



Winter Edition
2025-2026

DWIHN FIGHTS STIGMA

Persons Points of View

Emotional Wellness

MDHHS Peer Deadline

Editor-In-Chief Michael Shaw

Returning Citizens

SELF-Care

EMOTIONAL WELLNESS DURING THE HOLIDAYS

BY LINDA BURTON, CPSS/CHW, PEER AGENT/CS

Emotional wellness involves managing your emotions positively, being able to understand and adapt to everyday life stresses. It includes coping effectively with your own emotions and relationships, as well as being aware of how you feel. Improving your emotional wellness can enhance your mental, physical, and social health. It is crucial because it impacts your overall well-being and your ability to adapt to life's changes and challenges. During the holidays, many people may feel sadness and loneliness, especially if they have recently lost a loved one, a loved one is far away, or they lack someone important to share happy moments. There can be many reasons to conduct an emotional self-care check-up during this time.

****Why is Good Emotional Wellness Important?****

1. It improves physical health, helping you feel better
2. It enhances mental wellness, allowing you to cope with daily stress.
3. It increases resilience to handle setbacks, changes, and challenges.
4. It helps develop healthy coping skills.
5. It maintains strong social connections.

These are just a few reasons why good emotional wellness is important. There are many more.

****Common Signs of Poor Emotional Wellness:****

1. Negative self-talk
2. Mood swings
3. Feelings of worthlessness
4. Difficulties with daily activities
5. Persistent feelings of sadness, anger, hopelessness, and irritability
6. Loss of interest in activities you used to enjoy
7. Social withdrawal and isolation from family and friends
8. Sleeping too much or too little
9. Low energy and fatigue
10. Trouble concentrating
11. Neglecting personal hygiene
12. Feeling overwhelmed
13. Struggling at work or school
14. Substance abuse
15. Anxiety and depression

These are just some signs of poor emotional wellness

****Common Signs of Good Emotional Wellness:****

1. Feeling confident about yourself
2. Practicing self-care
3. Having positive relationships

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4. Demonstrating kindness and compassion
5. Being unafraid to ask for help when needed
6. Maintaining a balanced lifestyle among work, relationships, and leisure activities
7. Coping with daily stress without feeling overwhelmed
8. Smiling and laughing!

Here are some ideas for maintaining your emotional wellness and self-care:

1. Eat healthy foods and get enough sleep
2. Practice mindfulness and breathing exercises
3. Use positive affirmations about yourself
4. Journal your emotions
5. Listen to uplifting music
6. Dance and sing around your house
7. Create a WRAP plan focused on loneliness
8. Say "no" when you feel pressured to say "yes"
9. Acknowledge your achievements with a pat on the back
10. Volunteer at a meaningful organization
11. Engage in regular self-care activities
12. Set realistic goals
13. Relax and unwind
14. Practice deep breathing exercises
15. Build a strong support system
16. Spend quality time with family and friends
17. Be kind to yourself
18. Try meditation or yoga
19. Express your feelings in a healthy way
20. Name and understand your emotions
21. Talk to someone about how you feel

****The 5 C's: Components of Mental and Emotional Health Well-Being****

1. ****Connection:**** Build strong, healthy relationships with family and friends for support, which can help combat loneliness and isolation.
2. ****Community:**** Be an active member of your community by volunteering or attending local events.
3. ****Coping Skills:**** Develop skills to manage stress effectively.
4. ****Compassion:**** Be kind and understanding toward yourself and others, showing empathy.
5. ****Care:**** Make steps to maintain and improve your self-care, such as eating healthier, exercising, and getting enough sleep.

Each of these components plays a significant role in your mental and emotional well-being and is essential for maintaining good emotional wellness. During the holidays, if possible, connect with family and friends or join a social group to avoid isolation. If you are invited to holiday gatherings, attend them, enjoy yourself, and meet new friends.



Dear Certified Peers,

Certified Peer Support Specialists and Certified Peer Recovery Coaches must report the required thirty-two (32) Continuing Education (CE) hours to the Michigan Department of Health and Human Services (MDHHS) by January 1, 2026. This will allow you to receive your first renewal certificate.

MDHHS has a new requirement for all Certified Peer Support Specialists and Certified Recovery Coaches. You must complete the next level of Ethics and Boundaries training upon receipt of your renewal certificate.

Here's a breakdown of the Renewal Cycle requirements:

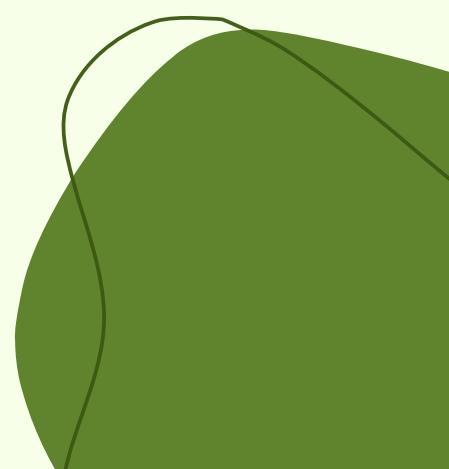
- First Renewal Cycle: complete Level One Ethics and Boundaries Training.
- Second Renewal Cycle: Level Two Ethics and Boundaries Training is required.
- Third Renewal Cycle: Level Three Ethics and Boundaries Training is required.

The Renewal Cycle requirements must be completed every two years during the certification cycle. Therefore, it is important to be proactive to maintain your certification.

Continuing Education (CE) Hour Requirements:

- A total of 32 Continuing Education credits
- A total of 16 credits from MDHHS Peer Services Area
- 6 hours in-person MDHHS Ethics and Boundaries Training
- 19 credits of in-person Instruction

Now is the time to take action to ensure you are complying with continuing your invaluable work. If you have any questions or need assistance, please feel free to reach out to DeLora Williams, Peer Coordinator, Phone: (313) 989-9431 Ext. 9431 Email: dwilliams@dwihn.org



DWIHN FROM MY PERSPECTIVE BY LYONDRA B

I want to start by expressing my deepest gratitude to the Detroit Authority (DWIHN) for giving me the opportunity to become a Peer Support Specialist. Their generous grant helped me find my path after a challenging time, and I'm forever grateful.

The Detroit Wayne Integrated Health Network, commonly known as DWIHN, has had a profound impact on my life, particularly through the special grant that allowed me to join the Turning Point Clubhouse, which is a psychosocial rehabilitation facility. Before this opportunity, I often spent long periods—usually around 90 days at a time—isolated at home and disconnected from society. The transition to the Turning Point Clubhouse has been transformative, helping me reintegrate into the community and regain my confidence. One of the significant benefits of the grant was the ability to access transportation for both medical and mental health appointments, facilitated by a third-party company. This support alleviated a lot of logistical stress and made it easier for me to seek the care I needed. Additionally, the Clubhouse environment provided a safe and welcoming space where I could rebuild my trust in mental health facilities. My experience at the Turning Point Clubhouse has also enabled me to develop new skills. For instance, I learned how to provide meal service, which proved useful during a summer camping trip where our clubhouse served one meal to the other nine clubhouses. We received many compliments from the 150 people in attendance, representing ten different clubhouses across America. There is so much to elaborate on regarding how DWIHN has nurtured my life over the past two years. Thank you, DWIHN!

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RETURNING CITIZENS: REENTRY AT A GLANCE BY CLARENCE RUFF, PEER AGENT

As someone who has experienced a substance use disorder and has been involved with the criminal justice system, I understand the significant challenges that come with reentering into society after serving years in prison. One of the biggest obstacles I faced was the impact of background checks on accessing housing, employment, and credit accounts due to my status as a felon. Substance use is a behavioral health issue that can severely hinder successful reintegration into the community after incarceration. Other barriers such as a lack of health care, job skills, education, stable housing, and weak connections with community behavioral health providers further complicate reentry. These obstacles can jeopardize recovery and increase the likelihood of relapse and re-arrest. Additionally, individuals leaving correctional facilities often endure lengthy waiting periods before they can access benefits and receive services in the community. As a result, many may revert to drug use, criminal behavior, or homelessness when they are unable to obtain the support they need. I consider myself fortunate to have maintained my freedom from substance use. I have taken proactive steps to build a better life for myself, such as obtaining an education, securing and maintaining employment, and avoiding recidivism.

SELF CARE FALL AND WINTER RECIPE BY ADRIENNE THOMAS, AUTHOR

Have you thought about what you're going to bake for the holidays? Cakes, pies and cookies smell really good, but have you thought about making some time for SELF-care to start the New Year off? You can whip up your own recipe and make it personal. You can add your own sprinkle of self-love and self-care. Choose the things that bring you happiness and help you relax and be in the moment.

It's so important that Women, Men (YES, men) and Children take time out, even just once a week to recharge. You're human. It's ok to need a break. It's also ok to take time for yourself. It's not selfish. Your mind, body, and soul deserve to feel fulfilled and rested. Be as creative as you like. Write down your list and decorate it so that every time you take out your recipe, the list of ingredients instantly makes you feel positive and uplifted.

Remind yourself that yesterday is gone and tomorrow is unwritten. Why not just try your best to be in the present? Take those days in which you feel uninspired, unmotivated, and negative, and blossom into the best version of yourself. Your potential is limitless. Self-love and self-care is not a hocus-pocus wellness plan. It is a lifestyle that can provide you with

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light, renewed energy, a sense of self, and awareness of your emotional and physical being. You have the power to change your mentality and your outlook on life. Why not take this opportunity to decide on how you wish to live each day and go and conquer your goals and aspirations? Take your recipe of self-love and self-care and sprinkle it throughout the remainder of 2025. Go into 2026 with your very own secret ingredients. Each and every day, give it your best because at the end of the day, your best is more than enough. You've got this!

LEARNING HOW TO DRIVE BY NIA ANDERSON, PEER AGENT

On July 24th, I passed my written driver's test in preparation for driver's training. Learning to drive takes time, especially because one needs to focus on the roads and the signs. Three months later, on October 14th, I took my first driving lesson at A and W Driving School. During that lesson, I just drove around my neighborhood. I was nervous, but it was a good experience to learn what it feels like to be in the driver's seat behind the steering wheel. My second driving session was two days after Halloween, when I drove on the main roads. I had a lot of anxious thoughts during that time. I felt mixed emotions while driving on the main roads because they were busy, with several cars around and hills along the route. However, by the end of the day, I felt proud of myself and couldn't wait to share my achievement with my family. For my third, fourth, and fifth driving sessions, I followed a similar routine. During the fourth and fifth sessions, I made some minor mistakes, but I recognized that they were important learning opportunities. My instructor encouraged me to embrace these mistakes as part of the learning process. From my perspective, being in the driver's seat is ten times more different than being in the passenger seat. I realized that throughout my life, I've been used to being a passenger, and now I need to adapt to being the driver, which requires a lot of effort and awareness. While I'm excited about driving, I still feel nervous whenever I'm behind the wheel. However, I encourage myself to practice every day until I feel confident enough to handle busy roads. I know my family, friends, and coworkers are proud of me for taking significant steps, breaking barriers, and stepping out of my comfort zone. I am proud of myself, too!

A DIFFERENT APPROACH TO DRUG ABUSE PREVENTION

BY ROBERT HOPKINS

The story begins with my lifelong passion for dancing, which took a new direction after attending the COD/SUD conference at Cobo Arena in 2017. During this event, I was introduced to important information about the connection between endorphins, opiate receptors, and dopamine. This revelation changed how I work with my clients at STAR Center in Detroit, where I have served as a counselor in our Methadone Assisted Treatment Program since 2009. I now help my clients understand how the sustained use of opiates and other mind-altering drugs can greatly damage their brain chemistry. However, my full-time role as a substance abuse counselor has limited my ability to share this message with the youth in the Metropolitan Detroit area, a goal I've aspired to since that conference. Starting in March 2026, I plan to reduce my time commitment at STAR Center, making it possible for me to pursue this mission. I am eager to volunteer with the Substance Abuse Prevention staff at the Detroit Wayne Integrated Health Network in whatever capacity is most helpful. Along with a retired coworker, I developed a program we named "The Christopher Cause," though I prefer the title "Dancing with Dr. Bob." We created a message and a music playlist suitable for classrooms or student assemblies. The core of this initiative is to show that dopamine can be stimulated through various activities that enhance the production of endorphins. Personally, I want to emphasize dancing, embodied in our slogan, "Do Dance, Not Drugs." The premise is straightforward: we encourage dancing and similar activities that are entertaining, physically beneficial, and uplifting. Our goal is to help children, adolescents, and young adults recognize the joy and stimulation that dance provides, illustrating that this activity is a far more satisfying alternative to drug use. This approach sidesteps strict prohibitions on drugs and offers a fulfilling, easily accessible option. I would love to connect with others who share this vision and can help spread this important message. Please feel free to reach out to me. My name is Robert Hopkins, and I live in Ypsilanti while working in Detroit. You can contact me at (734) 985-5572 or through STAR Center at 13575 Lesure St., Detroit, MI 48227. Thank you!



INTERVIEW WITH CERTIFIED PEER SUPPORT SPECIALIST KEITH GRAHAM

Question: Tell us a little bit about yourself, how did your lived experience get you involved in becoming a Certified Peer Support Specialist in Wayne County?

Answer: I'm 63 years old and have been in recovery from substance abuse addiction and mental health issues for about 35 years. I've been clean and sober for over 15 years now. I entered this field after coming off Social Security Disability in 2017, when I became a peer recovery mentor. My lived experience, coupled with my mental health challenges and substance abuse history, has equipped me with valuable insights. Additionally, I graduated from college with a degree in mental health and substance use disorders



KEITH GRAHAM

(SUD), and I've worked in the field as a specialist. By the grace of God, I've been able to navigate my experiences and integrate them into my role as a peer recovery specialist and case manager for a DLive program at a DMC Hospital.

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

Answer: Currently, I work at DLive, which stands for Detroit Life, It's Valuable Every Day. This program is associated with DMC Sinai-Grace, Harper, Children's, Hutzel Hospitals, where I focus on community violence as a community violence specialist. In the trauma unit across all ERs, I serve as a life coach, peer specialist, and case manager, drawing from both my lived experiences and my education in the field. I manage a caseload of about 42 members, addressing various aspects of their lives. Our goal is to prevent them from returning to the community only to face another trauma situation. Unfortunately, we work hard to keep them out of jail, mental hospitals, or worse. My role encompasses education, legal assistance, housing, transportation, and other critical dimensions to help our clients succeed, gain a new perspective, and break generational curses as well as population-specific challenges within their families. It's often the case that we encounter households with intergenerational issues, where, for example, no one has ever held a job, and substances like alcohol and drugs are prevalent. We're striving to guide our members, as well as their families, toward breaking these generational patterns and problems. This is the essence of my work as a case manager, peer specialist, and life coach.

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

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Answer: Oh, wow. It's essential to set boundaries and not let my heart overpower my head, or vice versa. I need to focus on the facts and data while also providing that personal touch to the members I serve. My goal is to be a supportive guide, ensuring that I'm an effective Peer Support Specialist for each member. I can't let emotions dictate my decisions; I have to be driven by the facts along with a personal understanding of those I'm connected with. This balances both logical decision-making and empathetic support. It can be challenging at times because each person is unique in this line of work. However, recognizing what's important and adhering to professional best practices is key, all while keeping emotions in check.

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

Answer: Oh, wow, that's a great question. What truly inspires me is witnessing lives change. I'm seeing the impact of pouring into individuals. They might not grasp it right away, but eventually, it clicks for them. Years down the road, when I encounter a client or a member who was under my care—whether they still are or not—it's incredibly fulfilling to see their transformation. Hearing them share insights that initially eluded them but that they now fully understand inspires me to keep going and to help the next individual who comes onto my caseload.

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

Answer: Basically, what I do for self-care is set healthy boundaries for myself, and I'm comfortable saying no when needed. I walk away from my job when it's time to do so, especially if there are no emergencies. I focus on reconnecting with myself and nurturing my faith by attending church, where I also serve as a minister. My prayer life is important to me, and I enjoy outdoor activities like biking and going to the gym. I love visiting the theater and attending concerts. Most importantly, I take the time to really care for myself so that I can effectively love and support others.

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?

Answer: Oh, wow. Hopefully, nobody gets mad, but I think we need more funding for peer specialists. We deserve a raise. Additionally, we should focus on educating even more individuals in the field of peer specialty. It's important to help us become more knowledgeable

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and cognitive in our roles. We need to understand just how crucial self-care is, which you mentioned earlier. It's also essential for us to be appreciated as peer support specialists. I truly believe we should be compensated for our true worth, not just what's available. Yeah, I think that covers it.

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

Answer: This work is incredibly important, and I understand that deeply. It feels like times are changing rapidly, especially compared to when I was struggling with my addiction and my mental health, which I had little control over at the time. I believe it's essential for us as Peer Specialists to prioritize self-care. The work we do is vital, and taking care of ourselves is crucial for all of us. We need to be able to separate our own lives from those we serve. It's important to recognize how vital this balance is, so we can avoid burnout and continue to be effective in our roles.



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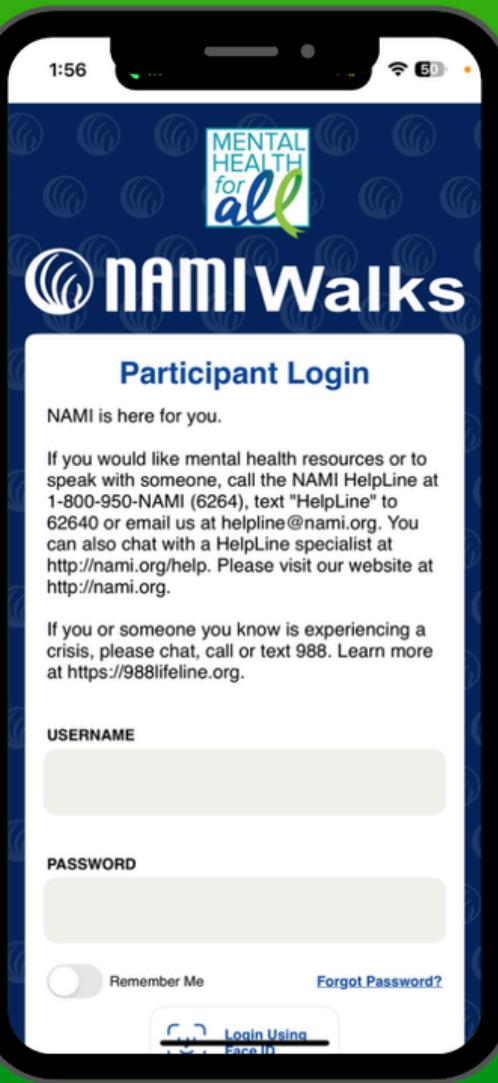
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PEER CHAT

Every Second Thursday
6:00pm - 7:00pm

Peer Chat is a casual conversational forum for Peer Support Specialists, Peer Recovery Coaches and Peer Mentors. Opportunities to discuss enhancing services and resources for self-care, self-development and services to those in care.

**Please contact DeLora Williams Peer Services and Engagement Coordinator at
313 989-9431 ext. 9431**

Email address
dwilliams@dwihn.org

*****Zoom Meeting Details:*****

- ****Link:**** [**https://dwihn-org.zoom.us/j/85213558774**](https://dwihn-org.zoom.us/j/85213558774)
- ****Meeting ID:**** **852 1355 8774**
- ****Passcode:**** **1234**

*****One Tap Mobile:*****

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Poetry Corner



A Dream By Mary Ann Bozenski

**Everyone needs a dream
Something to believe in
To hold onto
When times are tough
A way to escape the reality
Of everyday living**

**Think about it
Peace on earth
Racial harmony
Winning lottery ticket
Dream home in the country
True and lasting love
The possibilities are endless...**

**In a dream
Anything is possible
Dare to dream
Sometimes dreams come true**

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. Available on enrollment, every three years and in the event of any significant change.	https://www.dwihn.org/policies-compliance-PHI-HIPAA-Manual.pdf Continued on next page

Continued from previous page **Member's Rights**

Fraud, Waste, and Abuse (FWA)	<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>
Utilization Management Decision	<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.

Detroit Wayne Integrated Health Network

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 2024 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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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.

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 AT NO COST TO YOU. MATERIALS WILL BE SENT WITHIN 5 BUSINESS DAYS OF REQUEST. 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

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.dwihm.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 the Detroit Wayne Integrated Health Network, below is a list of providers and programs that have either closed or been terminated as of December 9, 2025.

DWIHN is committed to the availability of choice for your outpatient and/or residential needs. If you are impacted by provider closures you, should expect to be afforded the opportunity to maintain quality of care as well as the opportunity to select a replacement provider of your choice. In such cases, a Customer Service Representative will advise you by letter of those accommodations and they will assist you with any transitional matters you may have when connecting with your new provider. Your satisfaction is our goal and we strive to exceed your expectations as to make your delivery of care seamless, without disruption or delay. For further information about closures or transitional details due to closures of a DWIHN provider, you may contact us Toll-free at 888-490-9698.

Date Closed	Provider Name	Address
12/13/25	Illuminate ABA Therapy - Eureka	20332 Eureka Road Taylor, MI 48180 - 5310
12/13/25	Illuminate ABA Therapy - Southfield	27600 Northwestern Highway Southfield, MI 48034 - 8400
12/13/25	Illuminate ABA Therapy - Ypsilanti	2111 Golfside Road Ypsilanti, MI 48197 - 1145

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

Customer Service: (313) 833-3232

Main: (313) 833-2500

(313) 344-9099

TTY: 711

24-Hour Helpline: (800) 241-4949

www.dwihn.org