

**Summer Edition
2023**



Persons Points of View

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Michael Shaw**

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WAYS TO KEEP MENTALLY HEALTHY

BY DELORA WILLIAMS, BBA, MM

PEER SERVICES AND ENGAGEMENT COORDINATOR

Mental health, a state of well-being, enables one to cope with the stresses of life, realize one's abilities, learn well, work well, and contribute to the community. Access to good mental health services is a fundamental human right and is critical to personal and socio-economic development.

When we talk about mental health, we speak of disorders and psychosocial disabilities, as well as other mental states associated with distress, impaired functioning, and/or risk of self-harm. Exposure to unfavorable social, economic, and environmental circumstances, which includes poverty, violence, and inequality, increases a person's risk of experiencing mental illness.

It is vital to promote positive mental health and to address the needs of people dealing with various conditions and situations. This should be done through community-based mental health care, which is usually more accessible and acceptable than institutional care. Improving services will require action beyond the health sector. It will be necessary to draw from numerous areas (i.e. education, labor, justice, transportation, housing, and welfare) to support good mental health outcomes for individuals.

THINGS TO KEEP IN MIND>>>>>

10 Ways to Keep Ourselves Mentally Healthy:

1. Value yourself
2. Eat nutritious meals and drink plenty of water
3. Surround yourself with positive people
4. Volunteer
5. Use stress techniques
6. Get your sleep
7. Set realistic goals
8. Spend time in nature
9. Avoid alcohol and other drugs
10. Get help when you need it

Source World Health Organization: 2022

CONFERENCE ON THE INTERSECTIONALITY OF DIVERSITY, DISABILITY AND FINANCIAL EMPOWERMENT BY ROBERT SPRUCE, STAFF

On March 8, 2023, the National Disability Institute (NDI) in partnership with The Colors of Autism, DWIHN, Wayne Metro and other Detroit organizations sponsored the first conference on the Intersectionality of Diversity, Disability and Financial Empowerment. Attendees discussed the intersectionality of diversity and disability as community partners work together to identify and find solutions to some of the barriers to financial stability that people face.

But what does intersectionality mean? Webster's Dictionary defines it as **"the complex, cumulative way in which the effects of multiple forms of discrimination (such as racism, sexism, and classism) combine, overlap, or [intersect](#), especially in the experiences of marginalized individuals or groups."** Please note that disability is not listed in this definition. Nevertheless, intersectionality is seen in communities of those with disabilities as well. For example, individuals with disabilities often live in poverty due to the lack of pertinent educational and employment opportunities. If we add complexities such as racism, gender, and/or sexual orientation discrimination, their experiences could be even more challenging. Persons with disabilities may experience additional discrimination due to their identity and/or lifestyle.

The goal of the conference was to educate participants on how people with disabilities can achieve upward mobility. Topics focused on personal experiences. One speaker gave a presentation outlining the ABLE account (tax-advantaged savings accounts for individuals with disabilities and their families) and its benefits. The presenter informed the audience how people with disabilities can use an ABLE account to save money without a reduction in their benefits. Another topic discussed was "journey mapping". This tool allows an individual to chart their experiences and use them to make positive changes in their life.



HOW TO LIVE A FULFILLING LIFE. BY MYNEISHA CALHOUN, BS, STAFF

Many people find themselves living a mundane life, where all their days are the same. Have you ever felt like your life is boring and unfulfilling, like there must be more to life than this? Well, this article is for you.

I would like to share a few steps you can take to lead a more fulfilling life. One recommendation is to set goals. Write down a list of things you would like to accomplish no matter how farfetched they seem. While writing, truly believe you can accomplish your goals. Many times, WE are our biggest obstacles. I believe we must push past all the reasons why things couldn't work out to attempt something new. The only failure is failure to try. I encourage you to press past the fear and move in the direction of your goal. You will be immensely proud of yourself when you succeed. Finally, give back; using your gifts and talents for the betterment of others will lead to a more fulfilling and purposeful life.

Today, I would like to present to you an opportunity to have the fulfilling life you always desired. The Constituents' Voices (CV) is organized under the guidance of DWIHNs Member Engagement unit of the Customer Service Department. The CV is charged with advising and making suggestions to the President/CEO concerning the design, delivery, evaluation, and implementation of policies, procedures, and activities related to community inclusion.



WHO'S THAT GIRL BY ADRIENNE THOMAS, CERTIFIED PARENT SUPPORT PARTNER

She wasn't taught the birds and the bees and how to love, you see. Her dad loved her unconditionally. Her momma did the best she could. However, she was never told how to love herself, too. Simple things that a girl needed to know. She was simply told, "I got mine, and you gotta learn to get yours too."

She wasn't prepared to know how to love herself first. She wasn't taught that God would send you everything you need. She was simply told, "I got mine, and you gotta learn to get yours too."

She decided to learn from experience. She messed up and was never told how to clean it up and get back on track. Remembering those words, "I got mine, and you gotta learn to get yours too."

She had children back to back, worked many jobs, educated herself, got married, and turned into a person she simply didn't know. She smiled on the outside but was torn up on the inside. When the weight of the world fell on her, she lost herself and became disconnected from God. She simply couldn't believe how this ever could have occurred. People who said "I love you" simply didn't show her. She worked. She cooked. She cleaned. She managed the home, took care of the family, the dog, and the turtle too. Yet, that simply wasn't enough. She was ready to end it all.

She no longer knew herself. How could this be? She was the life of the party and always had her own unique style, you see. She simply didn't know who she had become after the love she gave to others. Their love ran out for her.

She stayed in a situation that had attacked her soul. Mentally, she had many late nights of crying and hiding behind a cloud just to make her kids smile, all while trying to figure things out.

There were nights when she took an uncountable amount of pills and cut her wrists. It seemed like the world would be better off if she simply just ended it all and disappeared.

Yet, God gave her grace and mercy and said "Today won't be the day to say goodbye. It's time for me to show you just what you mean to me. I will carry you. Lean on me as we leave. Don't look back contemplating everything you lost. I will give double and more."

The road God took her down was lonely and bumpy. It had some twists and turns, many stops and yield signs, and dead ends too. God told her to just continue following the map he had prepared for her. She is now walking in her purpose. She keeps on going and never looks back. She is Me.

Member Success Stories

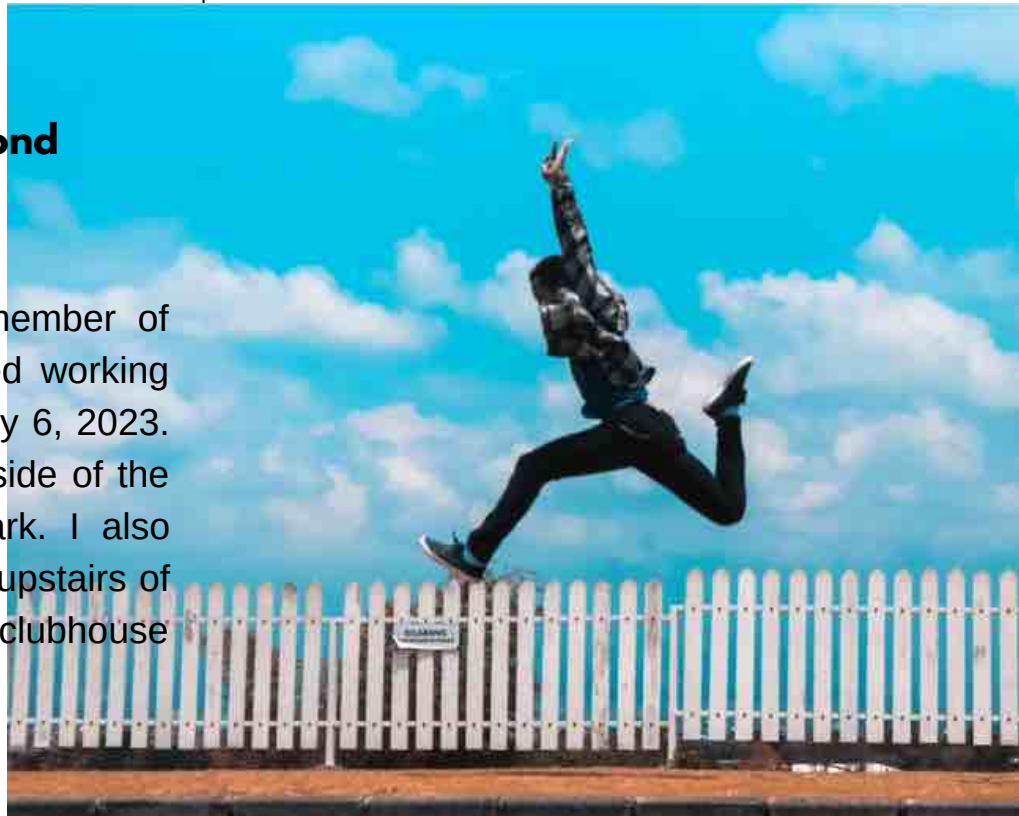
I Completed My Janitorial Assignment Lizzy S.

I successfully completed my janitorial assignment. I performed my job well and everyone was proud of how I worked. I am a hard worker. I arrived to work on time. I was never late. I knew what to do. I cleaned two buildings. Everyone told me that I did a good job. I never complete a task without doing it well. My last day at work was a little sad but I left knowing that I did my job well.



My Work at the Clubhouse and Beyond Herry C.

My name is Herry C. I am a member of Turning Point Clubhouse. I started working there on last my birthday, February 6, 2023. I pick up items and clean the outside of the clubhouse building in Lincoln Park. I also clean a building in Taylor and the upstairs of another building too. I love the clubhouse and Hegira Health!



The Importance of Medication Adherence

Patient adherence with antidepressant therapy is a critical aspect of effective clinical management.

Factors impacting adherence can be complex, and include:

- Medication-related side effects;
- Forgetting to take medication;
- Perceived benefit, or lack of efficacy, of the medication
- A lack of understanding on how to take the medication
- Inconsistent follow-up care;
- Low health literacy;
- Cultural and/or religious beliefs;
- Lack of knowledge on the importance of medication adherence
- Inability to pay for medication



Not taking your medication can lead to missed opportunities to improve your quality of life. Your doctor or pharmacist can help you understand the importance of taking your medication, as well as the benefits and side effects. It is important that you talk with your doctor regarding any concerns you have about your medication(s).

If additional resources for extra support to help you keep on track with your medications are needed, consider these:

- Use a pill box or medication cassette
- Take advantage of technology such as text message reminders, timers, dispensers and apps
- Ask your prescriber for detailed written instructions
- Combine with a daily task, such as meals or brushing your teeth
- Set an alarm
- Keep it visible
- Enlist a loved one's help

It is important that your doctor carefully explore your concerns about these medications and closely monitor you



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Poetry Corner

Summer

By Mary Ann Bozenski

Summer starts in June
Long awaited
Gone too soon

It will come and go
Yes, it's true
But this we do know

It will return next year
Please believe
You've nothing to fear

Birthdays, holidays, vacations too
Think about it
So much for you to see and do

Make yourself a plan
No need to stress
Enjoy while you can

Be grateful for all that you've got
Live in today
Don't fret about what you have not

Member's Rights

Our Area of Responsibility	Members' Rights	For More Details, Contact us at:
Provider Directory	<ul style="list-style-type: none"> To receive a copy of the Provider Directory at the time of enrollment, upon intake, annually and/or upon request To request a copy to be mailed to you at your mailing address or by email 	https://www.dwihn.org/members/Provider_Directory_Booklet.pdf — 888-490-9698 800-630-1044 (TTY) —
Claim Status	<ul style="list-style-type: none"> To track the status of your claims in the claims process 	https://www.dwihn.org/claims 313-833-3232
Estimated Cost of Services	<ul style="list-style-type: none"> 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 To receive an Explanation of Benefits (EOB) and request it at any time 	https://www.dwihn.org/provider_manual 888-490-9698
Notice of Privacy Practices	<ul style="list-style-type: none"> 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 	https://www.dwihn.org/policies-compliance-PHI-HIPAA-Manual.pdf

Continued on next page

Member's Rights

Continued from previous page

<p>Fraud, Waste, and Abuse (FWA)</p>	<ul style="list-style-type: none"> • To report fraud, waste, or abuse within the DWIHN's behavioral healthcare system to DWIHN to be investigated 	<p>https://www.dwihn.org/resources/upload/4546/Fraud%20Waste%20and%20Abuse%20Policy.pdf</p> <p>313-833-3502 or email compliance@dwihn.org</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"> • Utilization Management decision making is based only on appropriateness of care, service, and existence of coverage. • DWIHN, Access Center, and Crisis Service Vendors, do not reward practitioners or other individuals for issuing denials of coverage or service care. • 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. 	<p>https://www.dwihn.org/utilization-management</p>

Enrollee Rights and Responsibilities

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 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 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.

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>.



1. Visit www.myStrength.com.
2. Click "Sign Up."
3. Enter Access Code: **DWIHNC**
4. Complete the myStrength sign-up process
5. Download the myStrength app for iOS and Android



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)

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 June 1, 2023

Date Closed	Provider Name	Address
3/1/2023	Triple J's Better Care	19115 Woodcrest, Harper Woods, MI 48552
4/1/2023	Liberal Manor	3968 Guilford, Detroit, MI 48224
5/8/2023	Tommie, Inc.	19952 Schaefer Hwy., Detroit, MI 48235
5/31/2023	Everest Inc, Anderson Home	15829 Bellaire, Allen Park, MI 48101
5/31/2023	Lays Management	21341 Dartmouth, Southfield, MI 48076
7/1/2023	Quest-Montebello	25525 Montebello, Woodhaven, MI 48183
7/1/2023	Quest-Sunshine	6429 Beech Daly, Dearborn Heights, MI 48127



(313) 344-9099

TDD: (800) 630-1044

24-Hour Helpline: (800) 241-4949

www.dwihn.org