes of preventing a crisis. It also teaches methods like Approach, Listen, Give, Encourage or ALGEE to show how to assist people in need of support before and during a mental health crisis.

A brief overview of **ALGEE**: **Approach**, assess the risk of suicide or harm, and assist. Ask if they want any help and identify yourself as a mental health first aider. **Listen** non-judgmentally to the individual, come with an open mind, leave biases, and focus only on helping the person. **Give** reassurance and information to the person about getting help. Do not give personal advice or your opinion. **Encourage** them to seek the appropriate professional help. **Encourage** to seek methods of self-help and other support strategies.

The training also addresses the need for sensitivity in these matters. Mental Health First Aiders, should be non-judgmental in verbal and nonverbal communication. The training is for those who want to proactively assist people who may be depressed, showing signs of mental anxiety or anguish, and is seeking help. The goal is to create a space where people can feel supported, and to obtain help or treatment before a crisis occurs. The training is an exceptional way to involve non-clinical people to provide resources and to get individuals to a clinical professional for further help and evaluation. If you or someone you know are interested in the MHFA training, sign-up through the Detroit Wayne Connect website at [www.dwihn.org](http://www.dwihn.org) . For mental health intervention and crisis assistance call the DWIHN helpline toll-free 24/7/365 at 800.241.4949.





**PEERS ELIGIBLE FOR TRAINING CEUS**  
**BY DELORA WILLIAMS, STAFF**

## **LET'S TALK ABOUT HUMAN TRAFFICKING BY DWIGHT HARRIS, STAFF**

The “Let's Talk Human Trafficking” event was held January 17, 2024, from 6:00 pm to 8:00 pm at Greater Grace Temple in Detroit. The event was sponsored by DWIHN, Youth United, Sanctum House, and The Capital Brand. Hosted by Social Media Influencer Randi Rossario, the goal was to raise awareness and inspire action against human trafficking. DWIHN President and CEO Eric Doeh, and notable advocate against human trafficking, Erica Watkins, Integrated Health Director of Sanctum House, were among the speakers present.

Host Ms. Rossario, a passionate advocate for social justice, has experience bringing communities together, and knows a lot about human trafficking. She has a special way of connecting with people, explaining complicated issues, raising awareness, and making a difference. This was evident at the event.

Mr. Doeh, who knows a lot about how human trafficking affects mental health and overall well-being, has a deep understanding of how the two are connected. His insights and expertise were very valuable and enlightened the audience. He indicated that he is dedicated to changing and improving outdated policies and empowering survivors. He is an important voice in the fight against human trafficking.

Ms. Watkins and her team from Sanctum House talked about their role in fighting human trafficking. They have developed programs in addiction recovery, trauma informed care, and providing health care to individuals served. They also work to ensure that public policies are structured so that survivors can receive the supports they need. She spoke about wraparound services and the importance of offering them in a safe, clean environment. She indicated that collaborations and partnerships with organizations like DWIHN are important in the fight against trafficking.

Two survivor stories were shared. April shared her journey of going from a sheltered life to experiencing the horrors of street prostitution and addiction. Her pregnancy motivated her to seek treatment and rebuild her life. Paige recounted her time in the foster care system and being forced into prostitution. She eventually found support from organizations like Sanctum House. Both survivors are now passionate about advocating for fellow survivors.

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## **LET'S TALK ABOUT HUMAN TRAFFICKING BY DWIGHT HARRIS, STAFF**

A panel featuring FBI Agent Sarah Pettey from the Office of Partnership and Engagement, and Valentina Seely, a guest speaker, addressed ways to combat human trafficking. Ms. Pettey spoke about several human trafficking cases involving victims who met their traffickers online. Ms. Seely emphasized the importance of supporting victims and their families.

Overall, the discussion focused on providing supports, resources, and education to survivors of human trafficking, as well as the importance of collaboration and partnerships in addressing these issues.

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## **DEVELOPMENTAL DISABILITY PANEL DISCUSSION BY ROBERT SPRUCE, STAFF**

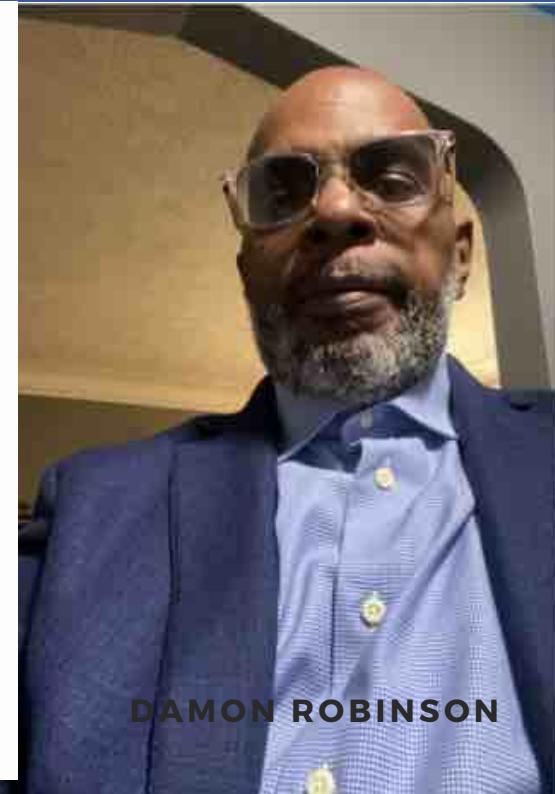
March has been designated as Developmental Disability (DD) Awareness Month. One goal during the month is to raise awareness and educate the wider community about individuals with DD. Many with DD are resilient, courageous, determined, and desire to be fully integrated into society, sharing their unique talents with others. The month provides an opportunity to acknowledge and recognize the contributions and potential of the DD community.

On March 14, 2024, the Member Engagement unit at DWIHN held a panel discussion on Community Inclusion, and involved advocates from the DD community. The event provided an opportunity to gain knowledge about community inclusion and offered a platform to discuss ways to promote inclusivity and overcome barriers.

College student, Nia Anderson, filmmaker, Temeka Citchen, Peer Mentor, Andre' Robinson, and policy consultant, Norman DeLisle were the featured panelists. Among the topics covered were education, employment, and intersectionality which is the overlap or combination of the effects of multiple forms of discrimination, such as racism, sexism, and classism, experienced by marginalized individuals or groups. Panelists also discussed the history and policy surrounding community inclusion.

Panelists shared their personal stories about community inclusion and how they overcame life obstacles. Insights shared by the panelists provided valuable perspectives which helped participants better understand challenges faced by the DD community.

A special acknowledgement to **Damon Robinson** for impacting the life of many Veterans in the SERV program. His dedication recently saved the life of a participant in the program who needed Peer Support intervention. Damon is also consistently showing his passion and drive to assist the participants and colleagues through his experience and certifications to include: Peer Support Specialist, Peer Recovery Coach, Community Health Worker, Certificated Independent Mental Health Awareness Facilitator, Certified Youth Mental First Aid, Train the Trainer... and many more. We appreciate your dedication to the veterans, their families, and VOAMI.



## **INTERVIEW WITH CERTIFIED PEER SUPPORT SPECIALIST DAMON ROBINSON ABOUT HELPING TO SAVE A LIFE: MICHAEL SHAW, STAFF**

### **1) What is SERV?**

Answer: Serve is “Suicide Prevention Engagement and Referral for Veterans.”

### **2) Who does SERV help?**

Answer: SERV helps veterans who may be struggling with suicidal ideations, homelessness, etc.

### **3) What is your job title?**

Answer: I'm a Certified Peer Support Specialist.

### **4) What do you do?**

Answer: I engage with veterans who may not only be suffering with suicidal ideations but also PTSD, depression, and anxiety.

### **5) Tell us about the person who said you saved his life recently?**

Answer: Approximately 3 months ago, we were having a stand-down at Volunteers of America (VOA) in Detroit. I engaged the person, who is a member here, and we started discussing his problems and struggles. I applied harm reduction and conflict resolution techniques, asked open ended questions, and shared my story with him. I listened to his story non-judgmentally.

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### INTERVIEW WITH CERTIFIED PEER SUPPORT SPECIALIST DAMON ROBINSON ABOUT HELPING TO SAVE A LIFE: MICHAEL SHAW, STAFF

I told him that VOA has a lot of resources available and that he should take advantage of what they have to offer. I said to him "...put yourself in a position so somebody can put you in a position." When I said that, it practically changed everything. Listening to him and showing compassion and empathy made a world of difference. I did "Peer" work and he said that it saved his life. The person I helped was like me, a veteran. He was about 55 to 60 years old and was dealing with homelessness. After this encounter, the person started putting in the work, utilizing what VOA has to offer and looking outside the organization for additional resources. You could see the difference. The person had more confidence. He was more positive. He's not afraid to talk to me or approach others.

6) Is there anything else you would like to say about SERV and your role within it?

Answer: SERV is an outstanding program for veterans. More information about the program needs to be disseminated in the community. I've been a Peer for 8 years. I'm non-judgmental when helping others. I share my story and treat everyone with respect and acknowledge their humanity. I'm grateful to be able to do this work. Working with others also helps me. Veterans who are having suicidal ideations or want to contact the SERV program can call 1-877-509-8387. Thank you.



HERE  
TO  
HELP

The Children's ECHO is a satisfaction measurement tool. It helps us take an evaluative review of the Member's Experience, letting us know where we are from the perspective of the respondent. In the chart below, a family member or guardian who is caring for a child, who received services through the DWIHN system of care, was evaluated. What does Member Experience mean? It is the sum - total of all the touch points in which a member or their family may experience when entering or encountering the DWIHN behavioral system.

Below is the Children's ECHO chart from the 2022/23 survey, which shows a comparison of how we have been doing, with the responses from our families on behalf of children who received services. 1,143 persons respondents responded. While we have seen some improvements, there is still a need to enhance the care of treatment, quality of care, and to recognize the need for cultural care and services. Take a look below and review the chart that shares our results.

CATEGORY	FY 2022/23 CURRENT	FY 2021/22	FY 2020/21	Where We Are	Results
Overall Treatment	49%	51%	51%	Implementing Person Centered Plan Training	Down 2%
Seen Within 15 Minutes	58%	48%	36%	Goal to shorten wait time	Up + 10% Improved
Told About Medications and Side Effects	75%	79%	78%	Ask about Side Effects of your prescription	NO GAIN
Engaged Family in Treatment	82%	60%	60%	DOING GOOD	Up + 22% Improved
Provides Information on Managing Condition	78%	75%	81%	StayinG Steady	NO GAIN
Information on Rights	92%	88%	88%	DOING GOOD	Above 90%
Provided Tools able to refuse treatment	89%	84%	81%	On the Way Up!	Up + 8% Improved
Confidence in Privacy	90%	90%	91%	HEALTH LAWS WORK	At 90%
Cultural Needs Met	74%	69%	69%	NEEDS WORK	Down -2%
Perceived Improvement from Treatment	66%	57%	58%	STILL NEEDS WORK	Up + 9% Improved
Options on Treatment after Insurants decline	56%	56%	55%	Customer Service can help you with other resources if you need them.	Slight Improvement
ECHO Children's SNAPSHOT	Shows how many people agree. Year 3	Year 2 of Survey	First Year Of Children's ECHO		

All of the results for the ECHO surveys are analyzed and discussed on several levels to ensure that Performance Improvement Plan (PIP) can be implemented. A team of DWIHN staff, providers, Peer representatives and quality professionals make recommendations on interventions and plans to help make services better. To take a look at the full ECHO report visit, [www.dwihn.org](http://www.dwihn.org).

# Medication Frequently Asked Questions

**I am having trouble remembering to take my medications. Is there anything I can do to help me remember?**

- Having trouble remembering to take medication is a common concern.
- Forgetting to take medication can be related to how many times a day a medication is prescribed.
- The more often a medication is prescribed, the more likely it is that the medication will be forgotten.
- Some medications are available as an extended-release form, which allows the medication to be taken less frequently.
  - Your physician or pharmacist will know if a medication is available as a once-a-day medication.
  - It is important to know that medications taken once a day can be more expensive than medications given multiple times a day.
  - For some people, forgetting to take medications is due to the medication not being part of a routine.
  - One way to make taking medication a part of a routine is the use of a pillbox or “pill minder.”
  - Pillboxes come in a variety of sizes and can have spaces for taking medications up to four times a day.
  - Fill a pillbox once a week and place it in an area where it will be easily seen.
  - For some people, an easily seen area is near the coffee pot or another area on the kitchen counter, especially for medications taken in the morning.
    - Placing medication near the alarm clock works well, especially if medications are taken in the morning and at bedtime.
    - Another tip is to set an alarm on a phone when it is time to take medication.
  - What is most important is to find a method that works for you. Ideally, the method is associated with something you do every day.
  - Just remember to store medications in a cool, dry place and away from children or pets.

Additionally, your health care provider may refer to an outreach team to help assist you in taking your medications.

- If you have any further questions about ways to help you remember to take your medications, talk to your physician or a pharmacist.
- 



# WALK A MILE IN MY SHOES RALLY

**Thursday, September 12, 2024**

**20<sup>th</sup> ANNIVERSARY!!**

**Capitol Building Lansing, Michigan**



Join us in celebrating the 20th Anniversary of the  
**Walk a Mile in My Shoes Rally**  
at the state Capitol in Lansing, as we educate the  
public about behavioral health issues and intellectual  
and developmental disabilities.



(517) 374-6848

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# Poetry Corner

Enter Spring...

By Mary Ann Bozenski

**Seasonal sadness**

**Makes its dramatic exit**

**New hope is welcomed**

**LOVE**

**YOUR**

*life*



# 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="https://www.dwihn.org/members/Provider_Directory_Booklet.pdf">https://www.dwihn.org/members/Provider_Directory_Booklet.pdf</a>  <u>888-490-9698</u> <u>800-630-1044 (TTY)</u>  —
Claim Status	<ul style="list-style-type: none"><li>• To track the status of your claims in the claims process</li></ul>	<a href="https://www.dwihn.org/claims">https://www.dwihn.org/claims</a>  <u>313-833-3232</u>
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="https://www.dwihn.org/provider_manual">https://www.dwihn.org/provider_manual</a>  <u>888-490-9698</u>
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. Available on enrollment, every three years and in the event of any significant change.</li></ul>	<a href="https://www.dwihn.org/policies-compliance-PHI-HIPAA-Manual.pdf">https://www.dwihn.org/policies-compliance-PHI-HIPAA-Manual.pdf</a>

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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:

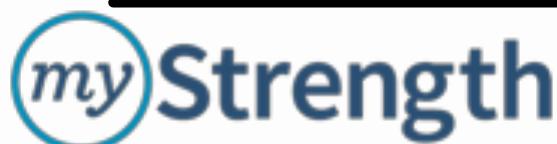
- (A) A face-to-face communication made by a covered entity to an individual; or
- (B) A promotional gift of nominal value provided by the covered entity.
- (C) If the marketing involves a third party, the authorization must state that such remuneration is involved.

**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>.

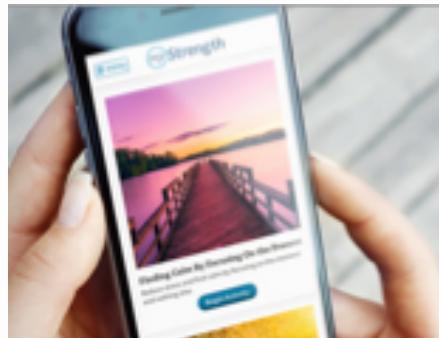
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### DWIHN Launches Mobile App



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

Download the app today from the Apple or Google Play stores

<https://apps.apple.com/us/app/mydwihn/id1642577658>  
<https://play.google.com/store/search?q=myDWIHN&c=apps>

## Did You Know?

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

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

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

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

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

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### MEMBER INFORMATION:

**AS A DWIHN MEMBER YOU ARE ABLE TO REQUEST HARD COPIES OF MEMBER INFORMATION LIKE THE MEMBER HANDBOOK, PROVIDER DIRECTORY, FORMS, AND OTHER MATERIALS. YOU CAN GET THIS INFORMATION BY CONTACTING THE DWIHN CUSTOMER SERVICE DEPT USING OUR TOLL FREE NUMBER – 888-490-9698 or BY VISITING OUR WEBSITE AT [WWW.DWIHN.ORG](http://www.dwihn.org)**

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DWIHN makes every effort to ensure the accuracy of the Provider Directory upon printing, however, periodically entries are updated and or changed. For the most current version, please visit our website at <https://www.dwihn.org/find-a-provider>, where you can also review information in multiple languages. All new enrollees in the DWIHN system of care should receive the most current hard copy of the DWIHN Provider Directory at the time of enrollment, upon intake and on an annual basis, you are also able to make this request at any time. To request a copy of a DWIHN Provider Directory please contact the DWIHN Customer Service Department at 888.490.9698 or TTY: 800.630.1044 between 8 am and 4:30 pm Monday through Friday or you may request one through your direct Service Provider. The mailed copy will be provided at no cost to you.

# Provider Closures

In accordance with reporting requirements for DWIHN, below is a list of providers and programs that have either closed or been terminated as of March 15, 2024

1/24/2024	Psychology Associates - Dr. Amy Monicatti	1708 Roseland, Royal Oak, MI. 48073
2/25/2024	Mason AFC Home	640 Euclid, Detroit, MI. 48202

3/1/2024	Passages - Courtyard, Southgate, MI	13600 Courtyard, Apt. 103, Southgate, MI 48195
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3/15/2024	Hegira Oakdale Recovery Center	43825 Michigan Avenue, Suite 2, Canton, MI. 48188
4/23/2024	Community Administrative Services	13195 E. Outer Dr., Detroit, MI. 48224
No Date Set Yet	Novus Living I	7860 Wayne Rd., Romulus, MI . 48174