

**Winter Edition  
2023**



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## CEO CORNER

On behalf of the Detroit Wayne Integrated Health Network (DWIHN) and our Board of Directors, Happy New Year! I hope you had a relaxing holiday season, and I am excited to share some of our plans for 2023.

This year our campaign is, We are One. A Community of Care, providing exemplary behavioral healthcare.

Some of the ways in which we are doing this are by making sure our supports and services are accessible to all. We are excited to announce that we just launched our very own mobile app called, "myDWIHN" which is available in the Apple and Google Play stores, depending on which kind of phone you have, Apple or Android, you can download the app at the below links:

<https://apps.apple.com/us/app/mydwihn/id1642577658>

<https://play.google.com/store/search?q=myDWIHN&c=apps>



ERIC DOEH, PRESIDENT & CEO

This new app will allow you to access current events and activities, resources, training information, a provider directory, and a whole lot more. I encourage you to download it and learn more about what is available to the Wayne County community.

A victory we should celebrate is the defeat of Senate Bills 597 and 598. I would like to thank all of YOU for your advocacy efforts in helping defeat this legislation which would have put profits ahead of people by privatizing Michigan's mental health system. As you know, community-based behavioral healthcare continues to be the most effective, inclusive way for persons receiving care in the setting of their choosing. DWIHN believes that to serve individuals in the behavioral healthcare community; true integrated healthcare needs must be centered around people, excellent service, efficiency and providing consistent and efficient quality care. We are grateful that once again, the public safety net is secure. This year we will open up DWIHN's first Crisis Care Center on Milwaukee Avenue in the heart of the city. We are incredibly excited about this opportunity as we move forward with providing crisis services for children and adults. DWIHN will be opening a regional integrated behavioral healthcare campus in Detroit in 2024, providing physical and behavioral healthcare to the surrounding communities. There are also plans to open a third

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crisis center in the downriver area and DWIHN will soon have a new administrative home this year as we renovate a historic building on Woodward in Detroit's North End community.

We will continue to focus on putting children first, as we look to the future on how to better serve children and families through innovation, technology, and community engagement. Our community partnerships with the city of Detroit and the Detroit Police Department continue as we train more law enforcement on Crisis Intervention Training and improve ways to help those with serious mental illness.

All of these achievements and accomplishments would not be possible without the support, dedication, commitment and sacrifice of the DWIHN Provider Network and without your faith in DWIHN to assist you on your mental health journey.

We will always put people first.

Eric Doe

President and CEO



### 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>

## INTERVIEW WITH CERTIFIED PEER SUPPORT SPECIALIST DAMON ROBINSON: INTERVIEWED BY MICHAEL SHAW, STAFF

**Question:** Mr. Robinson, tell us a little bit about yourself, how did your lived experience get you involved in becoming a Certified Peer in Wayne County?

**Response:** For me, this is something I have always been. It detailed a lot of things for me. I was diagnosed with Post Traumatic Stress Disorder (PTSD) and depression. When I went to see a therapist, I was able to release a lot of things that opened my eyes up. Through Detroit Wayne and the Veterans Administration (VA),

I found out that they had a Peer program set up in 2016 where I learned about the Certified Peer Support Specialists occupation. Subsequently, I was able to pursue becoming one.

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

**Response:** I work at Team Wellness Center. I work with the Crisis Unit, the MATT Program, and any individuals I can help. I lead my own program called "Release, Think Outside the Box," where I help people realize and discover their thoughts. I also help persons with anger management, Dialectical Behavioral Therapy (DBT), which is an evidenced-based psychotherapy beginning with treating personality disorders and interpersonal conflict which is awareness and mindfulness of one's thoughts, and Cognitive Behavioral Therapy (CBT). I help people deal with trauma. When a person has experienced trauma, often they don't want to think about it. They may turn to alcohol and/or drugs. I help people deal with their bad experiences and pain.

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

**Response:** Being judged and labeled by coworkers such as therapists and care coordinators, not so much by other Peer Support Specialists. I find that there is sometimes a stigma attached to being a Peer Support Specialist, which I find disheartening to a certain degree.

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

**Response:** It allows me to be myself, share my story, give hope to others, and learn more about myself as well. I learn a lot from not only other coworkers but from the members we serve. I try to help them, but at the end of the day, they may be helping me more than I am helping them.



**DAMON ROBINSON**

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## **INTERVIEW WITH CERTIFIED PEER SUPPORT SPECIALIST DAMON ROBINSON**

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

**Response:** I practice self-discipline. I tell myself that I love you, Damon Robinson and to hang on in there. When I am dealing with difficult issues at work, I go outside to release stress. I find when I do that, my stress is released like releasing a balloon and is gone forever.

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

**Response:** I think the training for Certified Peers Support Specialists is excellent. I think that sometimes we get lost in the process that occurs when persons are trying to become certified.

**Question:** Is there anything else you would like to share with us?

**Response:** It's not all about being a Certified Peer Support Specialist with me, it's about being a better human being. The more I'm able to help me and exhibit self-control, the more I can help others. I'm willing to die for the truth and the truth only. We Peer Support Specialists sacrifice our lives because we are sharing our story. I'm not going to go out and sell drugs. I define who I am, not the society. It's all about discipline, knowing yourself and self-control. I want to help people learn how to think for themselves and help themselves.

**If you need to talk, we're here to listen.**

### **Certified Peer Support Specialist Warmline**

For persons with mental health conditions in Michigan.



**Call 888-PEER-753 (888-733-7753)  
10 a.m. - 2 a.m., 7 days a week**



# YEARLY SELF-CARE RECIPE! BY ADRIENNE MCCAIN-THOMAS

Welcome to 2023

Have you thought about all the baking you've done during the holidays? Those cakes, pies and cookies sure smelled good, yet have you thought about making some time for SELF-Care to start the New Year off right? Whip up your own personal recipe! Add your own sprinkle of self-love and self-care. Choose things that bring you happiness and help you to relax and be in the moment.



**ADRIENNE  
MCCAIN-THOMAS**

It's so important that women, men (YES, men) and children take time out to recharge. You're human! It's ok to need a break. It's also ok to take time out for yourself. You're not being selfish by doing this. Your mind, body and soul deserve to feel fulfilled and rested. Be as creative as you wish. Write down a list and update it so that every time you take out your recipe, the list of ingredients will instantly make you feel positive and uplifted.

Remind yourself that yesterday is gone and tomorrow is not promised. Try your best to live in the present. Take days when you feel uninspired, unmotivated, and negative, and transform them by being the best version of yourself. Your potential is limitless. Self-love and self-care are not part of a hocus-pocus wellness plan. They help to create a lifestyle that can provide you with light, renewed energy, and a sense of self, contributing to your awareness as an emotional and physical being. You have the power to change your mentality and outlook on life.

Why not take this opportunity to decide how you wish to live each day? Go and pursue your goals and aspirations! Take your recipe of self-love and self-care and sprinkle the ingredients throughout 2023. Give your best each and every day because at the end of the day, your best is more than enough. You've got this.

My Crown is: Mom, Wife, Grandmother, New Author, and Certified Parent Support Partner through Family Alliance For Change and Southwest Solutions, providing support at Hegira Health Inc. Westland.

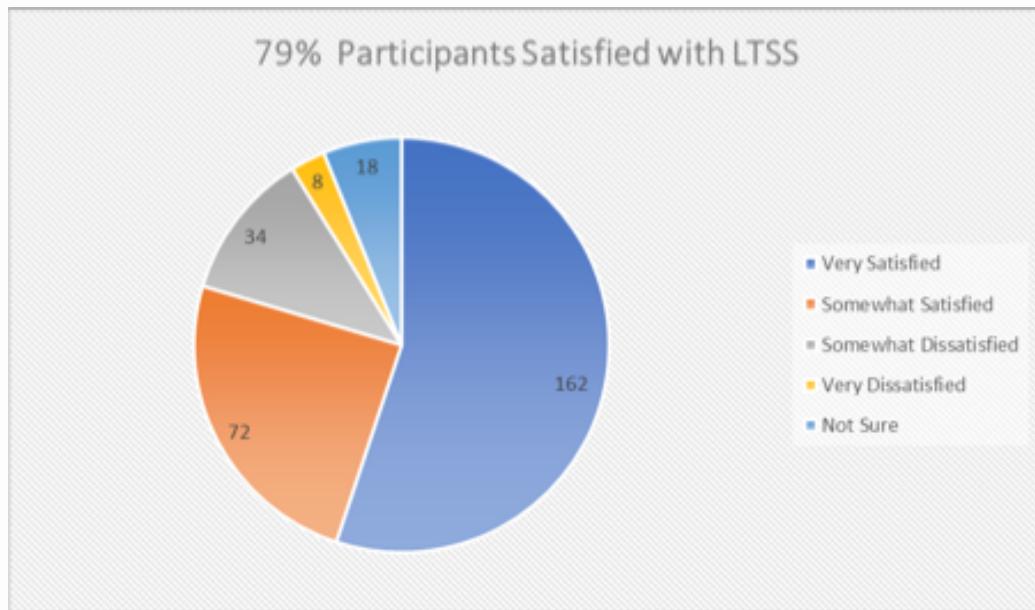
# DWIHN MEMBERS SATISFIED WITH WORKSHOP SKILLS-BUILDING PROGRAMS

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

In the summer of 2022, the DWIHN Member Experience Unit launched a baseline study to determine if members are satisfied with their skill-building program in the workshop environment. This kind of service is sometimes called Long Term Support Services, or LTSS. Although the survey asked several questions, what we primarily wanted to share is what DWIHN plans to do to help improve the level of satisfaction members have with their LTSS care, based on the findings we discovered in this original baseline survey.

It is important to state that the data from this study represents a sampling of approximately 340 members, who identified as having received LTSS treatment during a specific time in 2021 and 2022. Nearly 80% of the members sampled reported they were satisfied with their LTSS treatment. (see pie chart 1 below)

CHART 1



**The shaded blue area and largest portion of the pie chart represents members who are very satisfied, and the orange area represents members who are somewhat or (mostly) satisfied. The gray, yellow, light blue, and silver portions represent responses from people who are dissatisfied or are not sure how they feel about their LTSS (services).**

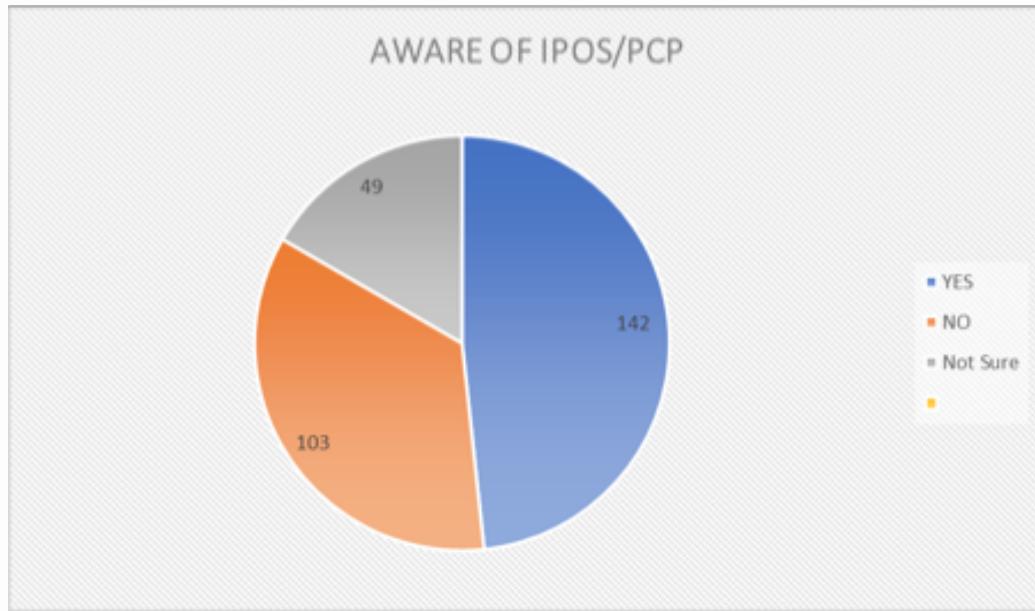
Another question that members were asked was how they correlated their treatment and care with what is documented in their Individual Plan of Service (IPOS) or sometimes known as their Person-Centered Plan (PCP). In the next pie chart, the data shows that nearly half of the

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sampled group said YES, (see the shaded blue portion) they see how their PCP connects to their treatment, care, and planning for the type of services they receive. The other half of the respondents either said NO they are not aware of how their PCP connects to their service(s) or they are not sure how their PCP connects them to their goals and plans of service. (see chart 2).

CHART 2



Based on these findings and other data we have available, DWIHN concluded that chart 2 indicates that there is a significant opportunity to improve satisfaction amongst more members by ensuring that they fully understand how their PCP can state their goals. We want to inform members in this study how their PCP can be used as a road map that ensures their goals are being achieved and that they are reaching their benchmarks when receiving LTSS care. Another special study related to this project is being planned and will involve some of the same people from the original study. This related study will try to discover if we, at DWIHN, can help improve overall satisfaction in member treatment, especially with their LTSS. We are excited about sharing the results of the original study. We also anticipate sharing the results of the second study, both of which will become part of a Performance Improvement Plan or PIP. When the PIP is launched, it will help us discover more about how and why members achieve their level of satisfaction from the services received. It will take some time to roll out the LTSS PIP and obtain the results. We will keep you informed. If you would like to see the entire report of the LTSS Baseline Study conducted in 2022, visit our website@<https://www.dwihn.org/Satisfaction-Surveys>.

# **CALLING ALL CERTIFIED PEERS! CHANGES IN THE STATE RULES WILL IMPACT YOUR CERTIFICATION! BY DELORA WILLIAMS, STAFF**

Effective **January 1, 2023**, the Michigan Department of Health & Human Services (MDHHS) is requiring that all Certified Peers begin a mandatory Continuing Education Unit (CEU) requirement every two years. To remain certified, you must attend/participate in approved trainings, equivalent to 32 CEUs, covering a wide range of subjects.

I'm DeLora Williams and as the Peer Services and Engagement Coordinator for DWIHN, I am available to assist you by assessing your credentials and advising you of the appropriate and available trainings that will assist in meeting your CEU requirements.

Your certification could be terminated if you do not register with me and/or the DWIHN Office of Peer Engagement. I am setting up a database of peers that will track peer credentials and trainings, and offer annual assessments about the types of trainings needed to maintain your certification. All Certified Peers should click the **link below and fill out the attached form** so we can contact you about your status, and keep you informed about the MDHHS and DWIHN-approved trainings. It is my goal to be a resource for you as DWIHN expands its support to Certified Peers, including employment leads and outreach engagements that will be beneficial.

My office is here to help! Please contact me at (313) 344-9099 ext. 3342 or [dwilliams@dwihn.org](mailto:dwilliams@dwihn.org) for further information. Please plan to attend our first PEER TALK Conversational Forum called Peer Chat which are scheduled on the second Thursday of the month. Upcoming Peer Chats are **February 9, 2023, March 9, 2023, April 13, 2023, and May 11, 2023**, from 6 pm to 7 pm. You will receive an invitation to the forum after you click the link below and complete the form. Thank you!

<https://form.jotform.com/223263981104149>

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### Upcoming MDHHS Peer Continuing Education (CE), Peer Support Specialist (CPSS), and Peer Recovery Coach (CPRC) Certification training.

<b>February 1</b> <ul style="list-style-type: none"><li>• Trauma Informed Recovery: Part 2</li></ul>	<ul style="list-style-type: none"><li>• Community Health Worker Certification</li></ul>
<b>February 6 – 10</b> <ul style="list-style-type: none"><li>• 6-10 Peer Support Specialist Certification</li><li>• 6-8 SMART Recovery</li></ul>	<b>April 3 – 7</b> <ul style="list-style-type: none"><li>• 3-5 SMART Recovery</li><li>• 6 Ethics</li></ul>
<b>February 13 – 17</b> <ul style="list-style-type: none"><li>• 13-17 Peer Recovery Coach Certification</li><li>• 15 Self-Disclosure: The Active Ingredient</li></ul>	<b>April 10 – 14</b> <ul style="list-style-type: none"><li>• 10-14 Peer Recovery Coach Certification</li><li>• 14 Anchored: Avoiding Peer Drift</li></ul>
<b>February 20 – 24</b> <ul style="list-style-type: none"><li>• 22 Multiple Pathways &amp; Wellbriety</li><li>• 24 So Many Roads: Multiple Pathways</li></ul>	<b>April 17 – 21</b> <ul style="list-style-type: none"><li>• Peer Support Specialist Certification</li></ul>
<b>February 27 – March 3</b> <ul style="list-style-type: none"><li>• Five-Day Wellness Recovery Action Planning (WRAP)</li></ul>	<b>April 24 – 28</b> <ul style="list-style-type: none"><li>• 24 Ethics</li><li>• 28 Take the Stress Out of Stressors</li></ul>
<b>March 13 – 17</b> <ul style="list-style-type: none"><li>• 13-17 Peer Recovery Coach Certification</li><li>• 15 Words Matter</li></ul>	<b>May 1 – 5</b> <ul style="list-style-type: none"><li>• 3 Ethics</li><li>• 3-4 Emotional CPR (e-CPR)</li><li>• 5 So Many Roads: Multiple Pathways</li></ul>
<b>March 20 - 24</b> <ul style="list-style-type: none"><li>• 22 Recovery Within the 8 Dimensions of Wellness</li><li>• 23-24 Two-Day Wellness Recovery Action Planning (WRAP)</li></ul>	<b>May 8 – 12</b> <ul style="list-style-type: none"><li>• 8-12 Peer Recovery Coach Certification</li><li>• 10 Trauma Informed Recovery: Part 1</li><li>• 12 Trauma Informed Recovery: Part 2</li><li>• 15 Ethics</li></ul>
<b>March 27 – 31</b>	<b>May 15 – 19</b> <ul style="list-style-type: none"><li>• 15 Multiple Pathways &amp; Wellbriety</li></ul>

\*Trainings and Events are Subject to Change\* 1/20/2023





**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.





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

SUPPORTIVE, OUTREACH, UNDERSTANDING, LIFE SITUATIONS

FAITH TALK 4TH MONDAY  
OF THE MONTH

6:30 PM-7:30 PM

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



CASUAL TALK 2ND  
WEDNESDAY OF THE  
MONTH

6:00 PM - 7:30 PM

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

[https://dwihn-org.zoom.us/j/96572691450?  
pwd=OHdVamJJWG9rbFZzUnI4NlITY2loUT09#success](https://dwihn-org.zoom.us/j/96572691450?pwd=OHdVamJJWG9rbFZzUnI4NlITY2loUT09#success)



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

# Poetry Corner



## Test of Time

By Mary Ann Bozenski

**Eleanor Roosevelt**

**Groundbreaking First Lady**

**Champion of those in need**

**An American Political Figure**

**Diplomat and activist**

**Once said, “No one can  
Make you feel inferior  
Without your consent.”**

**This quote promotes healthy  
Self-esteem and self-confidence**

**Core issues vital to us all  
What I think of myself impacts  
How I relate to other people  
But it's not quite that simple  
Our society is filled with injustice  
intolerance, abuse, and neglect**

**Without kind words and respect  
We can not learn to love ourselves  
Let's make an effort  
To treat everyone  
With respect and dignity**

**“No one can make you feel inferior  
without your consent,” can be  
more powerful and hold  
a stronger meaning deep inside  
these words may truly  
pass the test of time**

# 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> — <b>888-490-9698</b> <b>800-630-1044 (TTY)</b> —
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> <b>313-833-3232</b>
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> <b>888-490-9698</b>
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="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.

## 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 January 12, 2023

Date Closed	Provider Name	Address
11/7/2022	Five C' Manor	24476 Schoolcraft, Redford, MI 48239
11/7/2022	AWBS-IDD Skill Building Program	4401 Conner, Detroit, MI 48212
11/14/2022	Precious Care AFC-Harding Home	21930 Harding, Oak Park, MI 48237
12/14/2022	Spectrum Community Living Services	16928 Boulder St., Northville, MI 48167
12/19/2022	Neighborhood Living Services	23001 Norfolk Detroit, MI 48219

## Did You Know?

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

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

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

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

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

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

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

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

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

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

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