



DW IHN
Your Link to Holistic Healthcare

**2026-2027
MEMBER HANDBOOK**



James E. White is an impactful servant leader who is dedicated to providing exemplary behavioral health services to the citizens of Detroit and Wayne County. As President and CEO of the Detroit Wayne Integrated Health Network (DWIHN), Mr. White continues to drive sustainable growth for the agency by improving access and availability to services, strengthening the provider network, and ensuring individuals know there is help available to anyone who is struggling with mental health, substance use, or disability concerns.

DWIHN is in the midst of expansion as it transforms the delivery of crisis care services with the expansion of crisis services, as seen at our 707 Crisis Care Center, and the ability to better serve residents through our Mobile Crisis Services. Our organizational advancements and clinical efforts remain paramount as we work with our Provider Network to allow choice for people in need of programs, services, and supports throughout Wayne County. These programs will be enhanced by the implementation of the Certified Community Behavioral Health Clinics and the delivery of direct services available throughout the region. All initiatives are being done to enhance customer experience for the 123,000 people we serve. Mr. White has seen firsthand the need for increased access to behavioral healthcare services throughout our communities and pledges to work alongside our community stakeholders to provide exemplary mental health and substance use disorder services to some of the County's most vulnerable citizens.

Mr. White spent the majority of his career as a public servant, starting in the Detroit Police Department (DPD) in 1996, where he worked his way up to Police Chief for four years. During this time, he navigated the department through two federal consent agreements. He launched the Civilian Advisory Committee to help bridge the gaps between residents and the DPD. As Chief, he had numerous accomplishments, most recently leading the department through one of the city's major national events, the NFL Draft, where more than 700,000 people over a three-day weekend, the largest in league history. This also included a partnership with DWIHN Co-Response-trained officers.

Mr. White played a key role in strengthening critical partnerships with DWIHN during his tenure as Chief. The highly acclaimed Crisis Intervention Team program pairs patrol officers with a clinician in the field to respond to calls for service. These trained co-response officers and dispatch personnel have assisted in screenings and supported the community's mental health needs by providing information and connecting to mental health resources for care.

He was also the Executive Director of the Michigan Department of Civil Rights, gaining valuable experience in Lansing by bridging his work in law enforcement with the protection of Michigan residents' rights. He worked to bring awareness and inclusion to various areas, including housing, education, and public services in underrepresented communities.

Mr. White, a state-licensed mental health counselor, earned his Associate of Arts degree from Wayne County Community College, a bachelor's degree in Sociology from Wayne State University, a Master of Science in Counseling from Central Michigan University, a Master of Business Administration Certificate from the Wayne State University Mike Ilitch School of Business, and an Honorary Doctorate from Cleary University.

Sincerely,

James E. White

President and CEO 707 W. Milwaukee Ave, Detroit, MI 48202 • 313-833-2500

DWIHN 24-Hour Access/Crisis Information and Referral Helpline

Toll Free: 800.241.4949 • TTY: 711

Customer Service: 888.490.9698 • TTY: 711

www.dwihn.org



Welcome to the Detroit Wayne Integrated Health Network (DWIHN). On behalf of our entire team, I want to welcome you and your family to DWIHN. We are here to support your mental health and overall well-being. Our goal is to provide you with high-quality care that fits your unique needs.

At DWIHN, we help adults with mental illness, children with serious emotional disturbance, individuals with substance use disorder, as well as those with intellectual and developmental disability.

We work with a large group of trusted providers, physicians, therapists, peers, and other support staff who offer many types of services and programs that can help you reach your goals and assist you in your recovery.

Our team will partner with you to create a care plan that looks at your whole life, not just your health. We support evidence-based practices and clinical guidelines. We treat you with respect, dignity, and compassion. Your voice matters, and your goals are at the center of everything we do.

We invite you to read your Enrollee Handbook and visit our website to learn more about your benefits, rights, and how to get care.

Thank you for trusting us. We look forward to walking with you on your path to recovery.

Warmly,

Shama Faheem
Dr. Shama Faheem
Chief Medical Officer
707 W. Milwaukee Ave,
Detroit, MI 48202
313-833-2500

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Chairperson



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Immediate Past-Chair



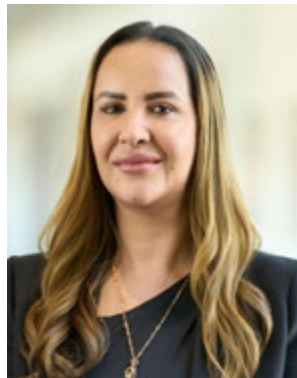
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2026-2027

THIS BOOK BELONGS TO

Name: _____

Address: _____

Telephone: _____

In Case of Emergency Contact: _____

Emergency Contact Phone: _____

My Provider is: _____

Provider Telephone: _____

MY IMPORTANT PHONE NUMBERS

Name: _____

Health Plan: _____

Health Plan Telephone: _____

Care Coordinator Telephone: _____

Primary Care Provider: _____

Primary Care Provider Telephone: _____

DWIHN CUSTOMER SERVICE

707 West. Milwaukee Street, Detroit, MI 48202

Local: 313.833.3232

Toll Free: 888.490.9698

Fax: 313.833.2217 or 313.833.4280

TTY:711

DWIHN 24-Hour Centralized Access/Crisis Information and Referral Helpline

Toll Free: 800.241.4949

The Office of Recipient Rights

Toll Free: 888.339.5595

FAX: 313.833.2043

TTY:711

DWIHN 24-Hour Access/Crisis Information and Referral Helpline

Toll Free: 800.241.4949 • TTY: 711

Customer Service: 888.490.9698 • TTY: 711

www.dwihn.org

WHO WE ARE

Detroit Wayne Integrated Health Network (DWIHN) is the Prepaid Inpatient Health Plan (PIHP) for Wayne County. We work with the Michigan Department of Health and Human Services (MDHHS) and Integrated Care Organizations (ICOs) to help different groups of individuals, including:

- Kids and Teens with serious emotional disturbance (SED)
- Adults with severe mental illness (SMI)
- Individuals with intellectual and developmental disabilities (IDD)
- Individuals who have issues with substance use disorders (SUD)
- Those with co-occurring disorders (COD)
- Individuals with autism spectrum disorders (ASD)

By Michigan law, DWIHN has a President/CEO who ensures that our services comply with the rules for community mental health as mandated by the Michigan Mental Health Code and the Public Health Code.

DWIHN helps many individuals in Detroit and Wayne County, over 75,000! We offer support and services to make life better for everyone. We help adults with serious mental health issues, individuals with disabilities, those who have problems with drugs or alcohol, and kids who feel sad or have trouble. We also help individuals who do not have insurance and those who have Medicaid and Medicare.

At DWIHN, we know it can be hard to ask for help, and we think that's really brave. We understand that getting better can be tough for you and your family. Everyone needs help from others in the community, and we want to be part of that help. We are here to support you on your journey to feel better.

DWIHN's providers and staff are here to give you the best care. First, we will see if you can use our services. Then, we will help you reach your health goals with special plans called Individual Plans of Service (IPOS) and Person-Centered Plans (PCP). These plans help with your health.

We promise to treat everyone with kindness and respect, remembering that every individual is important. We believe we are stronger when we celebrate everyone's differences.

Please read this handbook carefully and keep it. It has important information about DWIHN, how to get covered healthcare services, and your rights as an enrollee.

DWIHN'S MISSION, VISION, AND VALUES

Mission: We are a healthcare safety net organization that provides access to a full array of integrated services that facilitate individuals to maximize their level of function and create opportunities for quality of life.

Vision: To be recognized as a national leader that improves the behavioral and physical health status of those we serve, through partnerships and direct service that provide programs promoting integrative holistic health and wellness.

Values:

- We are an advocate, person-centered, family and community-focused organization.
- We are an innovative, outcome, data-driven, and evidence-based organization.
- We respect the dignity and diversity of individuals, providers, staff, and communities.
- We are inclusive, culturally sensitive and competent.
- We are fiscally responsible and accountable with the highest standards of integrity.
- We achieve our mission and vision through partnerships and collaboration.

Note: If you experience something that does not align with our mission, vision, and values, call the DWIHN confidential compliance hotline at **313.833.3502** or email compliance@dwihn.org.

Vision
Mission
& Values

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PURPOSE OF THIS HANDBOOK

This handbook was written to:

- Spread the word that there is **HOPE** for:
 - Children and adolescents with serious emotional disturbances (SED)
 - Adults with severe mental illness (SMI)
 - Individuals with intellectual and developmental disabilities (IDD)
 - Individuals with substance use disorders (SUD)
 - Individuals with co-occurring disorders (COD)
 - Individuals with mild to moderate mental health conditions, and
 - Individuals with mild to moderate intellectual and developmental disabilities
- Help you understand who we are as your behavioral healthcare partner.
- Make it easier for you to know how to access public behavioral health care services.
- Help you make good choices about your behavioral health care.
- Tell you about resources to help you live, learn, work, and participate fully in the community.
- Tell you what your rights and responsibilities are when you are getting behavioral health care services, and
- Be a companion to your Health Plan handbook.

This handbook is made for everyone to understand. If you have trouble seeing, we have a big print version. We can also help by providing it in other languages and formats, like Braille. If you need any special help to understand this handbook better, please tell your service provider or case manager. You can also call DWIHN's Customer Service at 888.490.9698 for help.



DWIHN has created this handbook with the input of our community, enrollees, providers, and stakeholders. DWIHN updates this handbook at least annually. You should be given a copy of this handbook at the time of your intake appointment, annually, and upon request. The latest version of the handbook is also available on our website, www.dwihn.org. You may also contact your provider or DWIHN Customer Service to request a copy of the Enrollee Handbook.

Should you need more information than what you can find in this handbook, please get in touch with DWIHN Customer Service at 888.490.9698. We will be happy to answer your questions and provide you with information about your services.

If individuals with disabilities are unable to access this handbook and information about DWIHN online, aids and services will be provided upon request at no cost.

Welcome to Detroit Wayne Integrated Health Network (DWIHN).

NON-DISCRIMINATION AND ACCESSIBILITY

In providing behavioral health care services, Detroit Wayne Integrated Health Network (DWIHN) complies with all applicable Federal civil rights laws and does not discriminate, based on race, color, national origin, age, disability, or sex.

DWIHN does not exclude individuals or treat them differently because of race, color, national origin, age, disability, or sex.

DWIHN provides free aids and services to individuals with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, Braille)

DWIHN provides free language services to individuals whose primary language is not English or who have limited English skills, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, you may call Customer Service at 888.490.9698. TTY: 711 or contact your primary service provider.

If you believe that DWIHN or your service provider has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex, you can file a grievance with DWIHN's Customer Service Grievance staff at 707 W. Milwaukee St., Detroit, MI 48202, or 888.490.9698, Fax: 313.833.4280, or Email: pihpgrievances@dwmha.com.

If you are an individual who is deaf or hard of hearing, you may contact Detroit Wayne Integrated Health Network at TTY 711 or request their help in connecting you to DWIHN. You can file a grievance in-person or by mail, fax, or email. If you need help in filing a grievance, DWIHN's Grievance staff is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

You may also file a grievance electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

**U.S. Department of Health and Human Services 200
Independence Avenue, SW
Room 509F, HHH Building,
Washington, D.C. 20201
Toll Free: 800.368.1019
TTY: 711**

DWIHN 24-Hour Access/Crisis Information and Referral Helpline

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Customer Service: 888.490.9698 • TTY: 711

www.dwihn.org

ENROLLEE RIGHTS AND RESPONSIBILITIES

We are committed to maintaining a mutually respectful relationship with our enrollees and providers. The DWIHN Enrollees' 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. These include, but are not limited to:

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 DWIHN
-  Receive information about DWIHN, its services, its practitioners and providers, and rights and responsibilities
-  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, without restriction on any information regarding care
-  Be informed of the availability of an independent, external review of the Utilization Management (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 advanced directives
-  Receive benefits, services, and instructional materials in a manner that may be easily understood
-  Receive information that describes the availability of support 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 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
- # 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 the DWIHN Medicaid contract but may be available under the state health plan, including transportation
- # Receive information on 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 DWIHN enrollee 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
- # Obtain mediation to resolve a complaint or conflict
- # Receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand
- # Request reports and documents that help you to understand your benefits, Privacy Rights, Reports, data, and tools that describe the work of the DWINH 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 Health Insurance Portability and Accountability Act (HIPAA) Requirements and Privacy Practices
- Clinical Practice Improvement Guidelines
- Experience of Care and Health Outcomes (ECHO) Survey Results
- Other Survey Results
- Complex Case Management
- Quality Improvement (QI) Evaluation

If you would like a copy of any of the reports listed above at no cost, please contact DWIHN's Customer Service Department at (888) 490-9698 or send an email to pihpcustomerservice@dwihn.org and one of representatives will be happy to assist you.

Note: The State must ensure that you are free to exercise your rights, and that the exercise of your rights does not affect the way DWIHN, its network providers, or the State agency treats you.

DWIHN 24-Hour Access/Crisis Information and Referral Helpline

Toll Free: 800.241.4949 • TTY: 711

Customer Service: 888.490.9698 • TTY: 711

www.dwihn.org

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
- ❖ 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 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 Michigan Department of Health and Human Services (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 on time
- ❖ 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 limiting 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 the change
- ❖ Make a good faith effort to give written notice to you by the later of 30 calendar days before the effective date of a provider termination, or 15 calendar days after receipt or issuance of the termination notice

Note: All DWIHN staff, the Access Center, and Service Provider employees shall acknowledge, uphold, and demonstrate knowledge of the enrollee rights and responsibilities.

MENTAL HEALTH CODE PROTECTED RECIPIENT RIGHTS

Every individual who receives public behavioral health services has certain rights. The Michigan Mental Health Code protects some rights. Some of your rights include:

- The right to be free from abuse and neglect
- The right to confidentiality
- The right to be treated with dignity and respect
- The right to treatment suited to your condition and in the least restrictive setting
- The right to a safe, sanitary, and humane treatment environment

More information about your many rights is contained in the booklet titled “**Your Rights.**” You will be given this booklet and have your rights explained to you when you first start services, and once again every year. You can also ask for this booklet at any time.

You may file a Recipient Rights complaint anytime if you think staff have violated your rights. You can make a rights complaint either orally or in writing. You may contact the DWIHN Office of Recipient Rights to talk with a Recipient Rights Officer with any questions you may have about your rights or to get help to make a complaint. You can contact the DWIHN Office of Recipient Rights at 1.888.339.5595 or at TTY: 711 or Customer Service at 888.490.9698 or TTY: 711.

Polly McCalister
Director of the Office of Recipient Rights
Toll Free: 888.359.5595
FAX: 313-833-2043
TTY:711

If you receive substance use services, you have rights protected by the Public Health Code. Your rights specific to substance use treatment services are spelled out in the Administrative Rules for Substance Use Programs in Michigan, and in other state and federal laws.

These rights will also be explained to you when you start services and then once again every year. You can find more information about your rights while getting substance abuse services in the **“Know Your Rights”** pamphlet.

We are dedicated to providing you with quality services. We also believe that as someone who is receiving services from our program, you should know your rights. You may ask your treatment provider for a copy of the **“Know Your Rights”** pamphlet or call DWIHN Customer Service at 888.490.9698.

If you receive substance abuse services, you have rights protected by the Public Health Code. These rights will also be explained to you when you start services and then once again every year.

You can find more information about your rights while getting substance abuse services in the **“Know Your Rights”** pamphlet. If you are a recipient of substance, use services and believe that your rights have been violated, please contact:

Gregory Lindsey, MA, CAD Contract Manager
Substance Use Disorder (SUD)
Local: 313.344.9099

Freedom from Retaliation

If you use public behavioral health services, you are free to exercise your rights, and to use the rights protection system without fear of retaliation, harassment, or discrimination. In addition, under no circumstances will the public behavioral health system use seclusion or restraint as a means of coercion, discipline, convenience, or retaliation.

CONFIDENTIALITY AND FAMILY ACCESS TO INFORMATION

You have the right to have information about your behavioral health treatment kept private. You also have the right to look at your own clinical records or to request and receive a copy of your records. You have the right to ask to amend or correct your clinical record if there is something with which you do not agree. Please remember, though, your clinical records can only change as allowed by applicable law. Generally, information about you can only be given to others with your permission. However, there are times when your information is shared to coordinate your treatment or when it is required by law.

Family members have the right to provide information to DWIHN about you. However, without a Release of Information form signed by you, DWIHN may not give out information about you to a family member. For minor children under the age of 18 years, parents/guardians are provided information about their child and must sign a Release of Information form before information can be shared with others.

If you receive substance use disorder services, you have rights related to confidentiality specific to substance use services.

Under the Health Insurance Portability and Accountability Act (HIPAA), you will be provided with an official Notice of Privacy Practices from your Community Mental Health Service Program (CMHSP).

This notice will tell you all the ways that information about you can be used or disclosed. It will also include a listing of your rights provided under HIPAA and how you can file a complaint if you feel your right to privacy has been violated. If you feel your confidentiality rights have been violated, you can call the Office of Recipient Rights at the phone number below:

Office of Recipient Rights
707 W. Milwaukee St.
Detroit, MI 48202
Toll Free: 888.339.5595
TTY:711

WE MUST PROTECT YOUR PERSONAL HEALTH INFORMATION

We protect your Personal Health Information (PHI) as required by federal and state laws.

- Your PHI includes the information you gave us when you enrolled in this plan. It also includes medical records and other health-related information.
- You have the right to get information and to control how your health information is used. We provide you with a written notice that outlines these rights. The notice is called the “Notice of Privacy Practice.” This notice also explains how we protect the privacy of your health information

Note: A copy of DWIHN’s full description of its Privacy Practices may be found at www.dwihn.org and is provided at the time of enrollment and is available every three years and /or upon request.

How we Protect Your Health Information

- We make sure that unauthorized individuals do not see or change your records
- In most situations, we do not give your health information to anyone who is not providing your care or paying for your care. If we do, we are required to get written permission from you first. Written permission can be given by you or by someone who has the legal power to make decisions for you
- There are certain cases when we do not have to get your written permission first. These exceptions are allowed or required by law
- We are required to release health information to monitoring agencies that are checking on your quality of care
- We are required to give Michigan Medicare and Michigan Medicaid your health information. If Medicare or Medicaid releases your information for research or other purposes, it will be done in accordance with federal and state laws.

Our Uses and Disclosures

We may use and share your information as we:

- Help manage the healthcare treatment you receive
- Run our organization
- Pay for your health services
- Administer your health plan

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www.dwihn.org

- Help with public health and safety issues
- Do research that does not identify you individually
- Comply with the law
- Respond to organ and tissue donation requests and work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other governmental requests
- Respond to lawsuits and legal action



CUSTOMER SERVICE

DWIHN's Customer Service office is here to help you. We want you to be happy. If you have any questions, please don't hesitate to ask us.

Our friendly Due Process team, Grievances, Appeals, State Fair Hearings, and Local Dispute Resolution can help you with many things. We want to know what you think, so we ask you to fill out our surveys.

We plan fun activities that help you learn about making better choices and improving your overall well-being. One group is called the Constituents' Voice DWIHN's enrollee advisory group. This group helps us with DWIHN projects. We also have helpers called Ambassadors, who inform you about your rights and the help you can receive, including support services and rights to which you are entitled.

You can read our newsletter, "Persons' Points of View." It tells you about our programs and services. We can also give information in different languages for free.

If you or your family are getting help, you can be part of DWIHN. Simply call us, and we will tell you about all the ways you can get involved. We want to hear from you!

Please contact our Customer Service team, and we can provide you with details on Peer Support Specialists, Peer Mentors, Recovery Coaches, meetings, committees, advocacy programs, educational forums, and focus groups. We want to hear from you, so give us a call.

Director of Customer Service
707 West Milwaukee Street
Detroit, MI 48202
Local: 313.833.3232
Toll Free: 888.490.9698
TTY: 711

TAG LINES

You have the right to get this information in a different format, such as audio, Braille, or large font, due to special needs or in your language at no additional cost.

English: If you speak English, language assistance is available for free. In addition, due to special needs, you have the right to receive information in different formats, such as audio, Braille, or large print, at no additional cost. Call (888-490-9698) (Michigan Relay TTY: 711).

Albanian: Nëse flisni shqip, shërbimet e asistencës gjuhësore janë në dispozicion për ju pa pagesë. Gjithashtu, ju keni të drejtë të merrni informacion në një format tjetër, si audio, Braille ose font të madh, për shkak të nevojave të veçanta pa kosto shtesë. Telefononi (888-490-9698) (Michigan Relay TTY: 711).

Arabic: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. كما يحق لك تلقي المعلومات بتنسيق مختلف، مثل الصوت أو طريقة برايل أو الخط الكبير، بسبب احتياجاتك الخاصة دون أي تكلفة إضافية. اتصل على الرقم (888.490.9698) (Michigan Relay TTY: 711).

Bengali আপনি যদি চীনা ভাষায় কথা বলেন, ভাষা সহায়তা পিরেববা আপনার জন্য িবনামূেলে উপলব্ধ। আপনি েকােনা অতিরিক্ত খরচ ছাড়াই আপনার িবেশষ িয়োজেনর কারণে অিডও, েইল বা বড় িংের মেতা িভ িফর্মর্্যােট তথ্যও েপেত পােরন। কল কন িমিশগান িরেল TTY: 711) (888.490.9698).

Chinese: 如果您會說中文，可以免費獲得語言說明。此外，由於特殊需要，您有權免費接收不同格式的資訊，例如音訊、盲文或大字體。致電 (888.490.9698) (Michigan Relay TTY:711)

German: Wenn Sie Deutsch sprechen, steht Ihnen der Sprachassistentendienst kostenlos zur Verfügung. Aufgrund Ihrer besonderen Bedürfnisse können Sie Informationen auch in einem anderen Format erhalten, z. B. als Audio, in Blindenschrift oder in Großdruck, ohne dass zusätzliche Kosten entstehen. Rufen Sie an (888.490.9698) (Michigan Relay TTY: 711).

Italian: Se parli italiano, i servizi di assistenza linguistica sono disponibili gratuitamente. Puoi anche ricevere informazioni in un formato diverso, come audio, Braille o caratteri grandi, in base alle tue esigenze speciali, senza costi aggiuntivi. Chiama (888.490.9698) (Michigan Relay TTY: 711).

Japanese: 日本語を話せる方は、言語支援サービスを無料でご利用いただけます。また、特別なニーズに応じて、音声、点字、拡大文字などの異なる形式で情報を受け取ることができます。追加料金はかかりません。ミシガン リレー (888.490.9698) TTY: 711 までお電話ください。

- Korean:** 한국어를 구사하는 경우 언어 지원 서비스를 무료로 이용할 수 있습니다. 특별한 요구 사항에 따라 오디오, 점자 또는 대형 인쇄와 같은 다른 형식으로 정보를 추가 비용 없이 받을 수도 있습니다. (888.490.9698) (Michigan Relay TTY: 711) 로 전화하세요.
- Polish:** Jeśli mówisz po polsku, usługi pomocy językowej są dostępne bezpłatnie. Możesz również otrzymać informacje w innym formacie, takim jak audio, braille lub duży druk, ze względu na Twoje szczególne potrzeby bez dodatkowych kosztów. Zadzwoń (888.490.9698) (Michigan Relay TTY: 711).
- Russian:** Если вы говорите по-русски, вам доступны бесплатные услуги языковой поддержки. Вы также можете получить информацию в другом формате, например, аудио, шрифтом Брайля или крупным шрифтом, в соответствии с вашими особыми потребностями без дополнительной платы. Позвоните (888.490.9698) (Michigan Relay TTY: 711).
- Croatian:** Ако говорите српско-хрватски, услуге језичке помоћи доступне су вам бесплатно. Такође можете добити информације у другом формату, као што су аудио, Брајево писмо или крупно писмо, због својих посебних потреба без додатних трошкова. Позовите (888.490.9698) (Мицхиган Релаи ТТИ: 711).
- Spanish:** Si habla español, tiene a su disposición servicios de Asistencia lingüística gratuitos. También puede recibir información en un formato diferente, como audio, Braille o letra grande, según sus necesidades especiales, sin costo adicional. Llame al (888.490.9698) (TTY de Michigan Relay: 711).
- Syriac/Latin:** Ita d'netqor syriaque, ḥekmā d-lashon ḥadā b'ḥalā b'ḥulkā. W'nahḳit d'khanukh ḥaḳḳā ḥadīr, `allā d'librah ḥebrew mā b-inan d-bāzā d-laghan dakhlat l-nokṭā, keda d'ītad, b-áudiō, b'braille aw b-lārg l-nashiqā, b-la `al qurbān. T`ala (888.490.9698) (Michigan Relay TTY: 711).
- Filipino:** Kung nagsasalita ka ng Filipino, ang mga serbisyo ng tulong sa wika ay magagamit mo nang walang bayad. Maaari ka ring makatanggap ng impormasyon sa ibang format, tulad ng audio, Braille o malaking print, dahil sa iyong mga espesyal na pangangailangan nang walang karagdagang gastos. Tumawag (888.490.9698) (Michigan Relay TTY: 711).
- Vietnamese:** Nếu bạn nói tiếng Việt, bạn sẽ được cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí. Bạn cũng có thể nhận thông tin ở định dạng khác, chẳng hạn như âm thanh, chữ nổi Braille hoặc chữ in lớn, tùy theo nhu cầu đặc biệt của bạn mà không mất thêm chi phí. Gọi (888.490.9698) (Michigan Relay TTY: 711).



LANGUAGE ASSISTANCE AND ACCOMMODATIONS

If you are an individual who does not speak English as your primary language and/or who has a limited ability to read, speak, or understand English, you may be eligible to receive language help.

If you are an individual who is deaf or hard of hearing, you can utilize the Michigan Relay Center (MRC) to reach DWIHN, Community Mental Health Service Program (CMHSP), or a service provider. Please call 711 and ask MRC to connect you to the number you are trying to reach. If you prefer to use a teletypewriter (TTY), please contact Customer Service at 888.490.9698.

If you need a sign language interpreter, contact Customer Service at 888.490.9698 or your service provider as soon as possible so that one will be made available. Sign language and other language interpreters are available at no cost to you.

If you do not speak English, contact Customer Service at 888.490.9698 so that arrangements can be made for an interpreter for you. Language interpreters are available at no cost to you.

Services and support for individuals who need language help may include:

- Qualified interpreters or access to video remote interpreting
- Open and closed captioning
- Computer-Aided Real-Time Transcription services (CART)
- Telecommunications devices for deaf or hard-of-hearing individuals
- Qualified readers, note takers, or audio recording devices
- Screenwriter software, large print, brailled materials, or other materials to individuals who are blind or have low vision

If you require accommodation of any nature, a request can be made by you or on your behalf by anyone else. This request can be made in-person, in writing, or by telephone, by contacting DWIHN Customer Service at 888.490.9698, or the Access Center at 800.241.4949. You may also receive assistance with your accommodation request at no cost to you.

ACCESSIBILITY AND ACCOMMODATIONS

In accordance with federal and state laws, all buildings and programs of DWIHN are required to be physically accessible to individuals with all qualifying disabilities. Any individual who receives emotional, visual, or mobility support from a qualified/trained, and identified service animal, such as a dog, will be given access, along with the service animal, to all buildings and programs of DWIHN. If you need more information or have questions about accessibility or service/support animals, contact Customer Service at 888.490.9698.

If you need to request accommodation for yourself, a family member, or a friend, you can contact DWIHN Customer Service at 888.490.9698. You will be told how to request accommodation (by phone, in person, or in writing) and who at DWIHN is responsible for handling accommodation requests.

If you are an individual who is hard of hearing and knows sign language and needs another form of communication, such as a personal communication device or Computer Assisted Realtime Translation (CART), contact the DWIHN Customer Service at 1.888.490-9698. Communication devices and CART are available at no cost to you.

ACCESS CENTER HOW TO ACCESS BEHAVIORAL HEALTH CARE SERVICES

If you have Medicaid and have a diagnosis like Severe Mental Illness (SMI), Serious Emotional Disturbances (SED), Intellectual and Developmental Disabilities (intellectual and developmental disabilities), Substance Use Disorder (SUD), or Co-Occurring Disorder (COD), you might be able to get special mental health services. First, you will have a screening to see if you can get these services. This screening will help you find out what services are best for you. DWIHN will give you information about how to get care, like outpatient, partial, inpatient hospital care, and other help for your feelings.

It's important to know that not everyone who asks for help can get it, and not all services are available to everyone. If a service won't help you, the community mental health system won't pay for it. Medicaid won't cover services you can get from other local resources.

If you think you need help, you can contact the Access Center. They are available 24 hours a day, 7 days a week, to help you complete a phone screening. If you pass the screening, you might get a referral for a face-to-face meeting with a service provider. If you don't qualify for help, they will connect you with other community resources.

NON-EMERGENCY SERVICES

DWIHN has a contract with the Michigan Department of Health and Human Services to provide services to help with the following:

- Mental Illness/Behavioral Health (MI)
- Intellectual/Developmental Disabilities (IDD)
- Autism Spectrum Disorder (ASD)
- Serious Emotional Disturbances (SED)
- Substance Use Disorders (SUD)

We do our best to match you with services near your home. If you want services at a different location, you can contact your caseworker or the new provider to get help to set up services with a different provider.

If you have a Medicaid Health Plan, limited insurance, or no insurance and a behavioral health or substance use concern, you may be able to get support services through the DWIHN network.

First, you will have to complete a screening to find out what type of services you are qualified for. The screening also helps to find out what services (Mental Health/Substance Use):

- Outpatient services (Mental Health / Substance Use)
- Partial Programs
- Inpatient Hospitalization
- Certified Behavioral Health Centers (CCBHC)
- Other Behavioral Healthcare Services

To get a screening, call the DWIHN Access Call Center at 800.241.4949 or walk to one of the DWIHN network providers. If you are eligible, then an intake appointment will be scheduled with a provider of your choice or one near your home. If you do not meet eligibility requirements, you may be referred to community resources.

Not all people who want behavioral health services through DWIHN meet the requirements, and some services are not available to everyone we serve. If a service cannot help you, the community mental health system will not pay for it. Medicaid will not pay for services that are available to you from resources in the community.

DWIHN 24-Hour Access/Crisis Information and Referral Helpline

Toll Free: 800.241.4949 • TTY: 711

Customer Service: 888.490.9698 • TTY: 711

www.dwihn.org

If you meet the eligibility requirements for services:

You will be assigned a Case Manager and/or a Care Coordinator who will work with you to create an Individual Plan of Service (IPOS) or treatment plan based on your needs and goals. You will also be connected to professionals and agencies that provide the support and services you need. Your IPOS or treatment plan will be reviewed and updated annually.

DWIHN wants to provide a person-centered, peer-supported, and strength-based approach to those we serve, your family, and our community. The DWIHN Access Center can assist you with:

- Access to Services
- Appointment Scheduling
- Screening for Eligibility
- Enrollment
- Choice Opportunities
- Information and Referrals

DWIHN's services are available to people of all ages, races, cultural backgrounds, religions, gender identities, and those with disabilities. Each member can expect to be treated with dignity and respect. If you are a member and cannot get services from a DWIHN provider because of your beliefs or religious reasons, or you are not given the freedom of choice, you can file a complaint by calling DWIHN's Customer Service Grievance staff at 888.490.9698 or TTY: 711.

CRISIS/EMERGENCY AFTER-HOURS ACCESS TO SERVICES

A "mental health" or behavioral health emergency is when:

- A reasonable expectation that he/she could harm self or others
- The inability to meet his/her basic needs or is at risk of harm; or
- Judgment is so impaired that he or she is unable to understand the need for treatment; and
- His/her condition is expected to result in harm to him/herself or another individual in the near future.

You have the right to receive emergency services at any time, 24 hours a day, and 7 days a week, without prior authorization for payment of care. You have the right to use any hospital or other setting to receive emergency care at any time, 24 hours a day, seven days a week, without prior authorization for payment of care.

**DWIHN Crisis Care Center
Adults and Children
Crisis Stabilization Unit (CSU)
Mobile Crisis**

**707 West. Milwaukee Street
Detroit, MI 48202
313. 989.9444**

www.dwihn.org

24-hour: 7 days/week: 365 Days/Year

24-Hour Crisis Information & Referral Help Line:

Toll Free: 800.241.4949

TTY: 711

(911 is also an option for obtaining help during an emergency)

Note: If you utilize a hospital emergency room, there may be health-care services provided to you as part of the hospital treatment for which you may receive a bill and may be responsible for, depending on your insurance status. These services may not be part of the DWIHN behavioral health emergency services you receive. Customer Services can answer questions about such bills.

WALK-IN CRISIS CENTERS

Children & Adolescents	Adults
<p>DWIHN Crisis Care Center Adults and Children Crisis Stabilization Unit (CSU) 707 West. Milwaukee Street, Detroit, MI 48202 313. 989.9444 www.dwihn.org 24-hour: 7 days/week: 365 Days/Year</p>	<p>Team Wellness Center Crisis Stabilization Unit (CSU) West 34290 Ford Rd, Westland, MI 48185 313.391.2753 www.teamwellnesscenter.com 24-hour: 7 days/week: 365 Days/Year</p>
	<p>Team Wellness Center Crisis Stabilization Unit (CSU) East 6309 Mack Detroit, MI 48207 313. 331.3435 www.teamwellnesscenter.com 24-hour: 7 days/week: 365 Days/Year</p>

DWIHN 24-Hour Access/Crisis Information and Referral Helpline

Toll Free: 800.241.4949 • TTY: 711

Customer Service: 888.490.9698 • TTY: 711

www.dwihn.org

INTENSIVE CRISIS STABILIZATION

DWIHN is here to help you when you are feeling upset or having a hard time. They have individuals available 24 hours a day, 7 days a week, to help anyone who is feeling really sad, angry, or confused. They can offer a safe place to stay and get better.

The Intensive Crisis Stabilization Services are treatment and support that a team of helpers provides to you. This helps you feel better without needing to go to an inpatient hospital. They can also help if you need to stay in the hospital for a shorter time.

Note: As you start getting help, your team will work together to help you keep feeling good at home and reach your treatment goals.

New Oakland Family Center (NOFC)

Intensive Crisis Stabilization Services (ICSS)

877.800.1650

www.newoakland.org

24 hours a day/ 7 days a week/ 365 days a year



MOBILE CRISIS

DWIHN's Crisis Line operates 24 hours, 7 days a week, 365 days a year and is available at 844.462.7474 to assist individuals facing mental health struggles, emotional distress, substance use concerns, or needing someone to talk to.

Additionally, Mobile Crisis services are available 24 hours a day, 7 days a week, 365 days a year, including holidays and weekends. Individuals in crisis can access mobile crisis services through DWIHN's Crisis Line at 844.462.7474.

Mobile Crisis provides short-term crisis response, crisis intervention, and stabilization for adults and children experiencing a mental health or substance use crisis in the community.

Individuals residing in Wayne County can access mobile crisis services regardless of insurance status. Teams will respond to individuals anywhere in Wayne County.

* Except in Inpatient settings, jails, and crisis residential facilities (Per Medicaid Guidelines)

24 Hour Crisis Line 844-462-7474

Referral Help Line

Local: 313.224.7000

Toll Free: 800.241.4949

TTY: 711

(911 is also an option for obtaining help during an emergency)

URGENT BEHAVIORAL PSYCHIATRIC CARE

We have special help for individuals who need quick care for their feelings and minds. This includes same-day appointments to talk about what's bothering you, help for individuals in crisis, visits with doctors, and support from friendly helpers called Peer Support Specialists. We can also help you get to places you need to go without going to the emergency room.

To get these services, you need to have Medicaid, Medicare, General Fund, or most commercial insurance. Our goal is to help you feel better and keep you from going to the hospital when you don't need to.

DWIHN 24-Hour Access/Crisis Information and Referral Helpline

Toll Free: 800.241.4949 • TTY: 711

Customer Service: 888.490.9698 • TTY: 711

www.dwihn.org

Provider	Services	Contact	Address
<p>CNS Healthcare (SED/C) (SMI/A) (SUD) Monday- Friday: 9:00 am-9:00 pm Saturdays 9:00 am -1:00 pm www.csnhealthcare.org Accepting New Patients: Yes Handicap Accessible: Yes</p>	<p>Assertive Community Treatment (ACT) Access/Intake Behavioral Health Treatment Planning Clubhouse Community Living Supports (CLS) Crisis Intervention Crisis Residential Drop-in Center Medication Management/Review Mental Health Therapy & Counseling Peer Support Services Skill Building Substance Use Services (Outpatient Treatment & Prevention) Support Coordination Supportive Housing Targeted Case Management Transportation</p>	<p>1.800.615.0411</p>	<p>2900 Conner St. Bldg. A Detroit, MI 48215</p>

Provider	Services	Contact	Address
Behavioral Health Urgent Care (BHUC) 707 Milwaukee Street Detroit, MI 48202 24 hours a day/ 7 days a week www.dwihn.org Accepting New Patients: Yes, ages 5 years and older Handicap Accessible: Yes	Mental Health Evaluation Substance Abuse Evaluation Short-Term Medications	313.989.9444	707 West Milwaukee Street Detroit, MI 48202
Hegira (SMI/A) (SED/C) (SUD) Monday-Friday: 8:30 am-6:00 pm www.comcareserv.org Accepting New Patients: Yes Handicap Accessible: Yes	Access/Intake Assertive Community Treatment (ACT) Case Management Crisis Intervention Home Based Therapy Infant Mental Health Therapy Mental Health Therapy & Counseling Neonatal Wraparound Services Prevention Services Targeted Case Management Outpatient Treatment Services (OP) * Adolescent and Adults Wraparound Services	313.389.7500	26184 W. Outer Drive Lincoln Park, MI 48146
The Children's Center (IDD) (SED/C) Monday-Friday: 8:00 am-8:00 pm www.thechildrenscenter.com Accepting New Patients: Yes Handicap Accessible: Yes	Access/Intake Crisis Intervention Infant Mental Health Mental Health Therapy & Counseling Targeted Case Management Treatment Planning Wraparound Services	313.831.5535	79 West Alexandrine Detroit, MI 48201

DWIHN OUTPATIENT CLINIC (DOC)

DWIHN Outpatient Clinic (DOC) is currently accepting members for outpatient mental health services. We have two locations to serve:

707 West Milwaukee Street Detroit, MI 48202 313.696.0911	15400 W McNichols Rd (Inside the Advantage Health Bldg.) Detroit, MI 48235 313-696-0840
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The DOC provides the following services for adults of all ages, children, infants, and early childhood:

Adults with Serious Mental Illness (SMI) 18 and older:

- **Adult Outpatient Psychiatric Treatment:** You can meet with a doctor who helps with mental health. They will talk to you about how you're feeling and may give you medicine if you need it.
- **Assessment and Diagnosis:** A helper will talk to you to understand how you feel and help figure out what kind of support you need.
- **Support for Military and Veterans:** Special help is available for people in the military and veterans.
- **Help for Mental Health and Substance Use:** If someone needs help with both mental health and substance use, we have support for that.
- **Co-occurring Treatment:** A case manager will help you get checkups for your body.
- **Outpatient primary care screening and monitoring:** Support by a case manager who will assist you in receiving primary health care screening and monitoring.
- **Outpatient Therapy:** You can talk to a therapist in-person or online about your feelings.
- **Person-Centered Planning and Treatment:** We will make a special plan just for you, based on what you need to feel better.
- **Targeted Case Management Services:** A case manager will help you get the care you need and connect you to resources in your community.
- **Peer Support Specialist Services:** Someone who understands because they've been through similar things will support you.

Infant and Early Childhood Mental Health (I-ECMH):

- **Support for Little Ones:** We help babies and toddlers grow up healthy, focusing on their feelings and relationships.
- **Helping Parents and Caregivers:** We assist parents in building strong, loving relationships with their little ones.
- **Spotting Problems Early:** We look for early signs that a child might need extra help and guide parents on what to do.
- **Coaching Caregivers:** We provide tips and resources to help parents understand their child's needs.
- **Building Strong Families:** We help families stay strong and tackle challenges together.

Children Services:

- **Child and Adolescent Outpatient Psychiatric Treatment:**
We help children and teens with big feelings and problems through therapy.
- **Assessment and Diagnosis:**
Seeing a Child Doctor: Your child can meet with a doctor who helps with kids' mental health.
- **Child and Family Therapy:**
Getting an Assessment: A specialist will meet with your child to understand how they feel and make a plan to help.
- **Home-Based Services:**
Family Therapy: Families can talk together with a trained therapist to feel better in their home and community.
- **Parent Support Partner:**
A parent who has been through similar things can help you understand the process.
- **Youth Peer Support:** A young adult who has had similar experiences will support your child during treatment.

CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINICS (CCBHC)

Certified Community Behavioral Health Clinics (CCBHC) are a special type of clinic that offer a full array of mental health and drug services. Individuals can receive services through a CCBHC if they have an eligible mental health or substance use condition.

A CCBHC assists individuals regardless of where they live, whether they have insurance or the ability to pay. The only thing an individual needs to get services at a CCBHC is a qualifying condition.

Each CCBHC has to prove it meets strict requirements. These requirements include things such as hiring the right kind of trained staff and offering treatments that are proven to work. CCBHCs offer 24/7 crisis services, case management, therapy, peer support, and other services.

DWIHN's Access Call Center is always available to help people looking for services to get connected with a provider who can help. DWIHN's Access Call Center can help you find a CCBHC provider. You can also choose to go straight to a CCBHC provider to get services as well.

The following providers have met the State of Michigan's requirements to be a CCBHC clinic:

- ACCESS
- CNS Healthcare
- Development Centers (also called MiSide)
- *DWIHN's Outpatient Clinic (DOC)
- Elmhurst Home
- Hegira Health
- Southwest Counseling Solutions (also called MiSide)
- The Guidance Center

HEALTH HOMES

DWIHN Providers offer Behavioral Health Home and SUD Health Home as a benefit for individuals with Medicaid, Healthy Michigan Plan, and MI Child with select diagnoses. These Health Home programs are supplementary care coordination services that can help improve people's health outcomes and offer additional support with managing holistic care needs across the healthcare system.

What is a Health Home?

- A Health Home helps you manage behavioral, recovery, and medical care to improve your overall wellness
- A Health Home will connect you to providers and resources to achieve your overall wellness goals

- Health Homes can help you with health concerns like diabetes, heart disease, or quitting tobacco
- Health Homes use a whole-person approach to care
- Health Homes are an additional Medicaid entitlement available at no cost to eligible people

Questions regarding Health Homes or this form can be directed to
Customer Service 888-490-9896

POST-STABILIZATION SERVICES

After you receive emergency behavioral health care and your condition is under control, you may receive behavioral health services to make sure your condition continues to stabilize and improve. Examples of post-stabilization services include psychiatric inpatient hospitalization, crisis residential, case management, outpatient therapy, and/or medication reviews. Before the end of your emergency-level care, DWIHN will help you to coordinate your post-stabilization services.

- Crisis Residential
- Case Management
- Outpatient Therapy
- Medication Reviews

Continuum of Care

If you are already enrolled with DWIHN, you must follow up with your assigned provider. If you are not already enrolled with DWIHN, you may contact the Access Call Center to speak with a representative who will explain the enrollment process. A representative can be reached 24 hours a day, 7 days a week at 800.241.4949

INTAKE ASSESSMENT LOCATIONS

Intake Key:

SMI/A: Serious Mental Illness/Adult

IDD: Intellectual and Developmental Disability

SED/C: Serious Emotional Disturbance/Children

SUD: Substance Use Disorder

<p>All Well-Being Services (IDD) 4401 Conner Detroit, MI 48215 313.273.4111 TTY: 711 www.awbs.org</p>	<p>All Well-Being Services (IDD) (SUD) (SMI/A) 1413 Field Detroit, MI 48214 313.347.2070 TTY: 711 www.awbs.org</p>	<p>All Well-Being Services (IDD) (SMI/A) 6700 Middlebelt Road Romulus, MI 48174 734.595.3640 TTY: 711 www.awbs.org</p>
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DWIHN 24-Hour Access/Crisis Information and Referral Helpline

Toll Free: 800.241.4949 • TTY: 711

Customer Service: 888.490.9698 • TTY: 711

www.dwihn.org

<p>American's Community Council (MI/A) (SED/C) 62 W. Seven Mile Road Detroit, MI 48203 313.893.6172 TTY: 711 www.myacc.org</p>	<p>America's Community Council (MI/A) (SED/C) 13840 W. Warren Dearborn, MI 48126 313.581.7287 TTY: 711 www.myacc.org</p>	<p>The Children's Center (SED/C) 79 West Alexandrine Detroit, MI 48201 313.831.5535 313.831.5520 TTY:711 www.thechildrencenter.com</p>
<p>Central City Integrated Health (SMI/A) 10 Peterboro St. Detroit, MI 48201 313.831.3160 TTY: 711 www.centraicityhealth.com</p>	<p>CNS (SMI/A) 12800 E. Warren Avenue Detroit, MI 48215 313.824.8000 Access Line: 877.242.4140 TTY:711 www.cnshealthcare.org</p>	<p>CNS (SMI/A) 20303 Kelly Rd. Detroit, MI 48225 313.245.7000 Access Line: 877.242.4140 TTY:711 www.cnshealthcare.org</p>
<p>CNS (SMI/C) 15560 Joy Road Detroit, MI 48228 248.745.4900 Access Line: 877.242.4140 TTY:711 www.cnshealthcare.org</p>	<p>CNS (SMI/A/C) 2900 Conner Building A Detroit, MI 48213 313.308.1400 Access Line: 877.242.4140 TTY:711 www.cnshealthcare.org</p>	<p>Community Living Services (CLS) (IDD) 34525 Michigan Ave West Wayne, MI 48184 734.467.7600 TTY:711 www.comlivserv.com</p>
<p>Development Centers (MiSide) (SED/C) 17321 Telegraph Road Detroit, MI 48219 313.531.2500 TTY:711 www.develctrs.org</p>	<p>Development Centers (MiSide) (SMI/A) (SED/C) 24424 W. McNichols Detroit, MI 48219 313.531.2500 TTY:711 www.develctrs.org</p>	<p>Goodwill Industries of Greater Detroit (SMI/A) (IDD) 3111 Grand River Avenue, Detroit, MI 48208 313.964.3900 TTY:711 www.goodwilldetroit.org</p>
<p>Goodwill Industries (A Place of Our Own) (SMI/A) (IDD) 1401 Ash Detroit, MI 48201 313.931.0901 TTY:711 www.goodwilldetroit.org</p>	<p>The Guidance Center (SMI/A) (SED/C) (IDD) 13101 Allen Road Southgate, MI 48195 734.785.7700 TTY: 711 www.guidance-center.org</p>	<p>The Guidance Center (Private Insurance) (SMI/A) (SED/C) (IDD) 19275 Northline Road Southgate, MI 48195 734.785.7700 TTY:711 www.guidance-center.org</p>

<p>Hegira Programs (SED/C) (IDD) (SUD) (SMI/A) 8623 North Wayne Road Suites 123 & 104 Westland, MI 48185 734.742.0191 TTY:711 www.hegirahealth.com</p>	<p>Hegira Programs Oakdale Recovery Center (SMI/A) (SUD) 43825 Michigan Avenue, Suite 1 Canton, MI 48188 734.397.3088 TTY:711 www.oakdalerecoverycenter.net</p>	<p>Hegira Programs Lincoln Park B Outpatient Treatment (SMI/A) (SED/C) 26184 West Outer Drive Building B Lincoln Park, MI 48146 313.389.7500 TTY:711 www.comcareserv.org</p>
<p>Judson Center (SED) (I/DD) 3 Park Lane Blvd, Suite 730, West Dearborn, MI 48126 313.794.5653 www.Judsoncenter.org</p>	<p>Judson Center (SED) (I/DD) 4410 West 13 Mile Royal Oak, MI 48073 248.549.4339 www.Judsoncenter.org</p>	<p>Judson Center (SED) (I/DD) 12200 13 Mile Road, Suite 200 Warren, MI 48093 586.573.1810 www.Judsoncenter.org</p>
<p>Lincoln Behavioral Services (SMI/A) (SED/C) 9315 Telegraph Road Redford, MI 48239 313.450.4500 Adults 313.937.9500 Children www.lbscares.com</p>	<p>Lincoln Behavioral Services (SMI/A) 14500 Sheldon Road, Suite 160-B Plymouth, MI 48170 734.459.5590 www.lbscares.com</p>	<p>MORC of Wayne County (IDD) 19805 Farmington Road Livonia, MI 48152 248.536.5085 or 866.986.2240 TTY: 711 www.morcinc.org</p>
<p>Neighborhood Service Organization (NSO) (SMI/A) (IDD) 882 Oakman Blvd, Suite D, Detroit, MI 48238 313.961.7990 or 313.961.4890 TTY: 711 www.nso-mi.org</p>	<p>Neighborhood Service Organization (NSO) Life Choices Program (IDD) 8600 Woodward Avenue Detroit, MI 48202 313.875.7601 TTY: 711 www.nso-mi.org</p>	<p>Psygenics, Inc. (IDD) 11000 West McNichols, Suite 320 Detroit, MI 48221 313.340.4442 TTY:711 www.psygenics.com</p>
<p>Ruth Ellis (SED) 95 Victor St, Highland Park, MI 48203 313-252-1950 TTY:711 www.ruthelliscenter.org</p>	<p>Southwest Counseling Solutions (MiSide) (SMI/A) (IDD) 1600 Porter Detroit, MI 48216 313.255.0900 TTY: 711 www.swsol.org www.miside.org</p>	<p>Southwest Counseling Solutions (MiSide) (SMI/A) (IDD) 1700 Waterman Detroit, MI 48209 313.841.7474 TTY: 711 www.swsol.org www.miside.org</p>

<p>Southwest Counseling Solutions Family Center (MiSide) (IDD/C) 5716 Michigan Ave Detroit, MI 48210 313.963.2266 TTY: 711 www.swsol.org www.miside.org</p>	<p>Spectrum Community Services (IDD/A/C) 28303 Joy Road Westland, MI 48185 734.458.8736 www.spectrum.org</p>	<p>Starfish Behavioral Health Services (IDD) (SED/C) 18316 Middlebelt Road Livonia, MI 48152 Tel: 248.615.9730 TTY: 711 www.starfishfamilyservices.org</p>
<p>Starfish Behavioral Health Services (IDD) (SED/C) 26429 Michigan Avenue Inkster, MI 48141 734.713.9271 TTY: 711 www.starfishfamilyservices.org</p>	<p>Starfish Behavioral Health Services (IDD) (SED/C) 30000 Hiveley Inkster, MI 48141 734.727.3111 TTY: 711 www.starfishfamilyservices.org</p>	<p>Services to Enhance Potential (STEP) (SMI/A) (IDD) 4700 Beaufait Detroit, MI 48207 313.278.3040 TTY: 711 www.stepcentral.org</p>
<p>Services to Enhance Potential (STEP) (SMI/A) (IDD) 15200 Mercantile Drive Dearborn, MI 48120 313.827.0764 TTY: 711 www.stepcentral.org</p>	<p>Services to Enhance Potential (STEP) (SMI/A) (IDD) 450 South Venoy Westland, MI 48186 734.722.1000 TTY: 711 www.stepcentral.org</p>	<p>Team Wellness Center (SMI/A) (IDD) (SED/C) (SUD) 2925 Russell Street Detroit, MI 48207 888.813.8326 TTY: 711 www.teamwellnesscenter.com</p>
<p>Team Wellness Center (SMI/A) (SED/C) 34290 Ford Road Westland, MI 48185 888.813.8326 TTY: 711 www.teamwellnesscenter.com</p>	<p>Team Wellness Center (SMI/A) (SED/C) 10201 East Jefferson Avenue Detroit, MI 48214 888.813.8326 TTY: 711 www.teamwellnesscenter.com</p>	<p>Wayne State University Physician Group Psychiatry - Tolan Park (SMI/A) (SUD) 3901 Chrysler Drive Detroit, MI 48201 313.993.3964 TTY: 711 www.waynehealthcares.org</p>
<p>VITAL HEALTH MANAGEMENT (IDD) (SED/A/C) 17950 Woodward Detroit, MI 48203 313.401.0929 www.vitalhealthmanagement.com</p>	<p>Wayne Center (IDD) 100 River Place Drive, Suite 250 Detroit, MI 48207 313.871.2337 TTY: 711 www.waynecenter.org</p>	

Note: There are other locations available

OUT-OF-NETWORK SERVICES

When you make a request to receive services outside of DWIHN's provider network or require a service that is not available in our provider network, you must contact Utilization Management (UM) staff. They will assist with determining if the requested services meet the necessary criteria. If it does, they will locate and authorize the referral for services. This will be at no cost to you.

However, if you need a referral, but the service is not within the scope of service, we can authorize the service. The UM staff shall facilitate the referral and follow up with you to determine its outcome. Prior authorization is needed for out-of-network services.

SERVICE AUTHORIZATIONS

Services you request must be authorized through authorized or approved by DWIHN, Access Center, Crisis Service Vendor, or Independent Review Organization (IRO) staff who make Utilization Management (UM) decisions.

Any decision that denies a service you request or denies the amount, scope, or duration of the service that you request will be made by a health care professional who has appropriate clinical expertise in treating your condition.

Authorizations are made according to established medical necessity guidelines and/or in accordance with your medical/behavioral health diagnosis, Individual Plan of Service, and other factors that may be considered. Therefore, you may be approved for all, some, or none of your service requests. The decision will be made within established time frames as follows:

- Quick Decision or Urgent Request (**processed within 72 hours of receipt**) -- A request for coverage of care or services where **absent a disposition within 72 hours**, application of the time frame for making routine or non-life-threatening care determinations could seriously jeopardize the life, health or safety of the enrollee or others, due to the enrollee's psychological state or, in the opinion of the practitioner, would subject the enrollee to adverse health consequences without the care or treatment.
- Non-urgent requests (**processed within 14 days of receipt**): A request for care or services for which application of the time periods for decision making **does not** jeopardize the life or health of the enrollee, or the enrollee's ability to regain maximum function, and **would not** subject the enrollee to severe pain.

DWIHN 24-Hour Access/Crisis Information and Referral Helpline

Toll Free: 800.241.4949 • TTY: 711

Customer Service: 888.490.9698 • TTY: 711

www.dwihn.org

You will receive notice of decisions made about your service requests through your provider of care.

Any decision that denies a requested service by you or denies the amount, scope, or duration of the service that you requested will be made by a health care professional who has appropriate clinical expertise in treating your condition. If you do not agree with a decision that denies, reduces, suspends, or terminates a service, you may file an appeal. See “Grievances and Appeals for Medicaid, Healthy Michigan, Insured, and Uninsured” or “Grievance and Appeal Processes for Highly Integrated Dual Eligible Special Needs Plan (HIDE-SNP)” in this publication.

If you have questions about the authorization process or how an authorization decision is made, you may contact the DWIHN Customer Service Department. You can request a copy of the medical necessity criteria used in relation to a specific requested service by contacting DWIHN at 888.490.9698, and this will be provided free of charge.

All DWIHN, Crisis Service Vendors, IRO, and Access Center staff who make Utilization Management decisions understand the importance of ensuring that all enrollees receive clinically appropriate, humane, and compassionate services by affirming the following:

Utilization Management decision-making is based only on appropriateness of care, service, and the existence of coverage.

DWIHN, The Access Center, Crisis Service Vendors, and IROs 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.

PAYMENT FOR SERVICES

If you are enrolled in Medicaid and meet the criteria for the specialty behavioral health services, the total cost of your authorized behavioral health treatment will be covered. No fees will be charged to you.

Some enrollees will be responsible for “cost sharing”. This refers to money that an enrollee has to pay when services or drugs are received. You might also hear terms like “deductible, spend-down, copayment, or coinsurance,” which are all forms of “cost sharing”. Your Medicaid benefit level will determine if you have to pay any cost-sharing responsibilities. If you are a Medicaid beneficiary with a deductible (“spend-down”), as determined by Michigan Department of Health and Human Services (MDHHS), you may be responsible for the cost of a portion of your services.

At the time of your first visit with your provider, you will meet with a staff individual who will review the financial and insurance information that you have been asked to bring with you. This information will help to establish your ability to pay for services.

Should you lose your Medicaid coverage, DWIHN, may need to may need to re-evaluate your eligibility for services. A different set of criteria may be applied to services that are covered by another funding source, such as General Fund, Block Grant, or a third-party payer.

If Medicare is your primary payer, DWIHN will cover all Medicare cost-sharing consistent with the coordination of benefit rules

If you are uninsured or do not have enough insurance coverage, we will help you apply for Medicaid through your local Michigan Department of Health and Human Services (MDHHS) office. If you need help with the application, please call DWIHN Customer Service office at 888.490.9698; we will assist you and/or link you to someone who can help you.

You can also get help at your local Michigan Department of Health and Human Services (MDHHS) office. If you are denied Medicaid insurance by MDHHS, you have an appeal process that you will be asked to follow. Please contact DWIHN's Customer Service if you have any questions.

SERVICE ARRAY

MEDICAID SPECIALTY SUPPORTS AND SERVICE DESCRIPTIONS

If you are a Medicaid beneficiary and have a severe mental illness (SMI), serious emotional disturbance (SED), intellectual and developmental disability (I/DD), or substance use disorder (SUD), you may be eligible for some of the Medicaid Specialty Supports and Services listed below.

Before services can be started, you will take part in an assessment to find out what your needs are and if you are eligible for services. Not all individuals who come to us are eligible for services. Not all services are available to everyone we serve.

During the PCP process, you and your treatment team will be supported to determine what services are medically necessary for you. The amount, scope, and duration of the services needed to achieve your goals will be determined. You will also be able to choose who provides your support and services. You will receive an IPOS that provides all this information.

Medicaid may not pay for services that are not medically necessary or otherwise available to you from other resources in the community.

DWIHN 24-Hour Access/Crisis Information and Referral Helpline

Toll Free: 800.241.4949 • TTY: 711

Customer Service: 888.490.9698 • TTY: 711

www.dwihn.org

Note: The Michigan Medicaid Provider Manual contains complete definitions of the following services as well as eligibility criteria and provider qualifications. The Manual may be accessed at: www.mdch.state.mi.us/dch-Medicaid/manuals/MedicaidProviderManual.pdf.

DWIHN's Customer Service staff can help you access the manual and/or information should you have difficulty.

Covered Services

The following benefit chart outlines the services covered by DWIHN. Covered services that need a prescription from a doctor are marked in the Benefits Chart by asterisks**.

All services, except emergency services, are subject to prior authorization by either you or your provider.

DETROIT WAYNE INTEGRATED HEALTH NETWORK BENEFIT CHART

Mental Health Services **Requires a Doctor's Prescription	What you must pay
Applied Behavior Analysis (ABA) Are services for children under 21 years of age with Autism Spectrum Disorders (ASD).	\$0
Assertive Community Treatment (ACT) Provides basic services and supports essential for individuals with serious mental illness to maintain independence in the community. An ACT team will provide behavioral health therapy and help with medications. The team may also help access community resources and support needed to maintain wellness and participate in social, educational, and vocational activities. Assertive Community Treatment (ACT) may be provided daily for individuals who participate.	\$0
Assessment It is conducted to determine an individual's level of functioning and mental health and/or substance use/abuse treatment needs. Assessments may include comprehensive psychiatric evaluation, psychological testing, substance abuse screening, or other assessments. Physical health assessments are not part of this Prepaid Inpatient Health Plan (PIHP) service.	\$0
**Assistive Technology Includes adaptive devices and supplies that are not covered under the Medicaid Health Plan or by other community resources. These devices help individuals to better take care of themselves, or to better interact in the places where they live, work, and play.	\$0
Behavior Treatment Review If an individual's illness or disability involves behaviors that they or others who work with them want to change, their individual plan of services may include a plan that talks about the behavior. This plan is often called a "behavior treatment plan." The behavior management plan is developed during person-centered planning and then is approved and reviewed regularly, and dignified, and continues to meet the individual's needs.	\$0
Biofeedback Therapy Is a mind-body technique that involves using visual or auditory feedback to teach individuals to recognize the physical signs and symptoms of stress and anxiety	\$0

<p>Clubhouse Programs (Psychosocial Rehabilitation Program) Are programs where enrollees and staff work side by side to operate the clubhouse and to encourage participation in the greater community. Clubhouse programs focus on fostering recovery, competency, and social support, as well as vocational skills and opportunities.</p>	\$0
<p>Community Psychiatric Inpatient Services Are hospital services used to stabilize a mental health condition in the event of a significant change in symptoms, or in a behavioral health emergency. Community hospital services are provided in licensed psychiatric hospitals and in licensed psychiatric units of general hospitals.</p>	\$0
<p>Community Living Supports (CLS) Are activities provided by paid staff that help adults with either serious mental illness or developmental disabilities live independently and participate actively in the community. Community Living Supports may also help families who have children with special needs (such as developmental disabilities or serious emotional disturbance).</p>	\$0
<p>Crisis Interventions Are unscheduled individual or group services aimed at reducing or eliminating the impact of unexpected events on behavioral health and well-being.</p>	\$0
<p>Crisis Residential Services For children or adults are short-term alternatives to inpatient hospitalization provided in a licensed residential setting.</p>	\$0
<p>Diagnostic Psychological and Neuropsychological Test Are a series of test, assessments and evaluations to assist in appropriate diagnosing and treatment of an individual.</p>	\$0
<p>Early Periodic Screening, Diagnosis and Treatment (EPSDT) provides comprehensive and preventative healthcare services for children under the age of 21 who are enrolled in Medicaid. Early Periodic Screening, Diagnosis and Treatment is key to ensuring that children and adolescents receive appropriate preventative, dental, mental health, and specialty services. While transportation to EPSDT corrective or ameliorative specialty services is not a covered service under this waiver, the Prepaid Inpatient Health Plan (PIHP) must assist beneficiaries in obtaining necessary transportation either through Michigan Department of Health and Human Services (S) or through the beneficiary's Medicaid health plan.</p> <p>Early Periodic Screening, Diagnosis and Treatment services include screening services; vision and hearing services; lead screening; immunizations/vaccines for children; and other necessary health care services, diagnostic services, and treatment. Michigan's Medicaid autism services and Parent Support Partners are a few services under EPSTD authority.</p>	\$0

Electroconvulsive Therapy (ECT) Is a medical treatment most commonly used in individuals with severe major depression or bipolar disorder that has not responded to other treatment.	\$0
*Enhanced Medical Equipment and Supplies/Assistive Technology Includes adaptive devices and supplies that are not covered under the Medicaid Health Plan or by other community resources. These devices help individuals to better take care of themselves or to better interact in the places where they live, work, and play.	\$0
**Enhanced Pharmacy Includes doctor-ordered non-prescription or over-the-counter items (such as vitamins or cough syrup) necessary to manage your health condition(s) when your Medicaid Health Plan does not cover these items.	\$0
**Environmental Modifications Are physical changes to an individual's home, car, or work environment that are of direct medical or remedial benefit to the individual. Modifications ensure access, protect health and safety, or enable greater independence for an individual with physical disabilities. Note: all other sources of funding must be explored first, before using Medicaid funds for environmental modifications.	\$0
Extended Observation Bed (or 23-Hour Stay Units)- Are used to stabilize a behavioral health emergency when an individual needs to be in the hospital for only a short time. An extended observation bed allows hospital staff to observe and treat the individual's condition for up to one day before he or she is discharged to another community-based outpatient service or admitted to a hospital.	\$0
Family Psychotherapy (with enrollee present and the primary purpose is treatment of the individual's condition)	\$0
Family Psychotherapy (without the enrollee present, is medically reasonable and necessary, and the primary purpose is treatment of the individual's condition)	\$0
Family Support and Training Provides family-focused assistance and education to family members relating to and caring for a relative with serious mental illness, serious emotional disturbance, or developmental disabilities. "Family Skills Training" is education and training for families who live with and or care for a family member who is eligible for the Children's Waiver Program. This service is delivered by a Parent Support Partner or other approved professional.	\$0
Fiscal Intermediary Services Help individuals manage their service and support budget and pay providers if they are using a "self-determination" approach.	\$0
Group Psychotherapy Is a form of psychotherapy that involves one or more therapists working with several individuals at the same time.	\$0

<p>Health Services Include assessment, treatment, and professional monitoring of health conditions that are related to or impacted by an individual's behavioral health condition. An individual's primary doctor will treat any other health conditions they may have</p>	\$0
<p>Hypnotherapy Is a type of nonstandard or complementary and alternate medicine treatment which uses guided relaxation, intense concentration that focuses attention on achieving a heightened state of awareness.</p>	\$0
<p>Individual Psychotherapy Is one type of psychotherapy in which a trained professional helps an individual work through personal issues they have been facing. Also known as talk therapy.</p>	\$0
<p>Individualized Activity Therapy Part of a Partial Hospitalization Program (PHP), and that is not primarily recreational or diversionary.</p>	\$0
<p>Inpatient Behavioral Health Care (Behavioral Health Care services that require a hospital stay)</p>	\$0
<p>Intensive Care Coordination with Wraparound (ICCW) For Children and Adolescents Wraparound treatment and support for members who are diagnosed with a serious emotional disturbance and their families to maintain the child in the family home. It is an evidence-informed approach to ensuring comprehensive coordination and holistic planning for children, youth, young adults, and their families with the most intensive needs. Intensive Care Coordination with Wraparound is an Early Periodic Screening, Diagnosis and Treatment (EPSDT) state plan service when delivered to children, Youth, and young adults under 21 years of age.</p>	\$0
<p>Intensive Crisis Stabilization Services A short-term alternative to inpatient hospitalization. Intensive crisis stabilization services are structured treatment and support activities provided by a behavioral health crisis team in the individual's home or in another community setting. This could include a mobile response team, but also includes other crisis interventions.</p>	\$0
<p>Intensive Home-based Services for Children and Families They are provided in the family home or in another community setting. Services are designed individually for each family, and can include things like behavioral health therapy, crisis intervention, service coordination, or other support to the family.</p>	\$0

Interactive psychotherapy Group therapy for individuals with intellectual and psychiatric disability.	\$0
Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) provide 24-hour intensive supervision, health and rehabilitative services, and basic needs to individuals with developmental disabilities.	\$0
Medication Administration Is when a doctor, nurse, or other licensed medical provider gives an injection, or an oral medication or topical medication.	\$0
Medication Review The evaluation and monitoring of medicines used to treat an individual's behavioral health condition, their effects, and the need for continuing or changing their medicines.	\$0
Mental Health Therapy and Counseling for Adults, and Families Includes therapy or counseling designed to help improve functioning and relationships with other individuals.	\$0
Nursing Home Mental Health Assessment and Monitoring Includes a review of a nursing home resident's need for and response to mental health treatment, along with consultations with nursing home staff.	\$0
**Occupational Therapy Includes the evaluation by an occupational therapist of an individual's ability to do things in order to take care of themselves every day, and treatments to help increase these abilities.	\$0
Outpatient Partial Hospital Services Include psychiatric, psychological, social, occupational, nursing, music therapy, and therapeutic recreational services in a hospital setting, under a doctor's supervision. Partial hospital services are provided during the day – participants go home at night.	\$0
Parent Support Partners (PSP) Parent support Partners is peer-delivered service for parents and caregivers of youth with SED or I/DD, including Autism. Parent Support Partners is designed to support parents and caregivers through connection of live experience and non-judgmental support to find their voice in advocating for their child and family.	\$0
Peer-Directed and Operated Support Services Peer-delivered services such as drop-in centers are entirely run by enrollees of mental health services. They offer help with food, clothing, socialization, housing, and support to begin or maintain mental health treatment.	\$0

<p>Peer Mentoring Services Peer Mentoring services provide adults with intellectual and developmental disabilities with opportunities to support, mentor and assist beneficiaries to achieve community inclusion and participation independence, and productivity Peer Mentors are individuals with intellectual and developmental disabilities who have unique skill level from their experience in utilizing services and supports to achieve their goals.</p>	\$0
<p>Peer Specialist Services Peer Specialist services are activities designed to help individuals with mental illness in their individual recovery journey and are provided by individuals who are in recovery from mental illness. Peer Mentors help individuals with developmental disabilities.</p>	\$0
<p>Personal Care in Specialized Residential Settings Assists an adult with mental illness or developmental disabilities with activities of daily living, self-care, and basic needs, while they are living in a specialized residential setting in the community.</p>	\$0
<p>Pharmacologic Management Refers to treating a disease or illness with medication, and it is based on the science of drugs</p>	\$0
<p>**Physical Therapy Includes the evaluation by a physical therapist of an individual's physical abilities (such as the ways they move, use their arms or hands, or hold their body), and treatments to help improve their physical abilities.</p>	\$0
<p>Psychiatric Diagnostic Interviews An interview in which a mental health professional explores an individual's presenting problem, current situation, and background, with the aim of formulating a diagnosis and prognosis as well as developing a treatment program.</p>	\$0
<p>Psychoanalysis Is a type of treatment based on the theory that an individual's present is shaped by their past.</p>	\$0
<p>Prevention <u>Direct</u> Service Models Utilize individual, family, dyadic, and group interventions designed to reduce the incidence of behavioral, social, emotional or cognitive dysfunction and increase the infant, toddler, or child's behavioral functionality, resilience, and optimal mental health, reducing the need for individuals to seek more intensive treatment through the public mental health system.</p>	\$0
<p>Private Duty Nursing Services Are skilled nursing interventions provided to beneficiaries age 1 and older, up to a maximum of 16 hours per day, to meet an individual's health needs that are directly related to their developmental disability. (HSW)</p>	\$0
<p>Respite Care Services Provide short-term relief to the unpaid primary caregivers of individuals eligible for specialty services. Respite provides temporary alternative care, either in the family home, or in another community setting chosen by the family.</p>	\$0

<p>Skill-Building Assistance Includes support, services, and training to help an individual participate actively at school, work, volunteer, or community settings, or to learn social skills they may need to support themselves or to get around in the community.</p>	\$0
<p>**Speech, Hearing and Language Therapy Includes the evaluation by a speech therapist of an individual's ability to use and understand language and communicate with others or to manage swallowing or related conditions, and treatments to help enhance speech, communication, or swallowing.</p>	\$0
<p>Substance Abuse Treatment Services (See descriptions following the behavioral health services).</p>	\$0
<p>Supports Coordination or Targeted Case Management is a staff individual who helps write an IPOS and makes sure the services are delivered. His/her role is to listen to an individual's goals and to help find the services and providers inside and outside the local Prepaid Inpatient Health Plan (PIHP) that will help achieve the goals. A supports coordinator or case manager may also connect an individual to resources in the community for employment, community living, education, public benefits, and recreational activities.</p>	\$0
<p>Supported/Integrated Employment Services Provides initial and ongoing support, services, and training, usually provided at the job site, to help adults who are eligible for behavioral health services find and keep paid employment in the community.</p>	\$0
<p>Telemedicine Means the use of electronic media to link beneficiaries with health care professionals in different locations.</p>	\$0
<p>Transportation May be provided to and from an enrollee's home for non-medical Medicaid-covered services.</p>	\$0
<p>Treatment Planning Assists the individual and those of his/her choosing in the development and periodic review of the individual plan of services.</p>	\$0
<p>Wraparound Services Necessary treatment and support for enrollees who are diagnosed with a serious emotional disturbance and their families to maintain the child in the family home.</p>	\$0
<p>Youth Peer Support A peer-delivered service for youth and young adults. It is designed to support youth and young adults with a SED/SMI through shared activities and interventions in the form of non-judgmental support, connection through lived experience, and supporting self-advocacy.</p>	\$0

SERVICES FOR ONLY HABILITATION WAIVER AND CHILDREN'S WAIVER PARTICIPANTS

Services for individuals who meet additional criteria and/or are enrolled in the 1915 (i) State Plan Amendment (iSPA), the Habilitation Supports Waiver (HSW), the Children's Waiver Program (CWP) or the Serious Emotionally Disturbance Waiver (SEDW).

Some Medicaid beneficiaries are eligible for special community-based services that, if not available, would require them to live in a hospital or other facility. To receive these services, individuals need to be enrolled in one of these waivers. The availability of these waivers is very limited.

Habilitation Waiver and Children's Waiver Services	What you must pay
<p>1915 (i) State Plan: (iSPA) iSPA is provided to Medicaid beneficiaries who are any age, and have Intellectual Developmental Disabilities (I/DD), Serious Mental Illness (SMI), Serious Emotional Disturbance (SED) and Substance Use Disorder (SUD) have substantial functional limitations and are at risk of not increasing or maintaining a sufficient level of functioning to achieve their individual goals of independence, recovery, productivity, or community inclusion and participation.</p>	\$0
<p>Habilitation Supports Waiver (HSW) Provides community-based services to individuals with Intellectual Developmental Disability (I/DD), if not for the availability and provisions of HSW services, would otherwise require the level of care services provided in an Intermediate Care Facility (ICF).</p>	\$0
<p>Children's Waiver Program (CWP) Provides community-based services to beneficiaries under age 18 who, if not for the availability and provisions of CWP services, would otherwise require the level of care and services provided in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID). The goal of the CWP is to enable beneficiaries with developmental disabilities who have significant needs, who meet the CWP eligibility requirements, to live with their parents or legal guardians, and to fully participate in their communities.</p>	\$0
<p>Serious Emotional Disturbance Waiver (SEDW) Provides home and community-based services to children, youth, and young adults under age 21 who, if not for the availability and provisions of SEDW services, would otherwise require hospitalization in our state psychiatric hospital. The goal of the SEDW is to enable beneficiaries with Serious Emotional Disturbance (SED) who have significant needs and who meet the SEDW eligibility requirements to live in their home and community instead of receiving hospital level of care.</p>	\$0

<p>Children’s Therapeutic Family Care Provides an intensive therapeutic living environment for a child with challenging behaviors. Serious Emotional Disturbance Waiver (SEDW)</p>	\$0
<p>Community Living Supports (CLS) Activities provided by paid staff that help adults with either SMI or developmental disabilities live independently and participate actively in the community. Community Living Supports may also help families who have children with special needs (such as developmental disabilities or SED). (iSPA, SEDW, CWP, HSW)</p>	\$0
<p>*Enhanced Pharmacy Includes doctor-ordered nonprescription or over-the-counter items (such as vitamins or cough syrup) necessary to manage health condition(s) when an individual’s Medicaid Health Plan does not cover these items. (iSPA, HSW)</p>	\$0
<p>*Enhanced Medical Equipment and Supplies/Assistive Technology Includes adaptive devices and supplies that are not covered under the Medicaid Health Plan or by other community resources. These devices help individuals to better take care of themselves or to better interact in the places where they live, work, and play. (iSPA, HSW, CWP)</p>	\$0
<p>*Environmental Modifications Are physical changes to an individual’s home environment that are of direct medical or remedial benefit to the individual. Modifications ensure access, protect health and safety, or enable greater independence for an individual with physical disabilities. Note that all other sources of funding must be explored first before using Medicaid funds for environmental modifications. (HSW, CWP)</p>	\$0
<p>Family Support and Training Provides family-focused assistance to family members relating to and caring for a relative with SMI, SED, or developmental disabilities. “Family Skills Training” is education and training for families who live with and or care for a family member who is eligible for the CWP. (iSPA, HSW)</p>	\$0
<p>Fencing May be approved with documentation that it is essential to achieve the outcomes specified in the child’s Individual Plan of Service (IPOS) and necessary to meet a child’s health and safety needs. Authorization for fencing is for a maximum of 200 feet of standard chain link fence and one gate. Children’s Waiver Program (CWP).</p>	\$0
<p>Financial Management Services Help individuals who choose to self-direct or use a choice voucher to manage their service and support budget and pay providers. (iSPA, SEDW, CWP, HSW)</p>	\$0

<p>Goods and Services</p> <p>It is to promote individual control over and flexible use of the individual budget by the HSW beneficiary using arrangements that support self-determination and facilitate creative use of funds to accomplish the goals identified in the IPOS through achieving better value or an improved outcome. Goods and services can be services, equipment, or supplies not otherwise provided through either the HSW, the State Plan or iSPA that address an identified need through the PCP process. (HSW)</p>	\$0
<p>Home Care Training – Family</p> <p>For SEDW (called Family Training for CWP) provides treatment interventions and support intervention plans specified in the IPOS and includes updates as necessary to safely maintain the beneficiary at home.</p>	\$0
<p>Home Care Training – Non-Family</p> <p>Is customized training for the paid in-home support staff who provide care for a beneficiary enrolled in one of the waivers. (CWP, HSW, SEDW)</p>	\$0
<p>Housing Assistance</p> <p>Provides supports to preserve the most independent living arrangement and/or assist the individual in locating the most integrated option appropriate to the individual. Housing Assistance provides supports in assessing housing needs and preferences, assistance with finding and securing housing, assisting with securing documentation, submitting applications and securing deposits, and locating furnishings. (iSPA)</p>	\$0
<p>Non-Family Training (for Children’s Waiver Enrollees)</p> <p>Is customized training for the paid in-home support staff who provide care for a child enrolled in the Waiver.</p>	\$0
<p>Out-of-Home Non-Vocational Supports and Services</p> <p>Is assistance to gain, retain, or improve in self-help, socialization, or adaptive skills. (HSW)</p>	\$0
<p>Overnight Health and Safety Supports</p> <p>Is the need for someone to be present to prevent, oversee, manage, direct, or respond to a beneficiary’s disruptive, risky, or harmful behaviors during the overnight hours. Overnight Health and Safety Support is indicated for an individual who is non-self-directing, confused, has a cognitive impairment, or whose physical functioning is such that they are unable to respond appropriately in an emergency. It is further indicated for beneficiaries who have an inconsistency in, or an inability to, regulate sleep patterns. (HSW, CWP and SEDW)</p>	\$0
<p>Parent Support Partners</p> <p>Is peer support provided by a trained peer one-on-one or in a group for assistance with identifying coping strategies for successfully caring for or living with an individual with a SED or I/DD. (SEDW)</p>	\$0
<p>Personal Emergency Response System</p> <p>Helps an individual maintain independence and safety in their own home or in a community setting. These are devices that are used to call for help in an emergency. (iSPA, HSW)</p>	\$0

<p>Private Duty Nursing Services are skilled nursing interventions provided to beneficiaries age 21 and older, up to a maximum of 16 hours per day, to meet an individual's health needs that are directly related to their developmental disability. (HSW).</p>	\$0
<p>Respite Care Services Provide short-term relief to the unpaid primary caregivers of individuals eligible for specialty services. Respite provides temporary alternative care, either in the family home or in another community setting chosen by the family. (iSPA, CWP, SEDW, HSW)</p>	\$0
<p>Serious Emotional Disturbance Waiver provides home and community-based services to children, youth, and young adults under age 21 who, if not for the availability and provisions of SEDW services, would otherwise require hospitalization in our state psychiatric hospital. The goal of the SEDW is to enable beneficiaries with SED who have significant needs and who meet the SEDW eligibility requirements to live in their home and community instead of receiving hospital level of care.</p>	\$0
<p>Skill-Building Assistance Includes supports, services, and training to help an individual participate actively at school, work, volunteer, or community settings, or to learn social skills they may need to support themselves or to get around in the community. (iSPA)</p>	\$0
<p>Specialty Services Are music, equine, recreation, art, or massage therapies that may be provided to help reduce or manage the symptoms of a child's mental health condition or developmental disability. Specialty services might also include specialized child and family training, coaching, staff supervision, or monitoring of program goals. (CWP)</p>	\$0
<p>Supported Employment – Individual Supported Employment Provides training activities provided in typical business, industry, and community settings for groups of two to six workers with disabilities paying at least minimum wage. The purpose of funding for this service is to support sustained paid employment and work experience that leads to individual competitive integrated employment. Supported employment services for small groups must promote integration into the workplace and interaction between workers with disabilities and individuals without disabilities in those workplaces. (HSW, iSPA)</p>	\$0
<p>Supported Employment – Small Group Employment Provides training activities provided in typical business, industry, and community settings for groups of two to six workers with disabilities paying at least minimum wage. The purpose of funding for this service is to support sustained paid employment and work experience that leads to individual competitive integrated employment. Supported employment services for small groups must promote integration into the workplace and interaction between workers with disabilities and individuals without disabilities in those workplaces. (HSW, iSPA)</p>	\$0
<p>Therapeutic Overnight Camp Is a group recreational and skill-building service in a Michigan Department of Health and Human Services (MDHHS) licensed camp with staff trained in working with beneficiaries with SED. (SEDW)</p>	\$0

<p>Therapeutic Services Are music, equine, recreation, or art therapies that may be provided to help reduce or manage the symptoms of a child’s mental health condition. Specialty services might also include specialized child and family training, coaching, staff supervision, or monitoring of program goals. (SEDW)</p>	\$0
<p>Vehicle Modification Include adaptations or alterations to an automobile or van that is the beneficiary’s primary means of transportation in order to accommodate the special and medical needs of the beneficiary. (ISPA, HSW, CWP).</p>	\$0

SERVICES FOR INDIVIDUALS WITH SUBSTANCE USE DISORDERS

The substance use treatment services listed below are covered by Medicaid. These services are available through DWIHN. For access or assistance call the **24-hour Access Center Toll Free at 1-800.241.4949.**

Substance Use Disorder – Medicaid	What you must pay
Access, Assessment, and Screening (AAS) determines the need for substance abuse services and will assist in getting to the right services and providers.	\$0
SUD Intensive/Enhanced Outpatient (IOP or EOP) is a level service that provides more services may include day or evening programs.	\$0
Medication Assisted Treatment (MAT) is offered to individuals with an alcohol use disorder or an opioid use disorder to support their recovery and is medically monitored and can be combined with clinical services and supports.	\$0
Medication for Opioid Use Disorders (MOUD) is offered to individuals with an opioid use disorder. This service is monitored by a physical and nursing staff and may be combined with clinical services and supports.	\$0
Methadone and LAAM Treatment Is provided to individuals who have heroin or other opiate dependence. The treatment consists of opiate substitution monitored by a doctor as well as nursing services and lab tests. This treatment is usually provided along with other substance abuse outpatient treatment.	\$0
Peer Recovery Coaching is a service that assists an individual in their recovery process by removing barriers, assisting with recovery planning, and reducing the likelihood of relapse.	\$0

Sub-Acute Detoxification is medical care in a residential setting for individuals who are withdrawing from alcohol or other drugs.	\$0
Substance Use Disorder Health Home -A care management and care coordination primary care Health Home benefit called the Substance Use Disorder Health Home (SUDHH) (previously referred to as the Opioid Health Home [OHH]). The goals of the program are to ensure seamless transition of care and to connect eligible beneficiaries with needed clinical and social services.	\$0
SUD Outpatient Treatment includes therapy/counseling for the individual and family, group therapy in an office setting.	\$0
SUD Residential Treatment is intensive therapeutic services that include overnight stays in a staffed licensed facility.	\$0
Withdrawal Management is a clinical or medically monitored process that helps individuals safely stop using drugs or alcohol while reducing pain, discomfort, and dangerous withdrawal symptoms.	\$0

Note: the Michigan Medicaid Provider Manual contains complete definitions of the following services as well as eligibility criteria and provider qualifications. The Manual may be accessed at:

<https://www.mdch.state.mi.us/dch-medicaid/manuals/MedicaidProviderManual.pdf>.

If you receive Medicaid, you may be entitled to other medical services not listed above. Services necessary to maintain your physical health are provided or ordered by your primary care doctor. If you receive Community Mental Health (CMH) services, your local community mental health services program (CMHSP) will work with your primary care provider to coordinate your physical and behavioral health services. If you do not have a primary care provider, your local Community Mental Health Services Program will help you find one.

Medicaid Health Plan Services

If you are enrolled in a Medicaid Health Plan, the following kinds of health care services are available to you when your medical condition requires them.

- Ambulance
- Chiropractic
- Doctor visits
- Family planning (enrollees do not need a referral from your doctor for this care)

- Health check-ups
- Hearing aids
- Hearing and speech therapy
- Home Health Care
- Immunizations (shots)
- Lab and X-ray
- Nursing Home Care
- Medical supplies
- Medicine
- Mental health (limit of 20 outpatient visits)
- Physical and Occupational therapy
- Prenatal care and delivery
- Surgery
- Transportation to medical appointments
- Vision

Note: **Home Help Program** is another service available to Medicaid beneficiaries who require in-home assistance with activities of daily living and household chores. In order to learn more about this service, you may call the local Michigan Department of Human Services (MDHHS) number below or contact the DWIHN Customer Service Office at 888.490.9698 for assistance.

MDHHS Mailing Address:

333 South Grand Ave
P.O. Box 30195
Lansing, MI 30195
517.241.3740
Michigan.gov/mdhhs

Medicaid Customer Help

1.800.642.3195

Medicaid Provider Help

1.800.292.2550

MI Enrolls Medicaid Managed Care

1.888.367.6557

SUBSTANCE USE DISORDER-MEDICARE

The Access Center determines the Substance Use services and will assist in finding enrollees the right provider	What you must pay
<p>Outpatient Substance Use Disorder Services DWIHN will pay for treatment services that are provided in the outpatient department of a hospital. If you have been discharged from an inpatient stay for the treatment of drug substance use, or if you require treatment but do not require the level of services provided in the inpatient hospital setting.</p>	\$0
<p>Psychotherapy Psychotherapy is a type of treatment that can help individuals experiencing a wide array of mental health conditions and emotional challenges. Psychotherapy can help not only alleviate symptoms, but also, certain types of psychotherapy can help identify the psychological root causes of one's condition, so an individual can function better and have enhanced emotional well-being and healing.</p>	\$0
<p>Patient Education Regarding Diagnosis and Treatment Is working with an individual to provide them with the knowledge and skills to understand a diagnosis and the treatment it requires.</p>	\$0
<p>Prescription Drugs Administered During a hospital stay or injected at a doctor's office.</p> <ul style="list-style-type: none"> • This may include Methadone if provided in a hospital setting, but not an outpatient clinic. 	\$0
<p>Outpatient Prescription Drugs Are covered under Part D, except for Methadone for the treatment of substance use disorder.</p>	\$0
<p>Structured Assessment and Brief Intervention (SBIRT). Assessment to quickly determine the severity of substance use and identify the appropriate level of treatment. Brief intervention or advice focuses on increasing insight and awareness regarding substance use and motivation toward behavioral change. Referral to treatment provides those identified as needing more extensive treatment with access to specialty care.</p>	\$0

CLAIM AND BILLING INQUIRIES

If you are enrolled in Medicaid and meet the criteria for behavioral health services, all approved services for which you are eligible. For claims inquiries and billing issues, you may contact DWIHN's Customer Service unit at 888.490.9698 or TTY 800.630.1044. Representatives are available to answer your questions Monday through Friday from 8:00 am to 4:30 pm.

You can track the status of your claim in the claims process and obtain the following information over the phone in one attempt or contact. Information you could be able to obtain would include:

- The stage in the process
- The amount paid
- The amount approved
- Your cost
- The date it was paid

REPORTING FRAUD, WASTE, AND ABUSE

Fraud, waste, and abuse use up valuable Michigan Medicaid funds needed to help children and adults access health care. Everyone can take responsibility by reporting fraud and abuse. Together, we can make sure taxpayer money is used for individuals who really need help.

Examples of Medicaid Fraud include

- Billing for medical services not actually performed
- Providing unnecessary services
- Billing for more expensive services
- Billing for services separately that should legitimately be one billing
- Billing more than once for the same medical service
- Dispensing generic drugs but billing for brand-name drugs
- Giving or accepting something of false value (cash, gifts, services) in return for medical services (i.e., kickbacks)
- Falsifying cost reports

Or When Someone:

- Lies about their eligibility
- Lies about their medical condition
- Forges prescriptions
- Sells their prescription drugs to others
- Loans their Medicaid card to others

Or When a Health Care Provider Falsely Charges For:

- Missed appointments
- Unnecessary medical tests
- Telephoned services

If you think someone is committing fraud, waste, or abuse, you may report it to DWIHN's Corporate Compliance Officer at 313.833.3502 or email concerns to www.compliance@dwihn.org or report them at www.dwihn.org.

On the [Home](#) page, click the tab [For Providers](#), scroll down to [Quality & Compliance](#), and click [Compliance](#). On this page, you are given the options for Reporting Fraud, Waste, and Abuse. You may report anonymously through any of the above methods.

Your report will be confidential, and you may not be retaliated against.

You may also report concerns about fraud, waste, and abuse directly to Michigan's Office of Inspector General (OIG):

Online: www.michigan.gov/fraud

Call: 855-MI-FRAUD (643.7283) (voicemail available for after-hours)

Send a Letter:

Office of Inspector General
PO Box 30062
Lansing, MI 48909

When you make a complaint, make sure to include as much information as you can, including details about what happened, who was involved (including their address and phone number), Medicaid identification number, date of birth (for beneficiaries), and any other identifying information you have.

TRANSITION OF CARE PROCESS

The Detroit Wayne Integrated Health Network (DWIHN) follows rules from the Centers for Medicare and Medicaid Services (CMS) about helping people move from one type of care to another. This can be tricky, so it's important to make sure everyone works together smoothly. Here are the main points to remember:

1. Members need to have someone they can contact to help organize their services, and they should know how to reach that person.
2. If members are moving to a new provider that is not in the Contractor's network, they can keep seeing their current provider as long as the new contractor follows the rules set by MDHHS.
3. Members will be directed to the right providers that are part of the Contractor's network.
4. Contractors must quickly provide past information if a member has a new contractor or needs it for MDHHS.
5. Members must get an Adverse Benefit Determination (ABD) if there is a reduction or a termination to services they are currently receiving.

If you want more information, check out our website at dwihn.org. You can look for the Transition of Care Policy in the document library.

DWIHN 24-Hour Access/Crisis Information and Referral Helpline

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Customer Service: 888.490.9698 • TTY: 711

www.dwihn.org

ADULT INITIATIVES

Adult Initiatives is a department of DWIHN that is within the Clinical Practice Improvement area. The Adult Initiatives team is responsible for monitoring the programs and clinical services provided by our Clinically Responsible Service Providers (CRSP) to the adult population of the DWIHN network. Services can include outpatient psychiatric, therapy, supports coordination, case management, and more specialized services, including Intellectual and Developmental Disabilities (I/DD) programs, Med Drop, Evidence-Based Supportive Employment (EBSE), Clubhouse, Assertive Community Treatment (ACT), Assisted Outpatient Treatment (AOT), and Not Guilty by Reason of Insanity (NGRI).

Adults with Intellectual Developmental Disabilities (IDD)

The goal of the IDD program is to provide the resources necessary to allow those with intellectual and/or developmental disabilities to live in their communities like any other individual. These services are to assist enrollees in remaining active in their community based on their needs, preferences, and dreams.

Respite, Community Living Supports (CLS), psychiatry, psychology, behavioral supports, skill-building, speech/physical/occupational therapies, and vocational services are available to enrollees based on medical necessity. Enrollees and their supports, along with their treatment team, complete an individualized plan of service (IPOS) annually using a person-centered process to determine goals and services to be authorized. Ongoing support coordination is in place for each DWIHN enrollee to monitor the plan, and to problem-solve, manage crises, and assist in enhancing the enrollee's potential, health, and well-being.

Med Drop

Med Drop is a partnership between DWIHN and Genoa Pharmacy to provide a program that helps individuals keep track of their medication by delivering the medicine to the enrollee at their place of residence. The medication is delivered by a qualified staff person who then observes the enrollee taking their medication, provides education on the medication, and records it in the enrollee's chart. To be eligible for this program, enrollees must be enrolled with a participating provider, be over the age of 18, and receive Medicaid. This program is voluntary, and the enrollee can opt out at any time. For more information, contact meddrop@dwihn.org.

Supportive Employment

IPS, also known as Individual Placement and Support, is a type of employment help program. This program is thought to be one of the best at helping individuals with behavioral health, intellectual and developmental disabilities, and/or substance use disorder to help with resumes, finding a job, and keeping employment.

CLUBHOUSE

Clubhouse offers daily activities for enrollees with behavioral health needs. Clubhouse is for individuals who want to socialize, learn job skills, want help with employment, and be more active in their community. Clubhouse also helps individuals learn life skills and increase independence. The goal is to help enrollees build self-esteem and confidence. This program is available to enrollees aged 18 or older who are enrolled with a participating provider.

If you are interested in these services, you can inquire with your support coordinator to find a Clubhouse that may have space available for you. This program is voluntary.

CLUBHOUSE		
Access (Hope House)	6470 Williamson Ave Dearborn, MI 48126	313.518.1104
CNS (Motor City)	2900 Conner Ave Detroit, MI 48215	313.668.9320
DCI / MiSide (New Direction)	24424 McNichols Road Detroit, MI 48219	313.591.4174
Goodwill (A Place of Our Own)	1401 Ash Street Detroit, MI 48201	313.557.8623
Hegira (Turning Point)	1605 Fort Street Lincoln Park, MI 48146	313.979.0617
Lincoln (The Gathering Place)	24425 Plymouth Road Redford, MI 48239	313.450.0411

Assertive Community Treatment (ACT)

The ACT program helps individuals stay in their community while receiving behavioral health services. Services include case management, nursing care, psychiatric care, medication management, and therapy. These services are available to enrollees 24 hours a day, 7 days a week, 365 days a year. ACT teams can help with budgeting, activities of daily living, household chores, and family/social relationships.

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Assisted Outpatient Treatment (AOT)

Assisted Outpatient Treatment (AOT) is court-ordered treatment for individuals with behavioral health needs. Enrollees with AOT orders are NOT in legal trouble. AOT orders are for individuals who need help remembering to meet with their case managers, psychiatrists, therapists, or to take their medication. A psychiatrist/psychologist and an outpatient treatment provider must supervise all AOT orders. The AOT order can include case management, psychiatric/therapy services, and medication.

More information about AOTs can be found on this website (https://www.dwihn.org/documents/Probate_MH_FAQs.pdf).

Adult Initiatives has an AOT team that assists with coordination and provides additional supports. Peer support services are available for enrollees with AOTs. Peer support services involve qualified individuals who are trained to use their personal experiences with the behavioral health system and/or substance use to help others. Peer support specialists understand what you are going through and can provide additional support.

DROP-IN CENTERS

WHAT IS A DROP-IN CENTER?

Drop-in centers are services for individuals who want to enjoy peer-guided programming but do not require a specific type of service. This type of center is called a Drop-In because any DWIHN enrollee can walk in without prior care or services and participate in the activities. There is no prescribed treatment of services, but rather it is geared toward peer support, help in accessing other services, and participation in social activities.

Currently, there are two locations available; call them to find out about their hours of operation and inquire about their event calendar.

DROP-IN CENTER		
Our Place	12285 Dixie Redford Charter Twp, MI 48239	313.543.3393
Perfect Place	14705 Allen Road Southgate, MI 48195	734.250.7943

CHILDREN'S INITIATIVES

DWIHN offers services to help children, youth, and families to address mental health, substance abuse, and physical health issues. The System of Care model supports hope and recovery to help families have more control over their care.

The System of Care Values are:

Community-Based: Services are provided in the community with support to help families where they live.

Culturally and Linguistically Responsive: Services are made to fit each family's culture, language, and personal needs, ensuring they are relevant to each individual.

Family-Centered: Families are the most important decision makers in the care of their children. Families also help guide the rules and policies in the community.

Trauma-Informed: Services are designed to understand and support people who have experienced trauma.

Youth-Guided: Youth and young adults are empowered to make decisions about life choices and services. Youth and young adult voices are heard and valued in the individual-centered planning process.

School Based Health Quality Initiative:

This program has two parts: the School Success Initiative and the GOAL Line after-school program. Both are focused on helping students feel good and do well in school. The goal is to support students' health and well-being so they can succeed. We want to make sure every student gets the help they need to be healthy, happy, and learn their best.

Youth United:

Youth United (YU) is a program that helps youth speak up and take action. YU teaches positive values and encourages youth to talk about important topics like bullying, gun violence, human trafficking, drug use, mental health, and treating everyone fairly. YU advocates are brave and ready to have honest conversations to stop hurtful stereotypes and help others. For more details, visit the Children's Initiative website <https://www.dwihn.org/childrens-initiatives> or contact TeamChildrens@dwihn.org

Children's Home and Community-Based Services Waiver Program (CWP):

The Children's Waiver Program (CWP) funds home and community-based services for children with intellectual and/or developmental disabilities (I/DD) under the age of 18.

Eligibility Requirements Include:

- Have an intellectual and/or developmental disability (as defined in the Michigan state law).
- Younger than 18 years of age and in need of waiver services.
- Reside with birth or legally adoptive parent(s) or with a relative who has been named the legal guardian under the laws of the state of Michigan, provided that the relative is not paid to provide foster care for the child.
- Be at risk of being placed into an intermediate care facility for individuals with intellectual disabilities (ICF/IDD) because of the intensity of the child's care and the lack of needed support, or the child currently resides in an ICF/IID facility, but with appropriate community support, could return home.
- Family income must be above Medicaid limits when viewed as a family of one (1). Applying for the waiver will waive the parents' income, thus making them Medicaid eligible.
- Have intellectual or functional limitations that indicate the child would be eligible for health, habilitative, and active treatment services provided at the ICF/IID level of care.

The array of services available for children who meet the eligibility criteria for the CWP include:

- Community living supports
- Enhanced transportation
- Environmental accessibility adaptations
- Family training (Parent Support Partner)
- Family income must be above Medicaid limits when viewed as a family of one (1). Applying for the waiver will waive the parent's income, thus making them Medicaid eligible.
- Have intellectual or functional limitations that indicate the child would be eligible for health, habilitative, and active treatment services provided at the ICF/IID level of care.

The array of services available for children who meet the eligibility criteria for the CWP include:

- Community living supports
- Enhanced transportation
- Environmental accessibility adaptations
- Family training (Parent Support Partner)

- Non-family training (previously called psychological/behavioral treatment)
- Fencing
- Respite care
- Specialized medical equipment and supplies
- Specialty services (Art Therapy, Music Therapy, Recreation Therapy)
- Financial management services

Wayne County Children Waiver Providers are: Community Living Services and The Guidance Center.

For more details, visit the Children's Initiative website <https://www.dwihn.org/childrens-initiatives> or contact TeamChildrens@dwihn.org

Serious Emotional Disturbance (SED) Waiver Program:

The SED Waiver program provides services that are enhancements or additions to the Medicaid State Plan coverage for children through age 20 who serious emotional disturbance (SED). MDHHS operates the SED waiver through contracts with the Community Mental Health Service Programs (CMHSP's). The SED Waiver is administered by the CMHSP in partnership with other community agencies. SED waiver services are intended for children with an SED who are at risk of hospitalization, had multiple placements or are youth/families who need additional supports and services to maintain the young individual in the home.

To be eligible, the child must:

Be under the age of 18 when initially approved for the waiver, but can remain in the waiver until age 21 if all eligibility requirements continue to be met. • Reside with birth or adoptive parents or resides in foster care and is either a Temporary Court Ward (TCW) or a Permanent Court Ward (PCW). • Meet current MDHHS criteria for state psychiatric hospital for children or at risk of state psychiatric hospitalization.

The child must have at least one (1) of the following:

- Severe psychiatric signs and symptoms
- Disruption of self-care and independent function
- Harm to self or others
- Drug/medication complications or co-existing general mental condition requiring care
- Special consideration: If substance use is present, the psychiatric condition must be the primary diagnosis
- Demonstrate a serious functional limitation that impairs the ability to function in the community (functional criteria is identified using the Child and Adolescent Scale

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Child & Adolescent Functional Assessment Scale (CAFAS) or the Preschool and Early Childhood Functional Assessment Scale (PECFAS).

- For children 12 or younger, CAFAS score of 90 or greater
- For children 13-18, CAFAS score of 120 or greater
- For children 3-6, elevated PECFAS subscale scores in at least one (1) of these areas: self-harm behaviors, mood/emotions, thinking/communicating or behaviors towards others
- Youth can remain in the SED Waiver even if their CAFAS or PECFAS score drops during the one (1) year commitment.

Note: Youth who have an Intellectual and /or Development Disability (I/DD) are not eligible for the SED waiver.

Person Centered Planning:

Each child must have an Individual Plan of Service (IPOS) that lists services and supports that will be provided. The IPOS is developed through the Wraparound planning process. Each child must have a Wraparound Facilitator who is responsible to assist the child and family in identifying, planning, and organizing the Child and Family Team, developing the IPOS, and coordinating service delivery, as well as the child's health and safety, as part of their regular contact with the child and family.

The array of services available for children who meet the eligibility criteria for the SED Waiver include: •

Intensive Care Coordination with Wrap Around (ICCW) •

- Community Living Services
- Respite
- Family supports and training (Parent Support Partner)
- Therapeutic Activities (Art Therapy, Music Therapy, Recreation Therapy)
- Child therapeutic foster care • Non-family training (previously called psychological/behavioral treatment)
- Therapeutic overnight camp • Overnight health and safety supports
- Family home care training • Financial Management Services

Wayne County SED Waiver Providers are:

Black Family Development, Inc., CNS Healthcare, Development Centers (MiSide), Hegira Health, Inc., Judson Center, Lincoln Behavioral Services, Southwest Counseling Solutions (MiSide), Starfish Family Services, Team Wellness, The Children Center, and The Guidance Center. For more details, visit the Children's Initiative website

<https://www.dwihn.org/childrensinitiatives> or contact TeamChildrens@dwihn.org

WAIVER SERVICES

Habilitation Supports Waiver (HSW) Program

A program aimed to assist individuals with developmental disabilities in the acquisition of skills that will facilitate their independence, productivity, and promote inclusion and participation in the community. The HSW operates under Section 1915 (c) of the Social Security Act in order to provide specified home and community-based services designed to enroll participants who would otherwise require an intermediate care facility for Individuals with Intellectual Disability (ICF/IID) Level of Care.

The HSW operates concurrently with the 1915 (c) waiver. The services and supports are provided under the auspices of the Prepaid Inpatient Health Plan (PIHP) (DWIHN) under contract with Michigan Department of Health and Human Services (MDHHS), and must be specified in the beneficiary plan of services developed through the Person-Centered Planning (PCP) process.

To be eligible, the child must:

- Have a developmental disability (as defined by Michigan law) no age restrictions;
- Be Medicaid eligible and enrolled;
- Reside in a community setting or will reside in a community setting;
- Would otherwise require level of services similar to an Intermediate Care Facility/Individual with Intellectual Disability (ICF/IID);
- Choose to participate in the HSW instead of ICF/IID services; and
- Once enrolled, receive at least one (1) HSW service a month.

The array of services available to individuals with intellectual developmental disabilities who meet the eligibility criteria for the HSW include: community living supports, enhanced medical equipment, enhanced pharmacy, environmental modifications, family training, goods and services, out-of-home non-vocational habilitation, Personal Emergency Response System (PERS), Private Duty Nurse (PDN), supported employment, respite care, and supports coordination.

The HSW is available from all IDD providers. Consult with your Supports Coordinator.

Children's Home and Community-Based Services Waiver Program (CWP):

The children's waiver program (CWP) makes it possible for Medicaid to fund home and community-based services for children with intellectual and/or developmental disabilities who are under the age of 18 when they otherwise not qualify for Medicaid-funded services.

To be eligible, the child must:

- Have an intellectual and/or developmental disability (as defined in the Michigan state law), be less than 18 years of age, and in need of habilitation services.
- Reside with birth or legally adoptive parent(s) or with a relative who has been named the legal guardian under the laws of the state of Michigan, provided that the relative is not paid to provide foster care for the child;
- Be at risk of being placed into an ICF/IID (intermediate care facility for individuals with intellectual disabilities) facility because of the intensity of the child's care and the lack of needed support, or the child currently resides in an ICF/IID facility but, with appropriate community support, could return home;
- Family income must be above Medicaid limits when viewed as a family of one (applying for the waiver will waive the parent's income, thus making them Medicaid eligible); and
- Have intellectual or functional limitations that indicate the child would be eligible for health, habilitative, and active treatment services provided at the ICF/IID level of care. Habilitative services were designed to assist individuals in acquiring, retaining, and improving the self-help, socialization, and adaptive skills necessary to reside successfully in home and community-based settings. Active treatment includes aggressive, consistent implementation of a program of specialized and generic training, treatment, health services, and related services. Active treatment is directed toward the acquisition of the behaviors necessary for the child to function with as much self-determination and independence as possible, and the prevention or deceleration of regression or loss of current optimal functional status.

The array of services available for children who meet the eligibility criteria for the CWP includes: community living support enhanced transportation, environmental accessibility adaptations, family training, non-family training (previously called psychological/behavioral treatment), fencing, respite care, specialized medical equipment and supplies, specialty services, and financial management services/fiscal intermediary services.

Three providers deliver services to children and youth on this waiver in Wayne County they are:

The Guidance Center, Neighborhood Service Organization, and Community Living Services. For more information, please contact DWIHN and ask to speak to the I/DD Clinical Specialist in Children Initiative.

Serious Emotional Disturbance (SED) Waiver Program:

The SED Waiver program provides services that are enhancements or additions to the Medicaid State Plan coverage for children through age 20 who have an SED. Michigan Department of Health and Human Services (MDHHS) operates the SED waiver through contracts with the Community Mental Health Service Programs (CMHSP's). The SED Waiver is administered by the CMHSP in partnership with other community agencies. SED waiver services are intended for children with an SED who are at risk of hospitalization, had multiple placements or are youth/families who need additional supports/services in order to maintain the young individual in the home.

To be eligible, the child must:

- Be under the age of 18 when initially approved for the waiver, but can remain in the waiver until age 21 if all eligibility requirements continue to be met;
- Reside with birth/adoptive parents or reside in foster care and is either a Temporary Court Ward (TCW) or a Permanent Court Ward (PCW);
- Meet current Michigan Department of Health and Human Services (MDHHS) criteria for state psychiatric hospitals for children or at risk of state psychiatric hospitalization

The child must have at least one (1) of the following:

- Severe psychiatric signs and symptoms
- Disruption of self-care and independent function
- Harm to self or others
- Drug/medication complications or co-existing general mental condition requiring care
- Special consideration: if substance use, psychiatric condition must be primary diagnosis
- Demonstrate a serious functional limitation that impairs his/her ability to function in the community (functional criteria is identified using the Child and Adolescent Scale [CAFAS] or the Preschool and Early Childhood Functional Assessment Scale [PECFAS]).

DWIHN 24-Hour Access/Crisis Information and Referral Helpline

Toll Free: 800.241.4949 • TTY: 711

Customer Service: 888.490.9698 • TTY: 711

www.dwihn.org



Each child must have a comprehensive IPOS that specifies the services and supports that the child and his/her family will receive. The IPOS is developed through the Wraparound planning process. Each child must have a Wraparound Facilitator who is responsible for assisting the child/family in identifying, planning, and organizing the Child and Family Team, developing the IPOS, and coordinating service delivery, as well as the child's health and safety, as part of their regular contact with the child and family.

The array of services available to those who meet eligibility criteria for the SED Waiver include wraparound, respite, family supports and training, therapeutic activities, child therapeutic foster care, home care training-non-family, transitional services, therapeutic overnight camp, overnight health and safe

WAYNE COUNTY SERIOUS EMOTIONAL DISTURBANCE (SED) WAIVER PROVIDERS:

<p style="text-align: center;">Centers For Family Development, Inc. (SED/C) 2995 East Grand Blvd Detroit, MI 48202 313.758.0150 TTY:711 www.centersforfamilydevelopment.org</p>	<p style="text-align: center;">Development Centers Inc. (MiSide) (SED/C) 17421 Telegraph Road Detroit, MI 48219 313.531.2500 TTY:711 www.develctrs.org</p>	<p style="text-align: center;">Southwest Counseling Solutions (MiSide) (SED/C) 5716 Michigan Ave Detroit, MI 48210 313.963.2266 TTY:711 www.swsol.org www.miside.org</p>
<p style="text-align: center;">The Children's Center (SED/C) 79 Alexandrine Detroit, MI 48201 313.831.5535 TTY: 711 www.thechildrencenter.com</p>	<p style="text-align: center;">The Guidance Center (SED/C) 26300 Outer Drive Lincoln Park, MI 48146 313.388.4630 TTY: 711 www.guidance-center.org</p>	<p style="text-align: center;">Hegira Health Children's Outpatient Services (SEC/C) 8623 North Wayne Road Suite 123 Westland, MI 48185 734.367.0469 TTY:711 www.hegirahealth.org</p>

AUTISM SERVICES

Autism Spectrum Disorder (ASD) is a condition that affects how the brain works. Scientists don't know exactly what causes it, but it can affect people in different ways. Someone with ASD may have trouble with social skills, behavior, and communication. They might also learn, focus, or react to things differently from others. ASD starts in early childhood and lasts a lifetime. A individual with ASD might:

- Not respond to their name by 12 months
- Not play “pretend” games by 18 months
- Avoid eye contact and want to be alone
- Have trouble understanding other individuals’ feelings or talking about their own feelings
- Repeat words or phrases over and over
- Give unrelated answers to questions
- Get upset by minor changes
- Have an obsessive interest
- Flap their hands, rock their body, or spin in circles
- Have unusual reactions to the way things sound, smell, taste, look, or feel

Eligibility

The State of Michigan now offers Applied Behavior Analysis (ABA) Services to individuals who:

- Have an ASD Diagnosis
- Are 0-21 years of age
- Are Medicaid Eligible
- Meet Medical Necessity Criteria



What is Applied Behavior Analysis?

Applied Behavior Analysis (ABA) is a structured therapy that helps people with autism learn important skills. It uses different teaching styles to improve communication, social interactions, and behaviors that are common in autism. Each individual gets a custom ABA plan of care that breaks down skills into small, easy-to-learn steps. The plan is made to fit their needs, including how many hours of therapy they get each week, based on what is medically needed and agreed upon by parents or guardians. ABA therapy is very involved and can take place at home, in a clinic, or in the community. Parents and guardians also take part in the process because their involvement is important for progress.

How to Access ABA Services?

An individual will need to be referred by a physician. The DWIHN Access Center can help start this process by calling: 800.241.4949. *Additional information on the DWIHN Autism Benefit can be found at: www.dwihn.org.*

DWIHN 24-Hour Access/Crisis Information and Referral Helpline

Toll Free: 800.241.4949 • TTY: 711

Customer Service: 888.490.9698 • TTY: 711

www.dwihn.org

COMPLEX CASE MANAGEMENT

DWIHN offers a Complex Case Management program for eligible individuals who may be helped by more intensive coordination of care and services. The Complex Case Management program is intended to help individuals with complex behavioral health conditions connect with needed services and resources they need.

The Complex Case Manager will work closely with you or your family member in the development of a comprehensive plan of care, which coordinates the following:

- Therapeutic services (therapy, medication management, case management)
- Community and Psychosocial supports (education/support regarding illness, coordination with support system, other supports services)
- Coordination of care between medical and behavioral physicians and clinicians
- Recovery and Resiliency Services (peer support, development of a crisis/recovery plan, life planning activities)
- Other services, as appropriate (legal, shelter, and other basic needs)

Complex Case Management program goals:

- Movement to recovery
- Enhanced wellness
- Building resiliency through self-care and empowerment

Criteria for acceptance into the Complex Case Management program:

- Presence of complex behavioral health condition(s), which require a greater level and intensity of services
- History of intensive behavioral health service utilization over the past 12 months
- Willingness to actively participate in the program. This program is voluntary

If you believe that you or a family member meets the criteria and would benefit from our Complex Case Management program, please contact 888.490.9698 or email us at pihpccm@dwihn.org for more information. This program is offered free of charge to enrollees. Our Complex Case Management team looks forward to partnering with you or your family member on the path to recovery and wellness.

COORDINATION OF CARE

To improve the quality of services, Detroit Wayne Integrated Health Network (DWIHN) wants to coordinate your behavioral health care with your medical provider who cares for your physical health. If you are also receiving substance, use services (SUD), your mental health care should be coordinated with those services.

Being able to coordinate with all providers involved in treating you improves your chances for recovery, relief of symptoms, and improved functioning. Therefore, you are encouraged to sign a “Release of Information” so that information can be shared.

Note: If you do not have a medical doctor and need one, contact the DWIHN Customer Service at 888.490.9698, and the staff will assist you in getting a medical provider.

SUBSTANCE USE DISORDER (SUD)

Attention: Pregnant and Postpartum Women

There is support for you if you are pregnant or one year postpartum with an opioid use disorder or other substance use disorder. Services include medication-assisted and/or residential treatment, referrals to additional programs and support services, including case management.

This program is voluntary, and you may opt out at any time. If you are interested, please get in touch with one of the following:

Provider	Location	Phone
Detroit Recovery Project	1121 E. McNichols Detroit, MI 48203	313.365.3100
Detroit Rescue Mission Ministries	19211 Anglin Detroit, MI 4834	313.263.0077
Hegira Heath	43825 Michigan Ave, Canton 48188	734.968.6534
Nardin Park	9605 Grand River Detroit, MI 48204	313.834.5930
New Light Recovery	300 W. McNichols Detroit, MI 48203	313.867.8015
Personalized Nursing Light House	575 South Main, Plymouth, MI 48170	734.451.7800 ext. 114
Positive Images	700 E. Grand Blvd, Detroit, MI 48207	313.822.6940
Quality Behavioral Health	6821 Medbury Street Detroit, MI 48211	313.922.2222
Sacred Health	400 Stoddard Richmond, MI 48062	810.392.2167 ext.148
Star Center	13575 Lesure Street, Detroit, MI 48227	313.493.4410
Salvation Army	3737 Lawton Detroit, MI 48208	313.361.6136

PERSON-CENTERED PLANNING

The process used to design your individual plan of behavioral health supports, service, Individual Plan of Service (IPOS), or treatment is called “Person-Centered Planning (PCP).” The PCP is your right protected by the Michigan Mental Health Code.

The process begins with pre-planning when you:

- Determine whom, besides yourself, you would like at the PCP meetings, such as family members, or friends, and what staff from your service provider or DWIHN you would like to attend.
- You will also decide when and where the person-centered planning(PCP) meetings will be held.
- You will decide what assistance you might need to help you participate in and understand the meetings.

During person-centered planning, you will be:

- Asked what your hopes and dreams are
- And will be helped to develop goals or outcomes you want to achieve
- decide what supports, services, or treatment you need
- decide who you would like to provide this service
- decide how often you need the service, and
- decide where the service will be provided.

You have the right, under federal and state laws, to a choice of behavioral health care providers. Also, at the time of PCP and/or at least annually, your service provider shall ensure that you are given an itemized statement of the estimated cost, Eligibility of Benefits (EOB) to DWIHN for each covered supports and service that you receive.

After you begin receiving services, you will be asked, from time to time, how you feel about the supports, services or treatment you are receiving and whether changes need to be made. You have the right to ask at any time for a new person-centered planning (PCP) meeting if you want to talk about changing your IPOS.

You have the right to “independent facilitation” of the PCP process. This means that you may request that someone other than DWIHN staff conduct your PCP meetings. You have the right to choose from independent facilitators available. The Independent Facilitator will meet with you to plan the meeting topics and to understand the type of things you want and do not want to talk about. If you are interested in Independent Facilitation, you can ask the staff working with you or DWIHN’s Customer Service for more information.

What is Independent Facilitation?

By Michigan law, all individuals who receive community mental health services, or enrollees, have the right to get their Individual Plan of Service (IPOS) created using the Person Centered-Planning (PCP) process which includes the unique needs and desires of each individual. DWIHN allows enrollees to hire or select someone they trust such as an independent Facilitator to guide the PCP process with them.

Who does Independent Facilitation?

Independent Facilitation is done by someone chosen by you. Ideally, the individual chosen is trained and has the skills and abilities to work with you and others that you want to involve, to think and talk about how you might achieve your unique needs and desires.

Why use an Independent Facilitator?

An Independent Facilitator assists by:

- Identifies your strengths and needs.
- Makes sure you are heard and understood.
- Keeps the meeting on track.
- Locates available community resources and services.
- Uses tools to uncover your plans.
- Records and reports meeting discussions.

How to find an Independent Facilitator?

- You may reach out to DWIHN's Customer Service Department by calling 1.888.490.9698 or visit us at www.dwihn.org.
- Visit our online Provider Directory for a list of Independent Facilitators, or
- Search the Michigan Department of Health and Human Services website at <https://ddi.wayne.edu/ifmap>.

Children and PCP

Children under the age of 21 with intellectual and developmental disabilities (I/DD) or serious emotional disturbance (SED) also have the right to PCP. During the PCP process must recognize the importance of the family and the fact that supports and services impact the entire family. The parent(s) or guardian(s) of the children will be involved in preplanning and PCP using "family-centered practice" in the delivery of supports, services and treatment to their children.

Topics Covered during Person-Centered Planning

During PCP, you will be told about psychiatric advance directives, a crisis plan, and self-directed services (also known as Choice Voucher for individuals under 18). (See the descriptions below.) You have the right to choose to develop any, all, or none of these.

Crisis Plan- You also have the right to develop a "crisis plan." A crisis plan is intended to give direct care if you begin to have problems in managing your life or you become unable to make decisions and care for yourself. The crisis plan gives information and directions to others about what you would like done in the time of a crisis. Examples are friends or relatives to be called, preferred medicines, or care of children, pets, or bills.

Medical Advance Directives-This is also referred to as Durable Power of Attorney for Health Care. An advanced directive is a tool for you to use to tell individuals of your wishes for your care. Some of the decisions you can make include: living wills, do not resuscitate orders, or decisions about tissue or organ donations.

Psychiatric Advance Directive- Adults have the right under Michigan law, to a “**psychiatric advance directive.**” A psychiatric advance directive is a tool for making decisions before a crisis occurs where you may become unable to make choices about the kind of treatment you want and do not want. This lets other individuals, including family, friends, and service providers, know what you want when you cannot speak for yourself.

All Advance Directive decisions are voluntary. If you do create an advance directive, you should give copies to:

- All providers caring for you;
- Individuals you have named as a Medical or Mental Health Patient Advocate; and
- Family members or trusted friends who could help your doctors and behavioral health providers make choices for you if you cannot make those choices.

If you do not believe you have received appropriate information regarding Psychiatric Advance Directives from your service provider, please contact DWIHN’s Customer Service at 1.888.490.9698 or TTY 711.

Self-Directed Services/Choice Voucher/Self-Determination

Self-Directed Services is an option for payment of medically necessary services you might request if you receive behavioral health services in Michigan. It is a process that would help you to design and exercise control over your own life by directing a fixed amount of dollars that will be spent on your authorized supports and services, often referred to as an individual budget. You would also be supported in your management of providers if you choose such control.

RECOVERY AND RESILIENCY

Recovery is a journey of healing and transformation enabling an individual with a mental health/substance abuse problem to live a meaningful life in a community of his/her choice while striving to achieve his or her potential.

Recovery is an individual journey that follows different paths and leads to different locations. Recovery is a process that we enter into and is a lifelong attitude. Recovery is unique to each individual and can truly only be defined by the individual themselves. What might be recovery for one individual may be only part of the process for another.

Recovery may also be defined as wellness. Behavioral health supports and services help individuals with a mental illness/substance use disorder in their recovery journeys. The person centered planning (PCP) process is used to identify the supports needed for individual recovery.

In recovery there may be relapses. A relapse is not a failure, rather a challenge. If a relapse is prepared for, and the tools and skills that have been learned throughout the recovery journey are used, an individual can overcome and come out a stronger individual. It takes time, and that is why Recovery is a process that will lead to a future that holds days of pleasure and the energy to persevere through the trials of life.

Resiliency and development are the guiding principles for children with SED. Resiliency is the ability to “bounce back” and is a characteristic important to nurture in children with SED and their families. It refers to the individual’s ability to become successful despite challenges they may face throughout their life. Recovery is a journey of healing and transformation, enabling an individual with a behavioral health/substance use problem to live a meaningful life in a community of his or her choice while striving to achieve his or her potential.”

Resiliency and development are the guiding principles for children with Serious Emotional Disturbance (SED). Resiliency is the ability to “bounce back” and is a characteristic important to nurture in children with serious emotional disturbance (SED) and their families. It refers to the individual’s ability to become successful despite challenges they may face throughout their life.

PEER SUPPORT

Peer Support is an evidence-based mental health model of care. It uses trained Peer Support Specialists to assist individuals with their recovery and self-determination goals.

Peer Category	Description
Parent Support Partner (PSP)	A trained parent with first-hand experience navigating public child serving agencies and raising a child with mental health or developmental challenges. Support provided to a family by a PSP will focus on increasing confidence and competence in parenting skills, increasing the parent’s knowledge to navigate systems and partner with service providers, and empower the parent to develop sustainable, natural support networks after formal service delivery has ended. Parent Support Partner’s, serving as an equal enrollee of the treatment team, will assist in identifying goals within the Person Centered/Family Centered Plan that will support the parent to develop the new skills, resources, and confidence in parenting a child with serious emotional disturbance (SED) and/or intellectual developmental disabilities (I/DD).

Peer Support Specialist (PSS)	An individual with a lived experience and journey in receiving public mental health services and supports. They are employed in a variety of settings including enrollee run organizations, employment, psychosocial rehabilitation programs, housing outreach, supports coordination and integrated behavioral health and primary care. They provide direct services to support others with health navigation, accessing resources, and supporting a person-centered recovery journey to achieve community inclusion and participation, independence, recovery and resiliency.
Peer Recovery Coach (PRC)	An individual who has lived experience in receiving services and/or supports for a substance use condition. They serve as a guide to initiate, achieve and sustain long-term recovery from addiction including medication assisted, faith based, 12 step and other pathways to recovery. Recovery coaches provide connections in navigating recovery supportive systems and resources including professional and non-professional services.
Peer Mentor	An individual with a developmental disability who has learned problem solving strategies, how to be a self-advocate, how to live a self-determined life, and knows how to access services and resources in the community. Peer Mentors offer the benefit of their experiences, passing along encouragement and support to help others construct their own advocacy to bring about the changes they want for their lives.
Veterans Peer	A Veteran peer support specialist is an individual who has served in the U.S. Military and has a mental health and/or co-occurring condition, who has been trained to help others identify and achieve specific life and recovery goals. They help fellow Veterans navigate the VA system, facilitate support groups and provide information on community resources while actively being engaged in their own recovery.

Peer Category	Description
Youth Peer Support Specialist	Young adult between 18 and 26 years of age who supports youth with a serious emotional disturbance through shared activities and interventions. The goals of Youth Peer Support include: 1) supporting youth empowerment, and 2) assisting youth in developing skills to improve their overall functioning and quality of life, and, working collaboratively with others involved in delivering the youth's care. Youth Peer Support services can be in the form of direct support, information sharing and skill building.

For information about becoming a peer, i.e., someone with lived experience and trained to support others having the same condition, visit the website that follows:

https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_4871_4877_48561-84396--,00.html

How does one become certified as a peer?

In Michigan, there are a number of peer certification programs. The process and training vary depending on the peer's background and job responsibilities. Each certification program is state operated in partnership with the local Prepaid Inpatient Health Plan (PIHPs), e.g., Detroit Wayne Integrated Health Network. Peer services, both certified and non-certified, are billable under Healthy Michigan and Medicaid. To learn more, go to:

<http://www.mdch.state.mi.us/dch-Medicaid/manuals/MedicaidProviderManual.pdf>

What are Peer Services?

Peer support services are an evidence-based mental health model of care which involves qualified individuals who are trained to use their personal experiences with a disability to help others.

Peer support services come in different forms. Most peers work for providers and are a regular part of the treatment team to support enrollees. Peer services are also accessible via peer-run community-based organizations such as drop-in centers and recovery centers. Such sites also exist for veterans and parents.

Peers can provide a host of services. They can help you to:

- Explore and understand the service system
- Develop good self-care skills
- Gain skills to live, learn, work, and participate more fully in the community
- Access community services or supports
- Create crisis plans and provide support to enrollees who are in crisis
- Replace fears and stigmas with hope

How can one get peer services?

- Include the service in the Individual Plan of Services
- Contact Access Center at 800.241.4949
- Contact the community-based centers directly

TRAUMA INFORMED CARE

Do you know your Adverse Childhood Experiences (ACE) score?

The ACE score is a way to describe the level of stress or trauma that one experienced as a child. Through years of research, the Centers for Disease Control (CDC) uncovered a link between childhood trauma (e.g., sexual abuse, loss of caretaker, etc.) and the chronic health conditions (e.g., depression, heart disease, lung cancer) and/or social risk factors (e.g., incarceration, mental illness, addiction, etc.) that individuals face as adults. Take the short quiz below to learn your ACE score.

Prior to your 18th birthday:

1. Did a parent or other adult in the household often or very often, Swear at you, insult you, put you down, or humiliate you?
Act in a way that made you afraid that you might be physically hurt?

No _____ If yes, enter 1 _____

2. Did a parent or other adult in the household often or very often, push, grab, slap, or throw something at you?
Ever been hit so hard that you had marks or were injured?

No _____ If yes, enter 1 _____

3. Did an adult or individual at least 5 years older than you ever, Touch or fondle you or have you touch their body in a sexual way?
Attempt or have oral, anal, or vaginal intercourse with you?

No _____ If yes, enter 1 _____

4. Did you often or very often feel that,
No one in your family loved you or thought you were important or special?
Your family didn't look out for each other, feel close to each other, or support each other?

No _____ If yes, enter 1 _____

5. Did you often or very often feel that,
You didn't have enough to eat, had to wear dirty clothes, and had no one to protect you?
Your parents were too drunk or high to take care of you or take you to the doctor if you needed it?

No _____ If yes, enter 1 _____

6. Were your parents ever separated or divorced?

No _____ If yes, enter 1 _____

7. Was your mother or stepmother often or very often,
Pushed, grabbed, slapped, or had something thrown at her?
Sometimes, often, or very often kicked, bitten, hit with a fist, or hit with something
hard?
Ever repeatedly hit over at least a few minutes or threatened with a gun or knife?

No _____ If yes, enter 1 _____

8. Did you live with anyone who was a problem drinker or alcoholic, or
who used street drugs?

No _____ If yes, enter 1 _____

9. Was a household enrollee depressed or mentally ill, or did a household
enrollee attempt suicide?

No _____ If yes, enter 1 _____

10. Did a household enrollee go to prison?

No _____ If yes, enter 1 _____

Now add up your “Yes” answers: This is your ACE Score
Now that you’ve got your ACE score, share it with your service provider and request
support and treatment that can help.

TIPS FOR INTERACTING WITH INDIVIDUALS WHO HAVE A DISABILITY

Most individuals with a disability do not consider themselves limited and do not like being referred to by a label. Consider that individuals with disabilities have a difference or are differently abled, and most importantly, they are individuals first. It is best to avoid labels when referring to individuals who have a disability, regardless of the type of difference (e.g., addiction, cognitive, mobility, etc.) an individual has. What follows are some tips on interacting with individuals who have a disability:

- When speaking with an individual with a disability, talk directly to the individual, not to a companion, friend, or interpreter who might be present
- If the individual has speech impairment and you are having difficulty understanding what he or she is saying, ask the individual to repeat, rather than pretending to understand. Listen carefully and repeat what you think you heard in order to ensure good communication.
- If you believe that an individual with a disability needs assistance, offer assistance. But then wait for your offer to be accepted before you try to help.
- If you are speaking with an individual who is blind, identify yourself at the beginning of the conversation and communicate your departure when you leave. Don't be afraid to use common expressions such as "See you later!"
- If you wish to get the attention of an individual who is deaf, gently tap him or her on the shoulder or arm. Look directly at the individual and speak clearly in a normal tone of voice. Keep your hands away from your face, and use short, simple sentences. Speak to the individual, not the interpreter, if there is one. Many deaf individuals cannot read lips.
- Don't touch, speak to, or distract a service animal. Disability Services.
- If other students inquire about a student with a disability, respond with a positive remark such as "He or she is okay" or "He or she will let us know if we need to do anything." Don't reveal any information to anyone about the student with the disability unless the student or Disability Services requests you to.
- Act naturally with students with disabilities as you do with all students. This is the best advice of all.

Taken from the <http://www.cccti.edu/DS/Documents/LanguageOfDisabilities.pdf>

LANGUAGE PREFERRED BY INDIVIDUALS WITH A DISABILITY

Do Not Prefer	Prefer
Consumer	Enrollee
Retarded/Mentally Retarded/Retard	Intellectual Disability
Handicap/Disabled/Crippled	Individual with a disability
Manipulative	Getting their needs met
High Functioning/Low Functioning	{State the individual's abilities}
Crazy/Looney Tunes/Yellow Bus	An individual with a psychiatric (or mental) illness
Dumb/Mute	An individual who is not able to speak
Hearing impaired	Deaf
The blind	An individual who is visually impaired or blind
Substance Abuser	Addict/Individual with a substance use issue
Confined to a wheelchair	An individual who uses a wheelchair/wheelchair user

CLUBHOUSE

Clubhouses are organized communities that provide services in a unique restorative type of setting. Clubhouses are tailored to help support enrollees with mental illness rejoin in society through education, employment, learning responsibility and other interactions like building friendships. Within the DWIHN system, Clubhouses have a professional skilled director that is guided by the psycho-social model but also allows for clubhouse enrollees to participate in the engagement of enrollees, make clubhouse rules and participate in mutual support of different activities of the Clubhouse. Clubhouses are evidenced-based and have demonstrated success for many enrollees. If you are interested in services offered by a Provider, you can inquire with your supports coordinator to locate a Clubhouse that may have a space for you, as you must be an enrollee and assigned to services to attend a Clubhouse.

DROP-IN CENTERS

WHAT IS DROP-IN CENTER?

Drop-in centers are a service for enrollees who want to enjoy peer-guided programming but does not require a particular type of service. This type of center is called Drop-In because any DWIHN enrollee can walk- in without previous care or services from them and participate in the activities. There is no prescribed treatment of services, but rather it is geared toward peer support, help or assistance in accessing other services, and to participate in social activities.

Currently, there are three locations available, call them to find out about their hours of operation and inquire about their events calendar.

CLUBHOUSE		
Access (Hope House)	6470 Williamson Ave Dearborn, MI 48126	313.518.1104
CNS (Motor City)	2900 Conner Ave Detroit, MI 48215	313.668.9320
DCI / MiSide (New Direction)	24424 McNichols Road Detroit, MI 48219	313.591.4174
Goodwill (A Place of Our Own)	1401 Ash Street Detroit, MI 48201	313.557.8623
Hegira (Turning Point)	1605 Fort Street Lincoln Park, MI 48146	313.979.0617
Lincoln (The Gathering Place)	24425 Plymouth Road Redford, MI 48239	313.450.0411
DROP-IN CENTER		
Our Place	12285 Dixie Redford Charter Twp, MI 48239	313.543.3393
Perfect Place	14705 Allen Road Southgate, MI 48195	734.250.7943

GRIEVANCE AND APPEALS PROCESSES

Grievance

You have the right to say that you are unhappy with your services or supports or the staff who provide them, by filing a “grievance.” You can file a grievance **any time** by calling, visiting, or writing to the:

DWIHN Customer Service at 707 West Milwaukee, Detroit, MI 48202. Help with the filing process is available by contacting the customer service grievance unit at **888.490.9698 or TTY:711.** Ask for a Grievance Specialist if you need special help to file your grievance. Our team can help.

In most cases, your grievance will be resolved within **30 and 90 calendar days** from the date the DWIHN receives your grievance, based upon your insurance. You will be given detailed information about grievance processes when you first start services and then again annually. You may ask for this information at any time by contacting Customer Service.

Who can file a Grievance?

A grievance can be filed by you, a parent of a minor child, a legal guardian, or an authorized representative on your behalf, which can include providers. Grievances can be filed in writing, over the phone, or in person at any time. If you want someone to represent you, we will need to receive that information in writing.

Timeframes

Your grievance will be acknowledged in writing within **5 business days** of receipt for Medicaid and Underinsured/Uninsured enrollees. For our enrollees who are dually enrolled with one of our insurance partners, Michigan Highly Integrated Dual Eligible Special Needs Plan (HIDE-SNP), you will receive notice within **3 calendar days.**

If you are a HIDE-SNP enrollee, you may have the right to an expedited grievance. If your grievance is related to your health condition, it will be resolved as quickly as your health condition requires. Once your grievance has been resolved, you will be notified in writing. You will be given detailed information about the grievance process when you first start services and then again annually. If you need help filing your grievance, do not hesitate to ask. You may contact Customer Service at:

**707 W. Milwaukee Street
Detroit, MI 48202
Local: 313.833.3232
Toll Free:888.490.9698
TTY:711**

DWIHN 24-Hour Access/Crisis Information and Referral Helpline
Toll Free: 800.241.4949 • TTY: 711
Customer Service: 888.490.9698 • TTY: 711
www.dwihn.org

APPEALS/LOCAL DISPUTE RESOLUTIONS

Appeals

You will be given notice when a decision is made that denies your request for services or reduces, suspends, or terminates the services you already receive. This notice is called an “Adverse Benefit Determination” (ABD). **YOU HAVE THE RIGHT TO FILE AN APPEAL.**

You have the right to file an “appeal” when you do not agree with such a decision. If you would like to ask for an appeal, you will have to do so within:

- **30 calendar days** for Uninsured/Underinsured enrollees.
- For our enrollees with Medicaid, you have **60 calendar days** from the date on the ABD.
- Our Michigan Highly Integrated Dual Eligible Special Needs Plan (HIDE-SNP) enrollees can file a local appeal within **65 calendar days** from the date on the notice you have received.

There are instances where you may file an appeal even if you did not receive a notification.

LOCAL DISPUTE RESOLUTIONS

You may request a “Local Appeal” by contacting DWIHN Customer Service at 707 West Milwaukee, Detroit, MI 48202, 888.490.9698, or TTY: 711. If you need special help, or if the team can help.

You will have the chance to provide information in support of your appeal, and to have someone speak on your behalf if you would like.

Timeframes

- In most cases, your appeal will be completed in **30 calendar days** or less.
- If you request and meet the requirements for an “expedited appeal” (fast appeal), your appeal will be decided within **72 hours** after we receive your request.
- In all cases, DWIHN may extend the time for resolving your appeal by **14 calendar days** if you request an extension, or if DWIHN can show that additional information is needed and that the delay is in your best interest.

You may ask for help from the DWIHN customer service Appeal unit. If you need any physical help or interpreter services regarding your Appeal, arrangements can be made to help with your needs, such as for individuals who are hearing-impaired or non-English speakers. Contact: Customer Service at 888.490.9698 or 313.833.3232, or TTY:711 for help.

STATE FAIR HEARING

You must complete a Local Appeal before you can file a State Fair Hearing. However, if DWIHN fails to adhere to the notice and timing requirements, you will be deemed to have exhausted the Local Appeal process. You may request a State Fair Hearing at that time.

You can ask for a State Fair Hearing only after receiving notice that the service decision you appealed has been upheld. You can also ask for a State Fair Hearing if you were not provided your notice and decision regarding your appeal in the timeframe required. There are time limits on when you can file an appeal once you receive a decision about your Local Appeal.

EXTERNAL REVIEW

There are two ways to make an External Appeal for Medicaid services: Fair Hearing and/or External Review. An External Appeal is the second appeal, reviewed by an independent organization not connected to DWIHN.

Medicare's External Appeal organization is called the Independent Review Entity (IRE). Medicaid's External Appeal is a State Fair Hearing through the Michigan Office of Administrative Hearing and Rules (MOAHR).

You have the right to request a Fair Hearing from the MOAHR. A Fair Hearing is an impartial review of a decision. You must ask for a Fair Hearing within **120 calendar days** from the date on the Notice of Appeal Denial/Notice of Appeal Decision that told you that a Medicaid-covered service was denied, reduced, suspended, or stopped.

For continuation of benefits during a State Fair Hearing, you must file your State Fair Hearing request with MOAHR within **10 calendar days** from the date of the Notice of Appeal Denial/Notice of Appeal Decision.

If DWIHN reverses the decision or the Administrative Law Judge reverses the decision, DWIHN must pay for services provided while the appeal was pending. The disputed services will be provided /authorized within **72 hours** of the decision.

NOTE: You may be required to pay the service costs if the denial is upheld. DWIHN will inform you of our decision in writing. State policy will determine whether you are required to repay the cost of any continued benefits.

If you request a hearing, DWIHN will become involved and act as the "Hearing Officer" to ensure that all your rights are protected and that each step of the hearing process is carried out correctly. This request must be in writing. You may contact the State office at:

**Michigan Office of Administrative Hearing and Rules (MOAHR)
for the Department of Health and Human Services
P.O. Box 30763 Lansing, MI 48909
Toll Free: 877. 833.0870
Fax: 517. 373.4147**

DWIHN 24-Hour Access/Crisis Information and Referral Helpline
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BENEFIT CONTINUATION

If you are receiving a Michigan Medicaid service that is reduced, terminated, or suspended before your current service authorization, and you file your appeal within **10 calendar days** (as instructed on the Notice of Adverse Benefit Determination), you may continue to receive your same level of services while your internal appeal is pending. You will need to state in your appeal request that you are asking for your service(s) to continue.

Below are the ways your benefits can be continued (Applies to Medicaid and Michigan HIDE D-SNP only):

- You or your representative file the appeal timely
- The appeal involves the termination, suspension, or reduction of a previously authorized course of treatment
- An authorized provider ordered the services
- The original period covered by the original authorization has not expired, and you request a continuation of benefit

At your request, DWIHN will continue or reinstate your benefits while the appeal is pending. The benefits will be continued until one of the following occurs:

If your benefits are continued and your appeal is denied, you will also have the right to ask for your benefits to continue while a State Fair Hearing is pending if you ask for one within **10 calendar days**. You will need to state in your State Fair Hearing request that you are asking for your service(s) to continue.

If your benefits are continued, you can keep getting the service until one of the following happens:

- you withdraw the appeal or State Fair Hearing request; or
- all entities that got your appeal decide no to your request.
- A State Fair Hearing office issues a hearing decision adverse to you

NOTE: If your benefits are continued because you used this process, you may be required to repay the cost of any services that you received while your appeal was pending if the final resolution upholds the denial of your request for coverage or payment of a service. State policy will determine if you will be required to repay the cost of any continued benefits.

MEDIATION

An individual receiving services from DWIHN has the right to request mediation related to their behavioral health services, planning services, and DWIHN supports.

DWIHN is required to share with the individual their right to mediation when they initially receive services and annually after that, or as requested.

DWIHN will also inform the individual of their right to mediation when a local dispute resolution process, local appeals process, or State Fair Hearing is requested.

If mediation is requested, DWIHN (and the identified Clinically Responsible Service Provider (CRSP) or Service Provider) must participate.

Cases that cannot be mediated include assisted outpatient treatment plans, recipient rights investigations, medical necessity, State Fair Hearings, or the role of DWIHN staff as experts.

Individuals or their legal representative interested in the mediation process can contact: 1-844-3-MEDIATE to start the process or email behavioralhealth@mediation-omc.org.

RESIDENTIAL SERVICES

Residential Services are available for individuals diagnosed with severe mental impairment (SMI) and/or intellectual-developmental disability (I/DD).

In order to receive these services, individuals must be:

- Medicaid eligible
- Wayne County residents
- Enrolled to receive mental/behavioral health services within the DWIHN network

To receive residential services, a referral must be received from:

- Clinically Responsible Service Provider (CRSP)
- Emergency Department (ED) or Inpatient Hospital
- Jail
- State Psychiatric Facilities such as Walter Reuther, Caro or Kalamazoo
- Michigan Department of Health and Human Services (MDHHS)

The above agencies/facilities must complete a referral form and attach the requested documents:

- Medicaid eligibility
- Active Individualized Plan of Service (IPOS)
- Guardian name and contact information, if appropriate
- Hospital/ED Evaluations and Discharge Plans, if appropriate
- Financial information such as SSI/SSD status
- Other information that will assist in deciding whether the individual would benefit from receiving residential services

Licensed and Unlicensed Settings

Licensed homes provide 24-hour staffing. There are usually up to 6 people living in these homes. Each individual has different needs and requires an individualized level of care/services. The needed services are to be included in the IPOS. Some of these services include:

- Community Living Supports (CLS)
 - ❖ Meal preparation
 - ❖ Laundry
 - ❖ Housekeeping
 - ❖ Behavioral Concerns
 - ❖ Money Management
 - ❖ Socialization
 - ❖ Medical and Mental Health Appointments
 - ❖ Medications
 - ❖ Health and Safety
 - ❖ Stress and Symptoms Management

Licensed and Unlicensed Settings (continued)

- Personal Care Supports (PCS) Feeding and Eating
- Toileting
- Hygiene and Grooming
- Dressing
- Mental and Medical Health Appointments
- Medications

Individuals living in unlicensed settings (their own homes, rented apartments/homes, semi-independent living homes, etc) are eligible for CLS services from DWIHN's contracted residential providers. In unlicensed settings, individuals cannot receive PCS services.

Note: Whether a member resides in a licensed or unlicensed setting, he/she will be responsible for paying room and board or rent by using SSI/SSD benefits. DWIHN will pay the contracted licensed/unlicensed service provider for all CLS and/or PCS services provided.

Residential Assessment

The number of CLS/PCS hours individuals require are usually determined with the completion of the Residential Assessment by DWIHN residential staff. The assessment will be completed based on information provided by the referral but also based on information gathered from the individual, other identified support systems, and/or guardian. The individual can choose who can participate in the assessment.

The Residential Assessment identifies individuals' needs so that staff within a licensed or unlicensed setting can assist them to develop daily living skills. The goal of residential services is to support individuals move into more independent settings with a decrease in staff support.

Part of the assessment process includes honoring the individuals' choice of living arrangements:

- Home versus apartment living
- Location
- Willingness to share a room or would prefer a single bedroom
- Wheelchair accessibility

Identification of Licensed/Unlicensed Settings

Once the member's assessment is completed, residential staff will begin to identify possible licensed and/or unlicensed settings that would best meet the individual's needs, but also respect preferences identified during the assessment process. During this time, individuals can/will:

- Interview and be interviewed by residential providers
- Visit identified home(s)
- Choose where to live – with support from guardian, family and other supports

Authorization for CLS and/or PCS Services

All requests for residential services in a licensed or unlicensed setting are authorized by DWIHN's Residential Services Department. Authorizations should reflect the specific documentation of an individual's needs within the IPOS.

CLS and PCS Hour Determination

The number of staffing hours individuals required is usually determined by the completion of the Residential Assessment by a Residential Care Specialist (RCS) who will meet with enrollees, families, and support systems identified based on the individual's situation to conduct an assessment.

Assessments identify possible areas where the individual would require assistance to meet their identified needs. CLS supports are meant to assist enrollees in becoming as independent as possible to meet their basic needs. The ultimate goal is to support individuals move into the least restrictive environment, where CLS services may be needed but to a lesser degree over time. It should be noted that in some cases, in unlicensed settings, CLS services will be necessary at higher levels with overnight staffing needs. In these cases, the CRSP case manager/therapist is to support the staffing agent apply for the Habilitation Waiver (HAB) which will reimburse for these overnight services. The HAB Waiver must be in place for DWIHN to reimburse for the overnight hours should there be health and safety concerns. If PCS services are needed in the unlicensed setting, then an application for Home Help should be completed to receive reimbursement for these services

In licensed settings both PCS and CLS will be assessed, and hours determined based on information provided by individuals and their support system.

Part of the assessment process includes identifying the individuals' choice of living arrangements – i.e., home versus apartment; location; willingness to share a room or need for a single bedroom, etc.

OMNIBUS RECONCILIATION (OBRA)

Omnibus Reconciliation (OBRA) is for any individual pursuing nursing home admission in Wayne County. Individuals are evaluated to determine whether a nursing facility is the most appropriate place for them to reside.

To qualify for this placement, a Pre-admission (PASRR) assessment is done to ensure that all individuals with a serious mental illness and/or intellectual/developmental disability seeking admission to a nursing facility are considered.

This assessment is required upon initial nursing home placement and annually to determine if continued nursing home placement and/or specialized mental health services are still needed.

If you have questions regarding DWIHN's OBRA program, please get in touch with DWIHN Customer Service at 888.490.9896.

HIGHLY INTEGRATED DUAL ELIGIBLE SPECIAL NEEDS PLAN (HIDE-SNP)

It is a special type of Medicare Advantage plan designed for individuals who are eligible for both Medicare and Medicaid. This plan helps individuals get the benefits of both Medicare and Michigan Medicaid, making it easier for them to access the healthcare they need.

HIDE-SNP is organized through a network of healthcare providers, such as doctors, hospitals, pharmacies, and long-term service providers. These plans also include Care Coordinators who can help manage your medical services and ensure you receive the care you need.

DIFFERENT HIDE-SNP PLANS

There are eight HIDE-SNP Health Plans available in Wayne County, Michigan:

1. Aetna Better Health of Michigan Inc.
2. AmeriHealth Michigan, Inc.
3. HAP CareSource
4. Humana Medical Plan of Michigan, Inc.
5. Meridian Health Plan of Michigan, Inc.
6. Molina Healthcare of Michigan, Inc.
7. Priority Health Choice, Inc.
8. UnitedHealthcare Community Plan, Inc.

Detroit Wayne Integrated Health Network (DWIHN) manages a variety of mental health services through these plans. These services are available for enrollees who are part of HIDE-SNP.

SERVICES OFFERED

HIDE-SNP plans provide many services, including:

- Outpatient visits for behavioral, substance use disorders, and developmental disabilities.
- Treatment for alcohol and drug use, including programs for patients with opioid addiction.
- Individual and group therapy sessions.
- Family counseling sessions.
- Psychiatric evaluations and medication management.
- Diagnostic tests and other behavioral health services.
- Partial hospitalization, which offers structured psychiatric care without requiring overnight stays in the hospital.
- Inpatient mental health services for those who need them.

WHO CAN JOIN HIDE-SNP?

To qualify for HIDE-SNP, you must:

- Be at least 21 years old.
- Live in the area where the program is offered.
- Be eligible for full Medicaid benefits with no spend-down requirement.
- Be eligible for full Medicare benefits and be enrolled in Medicare Parts A, B, C, and D.
- Certain individuals, such as those living in state facilities or receiving hospice services, cannot enroll in this program.

How to Enroll in HIDE-SNP

If you are eligible for HIDE-SNP, you will receive information from Michigan Department of Health and Human Services (MDHHS), Michigan Enrolls, about 30-60 days before your enrollment.

To sign up for a HIDE-SNP plan, switch plans, or disenroll, you can call Michigan Enrolls at 800.975.7630. For questions, the Michigan Medicare and Medicaid Assistance Program (MMAP) can be reached at 800.803.7174.

Remember, procedures are in place to help you maintain your current care provider during the transition to HIDE-SNP. If you want to keep visiting "out-of-network" providers, you can do so for up to 180 days. After that, if they are not in the network, you will need to switch to an in-network provider.

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Customer Service: 888.490.9698 • TTY: 711

www.dwihn.org

SERVICE AUTHORIZATION

Services you request must be authorized or approved by DWIHN or its designee. That agency may approve all, some, or none of your requests. You will receive notice of a decision within **14 calendar days** after you have requested the service during Person-Centered Planning (PCP), or within 72 hours if the request requires a quick decision.

Any decision that denies a service you request, or denies the amount, scope, or duration of the service that you request, will be made by a health care professional who has appropriate clinical expertise in treating your condition.

Authorizations are made according to medical necessity. If you do not agree with a decision that denies, reduces, suspends, or terminates a service, you may file an appeal by contacting:

Customer Service
707 W. Milwaukee St.
Detroit, MI 48202
Local: 313.833.3232
Toll Free: 888.490.9698
TTY: 711

OUT OF NETWORK

There may be times in which there are no providers in the DWIHN network that are able to provide you with a service that you need. If that service is covered by Medicare or Michigan Medicaid benefit and it is medically necessary for you, DWIHN and your health plan will work with you to find a provider outside of our network to provide the service. This will be at no cost to you. If you feel that your needs require services from an out-of-network provider, please contact your Care Coordinator or DWIHN's Customer Service at **888.490.9698**, Monday through Friday, 8:00 a.m. to 4:30 p.m.

If you go to an out-of-network provider, the provider must be eligible to participate in Medicare and/or Michigan Medicaid. We cannot pay a provider who is not eligible to participate in Medicare and/or Michigan Medicaid. If you go to a provider who is not eligible to participate in Medicare, you must pay the full cost of the services you get. Providers must tell you if they are not eligible to participate in Medicare.

PAYMENT FOR SERVICES

If you are enrolled in Medicaid and meet the criteria for the specialty behavioral health services, the total cost of your authorized behavioral health treatment will be covered. No fees will be charged to you.

Some enrollees will be responsible for “cost sharing”. This refers to money that an enrollee has to pay when services or drugs are received. You might also hear terms like “deductible, spend-down, copayment, or coinsurance,” which are all forms of “cost sharing”. Your Medicaid benefit level will determine if you have to pay any cost-sharing responsibilities. If you are a Medicaid beneficiary with a deductible (“spend-down”), as determined by Michigan Department of Health and Human Services (MDHHS), you may be responsible for the cost of a portion of your services.

Should you lose your Medicaid coverage, DWIHN provider may need to re-evaluate your eligibility for services. A different set of criteria may be applied to services that are covered by another funding source such as General Fund, Block Grant, or a third-party payer.

If Medicare is your primary payer, DWIHN will cover all Medicare cost-sharing consistent with coordination of benefit rules.

Covered Services

To review a complete list of covered services, please refer to the previous pages of this handbook.

Please see your ICO health plan handbook for a complete list of pharmacy benefits, medication list and additional health plan covered services.

All services, except emergency services, are subject to prior authorization by either you or your provider.

SERVICES NOT COVERED UNDER DWIHN

If you have Medicaid or a Healthy Michigan Plan, you may be entitled to other medical services not listed previously in this handbook. Services that are necessary to maintain your physical health are provided or ordered by your primary care doctor. If you receive Community Behavioral Health services, your local CMH program will work with your primary doctor to coordinate your physical and behavioral health services. If you do not have a primary doctor, you can contact the Access Center to help you find one.

If you are enrolled in a Medicaid Health Plan, the following kinds of health care services are available to you when your medical condition requires them:

- Ambulance
- Chiropractic
- Doctor Visits
- Family Planning
- Health Check-Ups
- Hearing Aids
- Hearing and Speech Therapy
- Home Health Care
- Immunizations (shots)
- Lab and X-Ray

Medical Supplies

- Medicine
- Mental Health (limit of 20 outpatient visits)
- Nursing Home Care
- Physical and Occupational Therapy
- Prenatal Care and Delivery
- Physical & Occupational Therapy
- Surgery
- Transportation to Medical Appointments
- Vision

If you are enrolled in Medicaid or a health plan you can contact the health plan directly for more information about the services listed above. If you are not enrolled in a health plan or do not know the name of your health plan, you can contact DWIHN's Customer Service at 1.888.490.9698 for assistance.

Healthy Michigan Plans are available through your local Health Department or Department of Health and Human Services. If you would like more information or have questions about Healthy Michigan Plan covered services, you may visit this website www.michigan.gov/healthymichiganplan or you may contact the Beneficiary Help Line at 800.642.3195. You may contact DWIHN's Access Center for additional assistance regarding the Healthy Michigan Plan.

MEDICAID HEALTH PLANS IN WAYNE COUNTY

If you are already enrolled in one of the health plans listed below, you can contact the health plan directly for more information about services. If you are not enrolled in a health plan or do not know the name of your health plan, you can contact DWIHN's Access Center (Toll Free) at 800.241.4949 for assistance or call Michigan ENROLLS 1.888.367.6557 TTY: 1.888.263.5897.

The following list shows Medicaid Health Plans available to Wayne County residents:

<p>Aetna Better Health of Michigan 1333 Gratiot, Suite 400 Detroit, MI 48207 866.316.3784 http://aetnabetterhealth.com/michigan</p>	<p>Blue Cross Complete of Michigan 20500 Civic Center Drive Southfield, MI 48076 800.228.8554 http://www.mibcn.com</p>
<p>(Health Alliance Plan) HAP CareSource 1414 East Maple Road, Troy, MI 48083 313.872.8100 1.866.766.4661 (TTY: 1-833-711-4711 or 711) Hap.org</p>	<p>Humana 101 East Main Street Louisville, KY 40202 (Mailing Address) 855.281.6070 http://www.humana.com</p>
<p>McLaren Health Plan G 3245 Beecher Road Flint, MI 48532 1.888.327.0671 http://www.mclarenhealthplan.org</p>	<p>Meridian Health Plan of Michigan, Inc. 777 Woodward Avenue, Suite 600 Detroit, MI 48226 313.324.3700 Toll Free 888. 437.0606 http://www.mhplan.com</p>

<p>Molina Healthcare of Michigan 100 W. Big Beaver Road, Suite 600 Troy, MI 48084 248.925.1700 Toll Free 888.898.7969 http://www.molinahealthcare.com</p>	<p>Priority Health Choice 1231 E. Beltline NE Grand Rapids, MI 49525-4501 616.974.0954 http://www.priorityhealth.com</p>
<p>United Healthcare Community Plan 26957 Northwestern Highway, Suite 400 Southfield, MI 48033 248.559.5656 Toll Free 800.903.5253 http://www.uhcommunityplan.com</p>	

**** Please call to obtain and/or confirm business hours. ****

Federally Qualified Health Centers (FQHCs)

<p>ADVANTAGE HEALTH CENTERS 60 East Warren St, Detroit, MI 48201 313.416.6262 Mon-Fri 8:00 am -4:30 pm</p>	<p>ADVANTAGE HEALTH CENTER FOCUS HOPE 1355 OAKMAN BLVD DETROIT, MI 48238 WAYNE 313-416-6262 Mon-Fri 8:00 am – 5:00 pm</p>	<p>ADVANTAGE HEALTH CENTERS 4777 E OUTER DRIVE DETROIT, MI 48238 WAYNE 313-416-6200 Mon - Fri 8:30 am – 5:00 pm</p>
<p>ADVANTAGE HEALTH CENTERS BELL CENTER 1234 PORTER STREET DETROIT, MI 48226 WAYNE 313-416-6262 Mon-Fri 8:00 am- 5:00 pm</p>	<p>ADVANTAGE HEALTH CENTERS 15400 WEST MCNICHOLS DETROIT, MI 48223 WAYNE 313- 416-6262 Mon-Fri 8:00 am-5:00 pm</p>	<p>AMERICAN INDIAN HEALTH & FAMILY SERVICES OF SE MI 4880 LAWNDAL ST DETROIT, MI 48210 WAYNE 313-846-3718 Mon-Tues, Wed, Fri 9:00 am – 5:00 pm, Thurs 8:30 am – 7:00 pm</p>
<p>CHASS -COMMUNITY HEALTH & SOC SVCS CT 5635 W FORT DETROIT, MI 48209 313-849-3920 Mon-Fri 8:00 am-5:00 pm Sat 8:00 am - 12 pm</p>	<p>COALITION OF TEMPORARY SHELTER ROTATIONAL 26 PETERBORO DETROIT, MI 48201 313-831-3777</p>	<p>COVENANT COMMUNITY CARE INC 5716 MICHIGAN AVENUE, SUITE 1100 DETROIT, MI 48210 313-554-1095 Mon-Tues 8:00 am – 8:00 pm Wed, Thurs, Fri 8:00 am – 5:00 pm</p>
<p>DCHC -DR. FELETA WILSON HEALTH CENTER 6550 WEST WARREN DETROIT, MI 48210 WAYNE 313-897-7700 Mon 10:00 am – 6:00 pm, Tues, Wed, Thurs, Fri, 9:00 am- 5:00 pm</p>	<p>DCHC -DR. SOPHIE WOMACK HEALTH CENTER Formerly-EASTSIDE HEALTH CENTER 7900 KERCHEVAL DETROIT, MI 48214 WAYNE 313-921-5500 Mon – Fri 8:30 am - 5:00 pm</p>	<p>DCHC -NOLAN FAMILY HEALTH CENTER 111 WEST 7 MILE ROAD DETROIT, MI 48203 WAYNE 313-369-2600 Mon, Tues, Wed, Fri.– 8:30 am – 5:00 pm Thur. 9:30 am – 6:00 pm</p>

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<p>Dr. RUDY BARBA PSYCHIATRIC SERVICES 101 UNION ST PLYMOUTH, MI 48170 WAYNE 734-926-6605</p>	<p>FORT STREET PRESBYTERIAN CHURCH ROTATIONAL 631 W. FORT STREET DETROIT, MI 48226 313-961-4533</p>	<p>HEALTH CENTERS DETROIT FOUNDATION, INC 7633 EAST JEFFERSON, SUITE 340 DETROIT, MI 48214 313-822-9801 Mon-Fri 8:30 am -5:30 pm</p>
<p>HCD-GREENFIELD HEALTH CENTER 23077 GREENFIELD RD SOUTHFIELD, MI 48075 313-822-9801 (Option #3) Mon- Fr 8:30 am-5:30 pm, Alternating Saturdays 8:30 am -12:30 pm</p>	<p>HCD- UNIVERSITY HEALTH CENTER 4101 ST. ANTOINE SUITE 7-A DETROIT, MI 48201 313-745-4091 Mon-Fri 8:30 am - 5:30 pm</p>	<p>INSTITUTE FOR POPULATION HEALTH 19830 JAMES COUZENS FWY DETROIT, MI 48235 WAYNE 313-309-9350 Wed – Fri 8:00 am – 5:00 pm Walk-ins are welcome</p>
<p>LATINO FAMILY SERVICES ROTATIONAL 3815 FORT STREET DETROIT, MI 48216 313-279-3232</p>	<p>OPERATION GET DOWN ROTATIONAL 10100 HARPER AVE DETROIT, MI 48213 313-.921-9422</p>	<p>SALVATION ARMY ROTATIONAL 1627 W. FORT ST DETROIT, MI 48216 313-965-7760</p>
<p>THE CHILDREN'S CENTER 79 WEST ALEXANDRINE STREET DETROIT, MI 48201 WAYNE 313-831-5535 Mon-Thurs 8:00 am – 8:00 pm, Fri 8:00 am- 5:00 pm, Sat 8:00 am – 2:00 pm</p>	<p>THE GUIDANCE CENTER 13101 ALLEN RD SOUTHGATE, MI 48195 WAYNE 734-785-7700 Mon – Fri 8:30 am – 5:00 pm</p>	<p>THE WELLNESS PLAN- GATEWAY HEALTH CENTER 2888 W GRAND BLVD DETROIT, MI 48202 WAYNE 313-875-4200 Mon, Tues, Fri - 8:30 am – 5:00 pm Wed, Thru – 8:30 am – 7:00 pm</p>
<p>THE WELLNESS PLAN-EAST AREA HEALTH CENTER 4909 EAST OUTER DRIVE DETROIT, MI 48234 WAYNE 313-366-2000 Mon-Friday 8:00 am- 8:00 pm Sat. 10:00 am – 6:00 pm Sun 10:00 am – 4:00 pm</p>	<p>THEA BOWMAN COMMUNITY HEALTH CENTER 15400 W. MCNICHOLS DETROIT, MI 48235 313.835.5990 M, T, TH, F: 8:30 am-5:00 pm Wednesday: 11:00 am- 7:00 pm</p>	<p>WALLER HEALTHCARE FOR THE HOMELESS CENTER 60 E WARREN AVE DETROIT, MI 48201 313.416.6261 Mon-Fri: 8:30 am- 4:30 pm</p>

<p>WCHC-HAMTRAMCK HEALTH CENTER 9021 JOSPEH CAMPAU ST HAMTRAMCK, MI 48212 WAYNE 313-871-1926 Mon, Tue, Thurs, Fri 9:00 am – 5:30 pm,</p> <p>Wed 11:00 am – 7:30 pm, Sat 9:00 am – 1:00 pm</p>	<p>WESTERN WAYNE SOUTHWEST CENTER 25650 OUTER DRIVE LINCOLN PARK, MI 48146</p> <p>WAYNE 313-383-1897</p> <p>Mon-Thurs 8:00 am – 6:00 pm, Fri 8:30 – 5:30 pm</p>	<p>WESTERN WAYNE FAMILY HEALTH CENTER 26650 EUREKA ROAD, SUITE C TAYLOR, MI 48180 WAYNE</p> <p>734- 941-4991 Mon-Thurs 8 am – 6:00 pm, Fri – 8:00 am – 5:00 pm</p>
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FAMILY SUPPORT SUBSIDY (FSS) PROGRAM

The Michigan Family Support Subsidy Program (FSSP) was established with the passing of Public Act #249 of 1983, the Family Support Subsidy Act.

The program is designed to provide financial help for families who are caring for children 17 years of age and younger, who reside in the family home and have severe disabilities. A child must have one of the following diagnoses:

Cognitive Impairment (severe); Severe Multiple Impairment; Autism (school must verify child’s special education programming).

The School’s Special Education programs must have one of the following classroom programs for students:

- Classroom program for students with Cognitive Impairment (R340.1738).
- Classroom program for Severe Multiple Impairment (R340.1748).
- Classroom program for students with Autism (R340.1758a or R340.1785b).

For additional information regarding Family Support Subsidy enrollment, you may contact DWIHN’s Customer Service at 888.490.9698 or 313.833.3232.

You also have the right to appeal the decisions of DWIHN by doing so in writing. You will need to state the reasons the family should be eligible for the subsidy. Appeal requests are to be sent to Customer Service **Family Support Subsidy, 707 West Milwaukee St., Detroit, MI 48202**. If you have any questions, please call Customer Service Family Support Subsidy Representatives at the above number.

Appeals must be submitted within 30 days of date of denial. Otherwise, any right to appeal is waived. Parties will be given a reasonable notice of the hearing, indicating a statement of the date, time, place and nature of the hearing.

Children aging out of the Family Subsidy Program will be informed on the processes and procedure for accessing intellectual and developmental disabilities services through DWIHN's Access Center and referral for other he

MICHIGAN ADVOCACY GROUPS

<p>Alcoholics Anonymous P.O. Box 2843 Southfield, MI 48037 877.337.0611 24 Hour Hotline 313.831.5550 www.thegapcenter.com</p>	<p>The Arc Michigan 1325 S. Washington Lansing, MI 48906 800.292.7581 www.arcmi.org</p>	<p>Association for Children's Mental Health (ACMH) 6017 W. St. Joseph Hwy, Suite 200 Lansing, MI 48917 888.AMCH.KID (226.4543) 517.372.4016 www.acmh-mi.org</p>
<p>Citizens for Better Care 6501 W. St. Joseph Hwy. Suite 211 Lansing, MI 48917 Phone: 517.886.6797</p>	<p>Epilepsy Foundation of Michigan 20300 Civic Center Drive Suite 250 Southfield, MI 48076 800.377.6226 248.351.7979 www.epilepsymichigan.org</p>	<p>Michigan Disabilities Rights Coalition 3498 E. Lake Lansing Road Suite 100 East Lansing, MI 48823 800.760.4600 517.333.2477 www.copower.org/mdrc/MDRC</p>
<p>Michigan Protection and Advocacy Services, Inc. 106 W. Allegan Suite 300 Lansing, MI 48933 517.487.1755</p>	<p>National Alliance for Mental Illness (NAMI Michigan) 921 N. Washington Lansing, MI 48906 800.331.4264 517.485.4049 www.nami.org</p>	<p>Narcotics Anonymous 726 Livernois Ferndale, MI 48220 800.467.2452 248.543.7200 www.na.org</p>
<p>Schizophrenics Anonymous 403 Seymour Lansing, MI 48912 800.482.9534 www.sanonymous.org</p>	<p>United Cerebral Palsy-Michigan 3401 East Saginaw Suite 216 Lansing, MI 800.828.2714 www.ucp.org</p>	<p>United Way for Southeastern Michigan 660 Woodward Ave. Suite 300 Detroit, MI 48226 313.226.9200 www.uwsem.org</p>

LOCAL ADVOCACY GROUPS

<p>Alzheimer's Association 25200 Telegraph Road, Suite 100 Southfield, MI 48033 248.351.0280 800.272.3900 www.alz.org/index.asp</p>	<p>American Indian Services 1110 Southfield Road Lincoln Park, MI 48146 313.388.4100 www.amerinserv.org</p>	<p>Arab Chaldean Council 62 West Seven Mile Road Detroit, MI 48203 313.893.6172 www.myacc.org</p>
<p>Disability Network 5555 Conner Detroit, MI 48213 313.923.1655 www.dnwayne.org</p>	<p>Latino Family Services 3815 West Fort Street Detroit, MI 48216 313.841.7380 www.latinofamilyservices.org</p>	<p>LBGT Detroit 20025 Greenfield Rd. Detroit, MI 48235 313.397.2127 www.lgbtdetroit.org</p>
<p>Michigan Disabilities Rights Coalition 3498 East Lake Lansing Rd, Suite 100 East Lansing, MI 48823 800.578.1269 www.copower.org/mdrc/MDRC</p>	<p>NAMI Detroit P. O. Box 852 Northville, MI 48167 313.505.4478 www.namidetroit@gmail.com</p>	<p>The Arc Detroit 51 Hancock Detroit, MI 48201 313.831.0202 arcdetroit.org</p>
<p>The Arc Dearborn/Dearborn Heights 22450 Park Street Dearborn, MI 48127 313.562.1787 www.thearcdearborn.org</p>	<p>The Arc Grosse Pointe/Harper Woods 20475 Sunningdale Park Grosse Pointe Woods, MI 48236 586.457.8588 www.thearcgphw.org</p>	<p>The Arc Northwestern Wayne 26049 Five Mile Road Redford, MI 48239 313.532.7915 www.thearcnw.org</p>
<p>The Arc Western Wayne County 2257 South Wayne Road Westland, MI 48186 734.729.9100 www.thearcww.org</p>	<p>The Arc Downriver 1028 Oak Street Wyandotte, MI 48192 734.283.0710 arciver@sbcglobal.net</p>	<p>Ruth Ellis Center 77 Victor Street Highland Park, MI 48203 313.252.1950 www.ruthelliscenter.Org</p>

DWIHN 24-Hour Access/Crisis Information and Referral Helpline

Toll Free: 800.241.4949 • TTY: 711

Customer Service: 888.490.9698 • TTY: 711

www.dwihn.org

STATE CUSTOMER SERVICE HOTLINE NUMBERS

Medicaid Customer Services Hotline 800.642.3195	Michigan Enrolls 800.975.7630
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Mental Health & Substance Abuse Administration
Customer Services Number
517.241.5066

MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES (MDHHS)

Wayne County Central Office 517.335.9030 800.642.3195 Michigan.gov/mdhhs	DETROIT WAYNE INTEGRATED HEALTH NETWORK (DWIHN) Customer Service 888.490.9896
Michigan Department of Health and Human Services 517.373.3740 TTY: 711 www.michigan.gov/dhs	

PROTECTIVE SERVICES HOTLINES

Adult Protective Services (APS) 855.444.3911	Child Protective Services (CPS) 855.444.3911
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TRANSPORTATION RESOURCES

Modivcare
formerly (LogistiCare)
 866.569.1902

(To get a ride to your medical appointment)

Call at least 2 days before you need a ride. When you call, have your Medicaid ID, and the name, address and phone number of your medical Provider ready.

Please Note: LogistiCare is an independent organization.

COMMUNITY RESOURCES

<p>Community Housing Network 5505 Corporate Dr. Ste. 300 Troy, MI 48084</p>	<p>Detroit Health Department 100 Mack Ave Detroit, MI 48217 313.876.4000</p>
<p>Homelessness or Housing Crisis Coordinated Assessment Model (CAM) 313.305.0311</p>	<p>Disability Network Wayne County 313.923.1655 info@dnwayne.org</p>
<p>Michigan Rehabilitation Service/Michigan Works 517.335.5858 TTY: 711</p>	<p>Salvation Army www.salvationarmyusa.org</p>
<p>Social Security Administration 800.772.1213 TTY: 711 www.ssa.gov</p>	<p>Wayne County Health Department 33030 Van Born Rd. Romulus, MI 48174 734.727.7100</p>
<p>Wayne County Regional Educational Service Agencies 33500 Van Born Rd. Wayne, MI 48184 734.334.1300 www.resa.net</p>	

COMMUNITY MENTAL HEALTH SERVICES IN SURROUNDING COUNTIES

Oakland Community Health Network

505 Corporate Drive
Troy, MI 48098
24hr. Crisis Line 800.231.1127 or 248.456.0909
Access: Common Ground Sanctuary
800.231.1127

Phone: 248.858.1210

Fax: 248.975.9758

Monroe County CMH Authority

P.O. Box 726
1001 S. Raisinville Rd.
Monroe MI 48161-0726
24hr. Crisis Line: 800.886.7340 Or 734.243.7340
Access: 734.243.7340 or 800.886.7340

Phone 734.243.3371

Fax 734.243.5564

Macomb County CMH Services

22550 Hall Road
Clinton Township, MI 48036
24 hr. Crisis Line: 586.307.9100 Member Access:
586.948.0222 M-F; 8:30 a.m. – 5:00 p.m.
Emergency Psychiatric Services: 586.948.0206 24hr. (24-hour available)

Phone: 586.469.5275

Fax 586.307.9100

Washtenaw Community Mental Organization

555 Towner, P.O. Box 915
Ypsilanti, MI 48197
24hr. Crisis Line: 734.996.4747
Access: 734.544.6726
TTY: 711

Phone: 734.544.3000

Toll Free 800.440.7548

Fax: 734.544.6732



THE DWIHN ANTI-STIGMA CAMPAIGN

*Artwork Courtesy of:
A Place of Our Own Clubhouse*

DWIHN continues its effort in eliminating Stigma through its Anti-Stigma Campaign in collaboration with Michigan Department of Health and Human Services (MDHHS), Community Mental Health Agencies and Substance Use Providers.

What is Stigma?

Stigma is a form of discrimination. It is one of the leading reasons individuals with mental illness do not seek treatment for their condition.

What Everyone Should Know About Stigma

- Stigmatizing behavior can be viewed as discrimination or harassment.
- Stigma may cause individuals with mental illness to feel isolated in a community.
- Stigma may result in individuals feeling a lack of social support, positive social roles, coping, and problem-solving skills.
- It is important that healthcare providers avoid using stigmatizing behaviors towards enrollees.

What Can You Do?

- Educate yourself on Stigma.
- Recognize that stigmatizing behavior is not normal or acceptable anywhere.
- Seek professional help for your mental illness.
- Request a Peer Support individual to partner with while obtaining mental health services.
- Do not get upset, remain calm when someone says something demeaning; just show them with dignity that their comment was inappropriate.
- Report Stigma if you or someone you know is a victim.

If you would like more information about DWIHN's Anti-Stigma Campaign, contact DWIHN's Customer Service at 313.833.3232 or 888.490.9698.



Access: Your ability to get needed care and services.

Access Center: the entry point to the Prepaid Inpatient Health Plan (PIHP), sometimes called an “access center” where Medicaid beneficiaries call to request behavioral health services.

Adequate Notice of Adverse Benefit Determination: a written statement advising the Enrollee of a decision to deny or limit authorization of Medicaid services requested, which notice must be provided to the Medicaid Enrollee on the same date the Adverse Benefit Determination takes effect.

Advance Notice of Adverse Benefit Determination: a written notice advising the beneficiary of a decision to reduce, suspend, or terminate Medicaid services currently provided, which notice must be provided/mailed to the Medicaid Enrollee at least 10 calendar days prior to the proposed date the Adverse Benefit Determination is to take effect.

Adverse Benefit Determination (ABD): a decision that adversely affects a Medicaid beneficiary’s claim for services due to:

- Denial or limited authorization of a requested service, including determinations based on the type of level of service, requirements for medical necessity, appropriateness, setting, or effectiveness of a covered benefit.
- Reduction, suspension, or termination of a previously authorized service.
- Denial, in whole or in part, of payment for a service. A denial, in whole or part, of a payment for service solely because the claim does not meet the definition of a “clean claim” is not an Adverse Benefit Determination (ABD). For a resident of a rural area with only one Prepaid Inpatient Health Plan (PIHP), the denial of a member’s request to exercise his or her right, under 42 CFR438.52(b)(2)(ii), to obtain services outside the network.
- Failure to make a standard authorization decision and provide notice about the decision within **14 calendar days** from the date of receipt of a standard request for service.
- Failure to make an expedited authorization decision within **72 hours** from the date of receipt of a request for expedited service authorization.
- Failure to provide services within **14 calendar days** of the start date agreed upon during the person-centered planning and as authorized by DWIHN.
- Failure of DWIHN to act within **30 calendar days** from the date of a request for a standard appeal.
- Failure of DWIHN to act within **72 hours** from the date of a request for an expedited appeal.
- Failure of DWIHN to provide disposition and notice of a local grievance/complaint within **90 calendar days** of the date of the request. For a resident of a rural area with only one Prepaid Inpatient Health Plan (PIHP), the denial of an enrollee’s request to exercise his/her right, to obtain services outside the network.

Denial of the enrollee's request to dispute a financial liability, including cost-sharing copayments, premiums, deductibles, coinsurance, and other enrollee financial responsibility.

Amount, Duration, Scope, and Frequency: Terms to describe the way Medicaid services are listed in an individual's individual plan of service (IPOS) will be provided.

- Amount: How much service (number of units of service).
- Duration: How long the service will be provided (the length of time of the expected service).
- Scope: Details of the service (who, where, and how the service is provided).
- Frequency: How often/when the service(s) occurs (e.g., daily, weekly, monthly, quarterly).

Appeal- a review by DWIHN of an Adverse Benefit Determination.

Applied Behavioral Analysis (ABA): A therapy based on the science of learning and behavior. It applies understanding of how behavior works to real situations. The goal is to increase behaviors that are helpful and decrease behaviors that are harmful or affect learning. ABA is performed by a Board-Certified Behavior Analyst (BCBA). **Anti-Stigma-** the elimination of social stigma or discrimination associated with mental illness.

Assertive Community Treatment (ACT): A program that offers treatment, rehabilitation, and support services using a person-centered, recovery-based approach to individuals who have been diagnosed with severe and persistent mental illness. Individuals receive ACT services including assertive outreach, mental health treatment, health, vocational, integrated dual disorder treatment, family education, wellness skills, community linkages, and peer support from a mobile, multidisciplinary team in community settings.

Authorization of Services: the processing of requests for initial and continuing service delivery.

Autism Spectrum Disorder (ASD): a serious neurodevelopmental disorder that impairs an individual's ability to communicate and interact with others. It also includes repetitive behaviors, interests, and activities.

Behavioral Health: Includes not only ways of promoting well-being by preventing or intervening in mental illness such as depression or anxiety but also has as an aim preventing or intervening in substance use disorders or other addictions. For the purposes of this handbook, behavioral health will include intellectual/developmental disabilities, mental illness in both adults and children, and substance use disorders.

Behavioral Health Home: Provides comprehensive care management and care coordination services to beneficiaries with a select serious mental illness/SED. The goals of the benefit are to ensure seamless transition of care and to connect eligible beneficiaries with needed clinical, behavioral, and social services.

Beneficiary- an individual who is eligible for and enrolled in the Medicaid program in Michigan.

Certified Community Behavioral Health Clinic: CCBHCs are a special type of clinic that offer a full array of mental health and substance use services. People can receive services through a CCBHC if they have an eligible mental health or substance use condition. A CCBHC assists individuals regardless of where they live, if they have insurance, or the ability to pay. The only thing an individual needs to get services at a CCBHC is a qualifying condition.

Central Registry Clearance: Michigan's central registry is mandated by the Child Protection Law and serves as a list of perpetrators of child abuse and neglect. Central registry information is confidential; therefore, by law, the Department of Health and Human Services cannot provide this information to anyone other than those listed in the Child Protection Law (MCL 722.627). The individual seeking employment must request the information, and the results must be sent to the requesting individual only. The application may be obtained from the Department of Health and Human Services website (www.michigan.gov/mdhhs) by clicking on the following: Adult & Children's Services > Abuse & Neglect > Forms and Publication

Children's Waiver Program (CWP): Provides community-based services to beneficiaries under age 18 who, if not for the availability and provisions of CWP services, would otherwise require the level of care and services provided in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID). The goal of the CWP is to enable beneficiaries with developmental disabilities who have significant needs and who meet the CWP eligibility requirements to live with their parents or legal guardians and to fully participate in their communities.

Community Living Supports (CLS): Services used to increase or maintain personal self-sufficiency, facilitating an individual's achievement of his/her goals of community inclusion and participation, independence, or productivity. The supports may be provided in the participant's residence or in community settings including, but not limited to, libraries, city pools, camps, etc.

Community Mental Health Services Program (CMHSP): There are 46 CMHSPs in Michigan that provide services in their local areas to individuals with mental illness and developmental disabilities. May also be referred to as CMH.

Co-Occurring: Having one or more disorders relating to the use of alcohol and/or other drugs of abuse, as well as one or more mental disorders. **Coordination of Care:** All mechanisms and procedures for organizing collaboration between physicians, other clinical professionals and their designees, and other individuals providing services to consumers, within the DWMHA's array of contractors, MHP's, and Substance Use Disorder providers, in the provision of services to consumers and families mutually served, in order that the consumer experience their services as integrated and their providers as an integrated team. The concept of coordination of care includes, but is not limited to, sharing of relevant information such as diagnosis, course of treatment,

medication, and side effects, and recommendations regarding treatment/services/supports for a specific individual and/or family who is receiving services. It also includes mechanisms and procedures for providers in different settings to be able to collaborate sufficiently to ensure that the individuals and families receive consistent communication about all their issues, regardless of where they are receiving service.

Copayment: A copayment (sometimes called "co-pay") is a set dollar amount you are required to pay as your share of the cost for a medical service or supply. [Insert Health Plan Name] does not require you to pay a copayment or other costs for covered services under the Medicaid or Healthy Michigan Plan program.

Crisis Interventions: an unscheduled individual or group service aimed at reducing or eliminating unexpected events affecting behavioral health and well-being.

Crisis Screening Centers- ensures immediate help in-person or by phone for individuals experiencing a mental health crisis.

Cultural Competency: an acceptance and respect for difference, a continuing self-assessment regarding culture, a regard for and attention to the dynamics of difference, engagement in ongoing development of cultural knowledge, and resources and flexibility within service models to work toward better meeting the needs of minority populations.

Customer: includes all Medicaid-eligible individuals located in the defined service area who are receiving or may potentially receive covered services and supports. The following terms may be used within this definition: clients, recipients, beneficiaries, consumers, individuals, or Medicaid Eligible.

Customer Service- enhances the relationship between the community and Authority as well as between the individual and the Authority by providing grievance assistance, information, and training. It also coordinates planned learning opportunities. These opportunities and services include access to various rights processes, advocacy programs, educational forums, and grievance and appeals assistance.

Deductible (or Spend-Down): A term used when individuals qualify for Medicaid coverage even though their countable incomes are higher than the usual Medicaid income standard. Under this process, the medical expenses that an individual incurs during a month are subtracted from the individual's income during that month. Once the individual's income has been reduced to a state-specified level, the individual qualifies for Medicaid benefits for the remainder of the month. Medicaid applications and deductible determinations are managed by the Michigan Department of Health and Human Services – independent of the Prepaid Inpatient Health Plan (PIHP) service system.

Detroit Wayne Integrated Health Network (DWIHN) - a community mental health services program established and administered pursuant to provision of State Mental Health Code, for the purpose of providing a comprehensive array of mental health services appropriate to the condition of individuals who are residents of Wayne County or individuals in Wayne County requiring emergent or urgent services, regardless of the ability to pay.

Developmental Disability: Defined by the Michigan Mental Health code as either of the following: (a) If applied to an individual older than five (5) years, a severe chronic condition that is attributable to a mental or physical impairment or both, and is manifested before the age of 22 years; is likely to continue indefinitely; and results in substantial functional limitations in three or more areas of the following major life activities: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, and economic self-sufficiency; and reflects the need for a combination and sequence of special, interdisciplinary, or generic care, treatment or other services that are of lifelong or extended duration and are individually planned and coordinated; (b) If applied to a minor from birth to age five, a substantial developmental delay or a specific congenital or acquired condition with a high probability of resulting in a developmental disability.

Durable Medical Equipment (DME): Any equipment that provides therapeutic benefits to an individual in need because of certain medical conditions and/or illnesses. Durable Medical Equipment consists of items which meet all the following:

- are primarily and customarily used to serve a medical purpose,
- are not useful to an individual in the absence of illness, disability, or injury,
- are ordered or prescribed by a physician,
- are reusable,
- can stand repeated use, and
- are appropriate for use in the home.

Early and Periodic Screening, Diagnosis, and Treatment Program (EPSDT): A Medicaid supported child health program for children, adolescents, and young adults under the age of 21. These services include the following: health and developmental history, developmental/behavioral assessment, physical examination, blood pressure, immunization, health education, nutritional assessment, hearing, vision and dental assessments, lead toxicity, and appropriate counseling for parents/guardians regarding these health issues for their children, adolescents, or young adult.

Emergency Medical Condition: An illness, injury, symptom, or condition so serious that a reasonable individual would seek care right away to avoid severe harm.

Emergency Medical Transportation: Ambulance services for an emergency medical condition.

Emergency Room Care: Care given for a medical emergency when you think that your health is in danger.

Emergency Services/Care- covered services that are given by a provider trained to give emergency services and needed to treat a medical/behavioral emergency.

Enrollee: An enrollee or recipient who is currently enrolled in a program managed by DWIHN, Pre-Paid Inpatient Health Plan (PIHP), or a given managed care program, enrollee, recipient, client or patient are sometimes all used to describe the participant of the plan.

Evidence Based Practice (EBP): a body of scientific knowledge about treatment practices and their impact on children with emotional or behavioral disorders. The phrase refers to treatment approaches, interventions, and services which have been researched and shown to make a positive difference for children.

Excluded Services- health care services that your health insurance or plan doesn't pay for or cover.

Expedited Appeal: The expeditious review of an Adverse Benefit Determination, requested by an Enrollee or the Enrollee's provider, when the appropriate party determines that taking the time for a standard resolution could seriously jeopardize the Enrollee's life, physical or mental health, or ability to attain, maintain, or regain maximum function. If the Enrollee requests the expedited review, the Prepaid Inpatient Health Plan (PIHP) determines if the request is warranted. If the Enrollee's provider makes the request, or supports the Enrollee's request, the Prepaid Inpatient Health Plan must grant the request.

Extended Observation Beds (or 23-Hour Stay Units): Used to stabilize a mental health emergency when an individual needs to be in the hospital for only a short time. An extended observation bed allows hospital staff to observe and treat the individual's condition for up to one day before he or she is discharged to another community-based outpatient service or admitted to a hospital.

Family-Centered/Youth-Guided: Policy guidelines that describe the planning process for children, youth, young adults, and their families. Family-centered care means that families have a primary decision-making role in the care of their own children, as well as in the policies and procedures governing care for all children in their community, state, tribe, territory, and nation. Youth-guided means that young individuals have the right to be empowered, educated, and given a decision-making role in their own care, as well as the policies and procedures governing the care of all youth in the community, state, and nation. A youth-guided approach views youth as experts and considers them equal partners in creating system change at the individual, state, and national level (SAMHSA).

Family Member: A parent, stepparent, guardian, spouse, sibling, child, or grandparent of a primary consumer or an individual upon whom a primary enrollee is dependent for at least 50% of his or her Financial support.

Flint 1115 Demonstration Waiver -The demonstration waiver expands coverage to children up to age 21 years and to pregnant women with incomes up to and including 400 percent of the federal poverty level (FPL) who were served by the Flint water system from April 2014 through a state-specified date. This demonstration is approved in accordance

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Flint 1115 Demonstration Waiver -The demonstration waiver expands coverage to children up to age 21 years and to pregnant women with incomes up to and including 400 percent of the federal poverty level (FPL) who were served by the Flint water system from April 2014 through a state-specified date. This demonstration is approved in accordance with section 1115(a) of the Social Security Act, and is effective as of March 3, 2016 the date of the signed approval through February 28, 2021. Medicaid eligible children and pregnant women who were served by the Flint water system during the specified period will be eligible for all services covered under the state plan. All such individual will have access to Targeted Case Management services under a fee for service contract between Michigan Department of Health and Human Services (MDHHS) and Genesee Health Systems (GHS). The fee for service contract shall provide the targeted case management services in accordance with the requirements outlined in the Special Terms and Conditions for the Flint Section 1115 Demonstration, the Michigan Medicaid State Plan, and Medicaid Policy.

Grievance: Expression of dissatisfaction about any matter other than an adverse benefit determination. Grievances may include, but are not limited to, the quality of care or services provided, and aspects of personal relationships such as rudeness, or a provider or employee, or failure to respect the beneficiary's rights regardless of whether remedial action is requested. Grievance includes a beneficiary's right to dispute an extension of time proposed by DWIHN to make an authorization decision.

Grievance and Appeal System: The processes DWIHN implements to handle the appeals of Adverse Benefit Determination and grievances, as well as the processes to collect and track information about them

Habilitation Services and Devices: Health care services and devices that help an individual keep, learn, or improve skills and function for daily living.

Habilitation Supports Waiver (HSW): An intensive home and community-based, active treatment and support program, designed to assist individuals with intellectual/developmental disabilities to live independently with supports in their community of choice. This program is designed as a community-based alternative to living in an ICF/IID. The HSW is based on legislation found in Title XIX of the Social Security Act. This legislation allows the state to provide waiver services to a targeted population who, without waiver services, would be at risk for out-of-home placement.

Health Insurance- coverage that provides for the payment of benefits because of sickness or injury. It includes insurance for losses from accident, medical expense, disability, or accidental death and dismemberment.

Health Insurance Portability and Accountability Act of 1996 (HIPAA): This legislation is aimed, in part, at protecting the privacy and confidentiality of patient information. "Patient" means any recipient of public or private healthcare, including behavioral health care, services.

Healthy Michigan Plan- a 1115 Demonstration project that provides health care benefits to individuals who are: age 19-64 years; have income at or below 133% of the federal poverty level under the Modified Adjusted Gross Income methodology; do not qualify or are not enrolled in Medicare or Medicaid; are not pregnant at the time of application; and are residents of the State of Michigan. Individuals meeting Health Michigan Plan eligibility requirements may also be eligible for behavioral health services. The Michigan Medicaid Provider Manual (MPM) contains complete definitions of the available services as well as eligibility criteria and provider qualifications. The MPM may be accessed at: http://www.michigan.gov/mdhhs/0,4612,7-132-2945_42542-42543_42546_42553-87572--,00.html. Customer Service staff can help you access the MPM and/or information from it.

Home and Community Based Services (HCBS) Rule: Medicaid services that are funded through/identified by the HCBS Rule are required to meet specific standards developed to ensure waiver participants experience their home, work, and community environments in a manner that is free from restriction. Settings that provide HCBS must not restrict movement or freedoms related to choice and inclusion in the home and/or community and must be provided in a setting that is consistent with the settings and services non-Medicaid individuals frequent including home settings, employment opportunities and access to the greater community.

Home Health Care: Is supportive care provided in the home. Care may be provided by licensed healthcare professionals who provide medical treatment needs or by professional caregivers who provide daily assistance to ensure the activities of daily living (ADLs) are met.

Hospice Services: Care designed to give supportive care to individuals in the final phase of a terminal illness and focus on comfort and quality of life, rather than cure. The goal is to enable individuals to be comfortable and free of pain, so that they live each day as fully as possible.

Hospitalization- A term when formally admitted to the hospital for skilled behavioral services. If not formally admitted, it might still be considered an outpatient instead of an inpatient even if an overnight stay is involved.

Hospital Outpatient Care: Any type of care performed at a hospital when it is not expected there will be an overnight hospital stay.

Individual Plan of Service (IPOS): The written details of the supports, activities, and resources required for an individual to achieve personal goals. The IPOS is developed to put into words decisions and agreements made during a person-centered process of planning and information gathering.

Integrated Care Organization (ICO): Your health plan, the organization responsible for your health benefit under the Highly Integrated Dual Eligible Special Needs Plan (HIDE-SNP) program.

Integrated Health Care (IHC): A holistic approach to the overall well-being of an individual. Integrated Health Care is when healthcare professionals consider all health conditions at the same time and coordinate benefits to best serve the participant's overall health and wellness.

Integrated or Co-Occurring Mental Illness and Substance Use Disorder: Defined as both disorders at the same time. DWIHN welcomes individuals with both disorders and provides co-occurring capable treatments throughout the networks and at every level of care.

Intellectual Disability: Defined in the Michigan Mental Health Code as a condition showing before the age of 18 years that is characterized by significantly subaverage intellectual functioning and related limitations in two or more adaptive skills and that is diagnosed based on the following assumptions: (a) Valid assessment considers cultural and linguistic diversity, as well as differences in communication and behavioral factors. (b) The existence of limitation in adaptive skills occurs within the context of community environments typical of the individual's age peers and is indexed to the individual's particular needs for support. (c) Specific adaptive skill limitations often coexist with strengths in other adaptive skills or other personal capabilities. (d) With appropriate supports over a sustained period, the life functioning of the individual with an intellectual disability will generally improve.

Limited English Proficient (LEP): Potential enrollees and enrollees who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English may be LEP and may be eligible to receive language assistance for a particular type of service, benefit, or encounter.

Long Term Services and Supports (LTSS): Care provided in the home, in community-based settings, or in facilities, such as nursing homes for older adults and individuals with disabilities who need support because of age; physical, cognitive, developmental, or chronic health conditions; or other functional limitations that restrict their ability to care for themselves. There are a range of services to help individuals live more independently by assisting with personal and healthcare needs and activities of daily living, such as eating, taking baths, managing medication, grooming, walking, getting up and down from a seated position, using the toilet, cooking, driving, getting dressed, and managing money.

Medically Necessary: A term used to describe one of the criteria that must be met for a beneficiary to receive Medicaid services. It means that the specific service is expected to help the beneficiary with his/her mental health, intellectual/developmental disability, substance use, or any other medical condition. Some services assess needs, and some services help maintain or improve functioning. The Prepaid Inpatient Health Plan (PIHPs) are unable to authorize (pay for) or provide services that are not determined as medically necessary for you.

Michigan Department of Health and Human Services (MDHHS): This state department, located in Lansing, oversees public-funded services provided in local communities and state facilities to individuals with mental illness, developmental disabilities, and substance use disorders.

Michigan Mental Health Code: The state law that governs public behavioral health services provided to adults and children with mental illness, serious emotional disturbance (SED), and developmental disabilities by local community mental health services programs (CMHSP) and in state facilities.

MiChild: A Michigan health care program for low-income children who are not eligible for the Medicaid program. This is a limited benefit. Contact Customer Service at 888.490.9698 for more information.

MI P.A.T.H. (PERSONAL ACTION TOWARD HEALTH): A program designed to assist individuals in adopting healthier lifestyles by taking responsibility for their own health choices. Group meetings are organized to discuss and acquire the tools and skills needed to manage various health problems and lead more productive lives.

Multi-System Youth (Children): This term describes children who are known to or recipients of services in more than one of the following public social programs: child welfare, juvenile justice, and mental health. The movement of these children between systems causes an increased need for planned coordination of care.

Network: Is a list of the doctors, other health care providers, and hospitals that a plan has contracted with to provide medical care/behavioral services to its enrollees.

Non-Participating Provider: A provider or facility that is not employed, owned or operated by DWIHN/community mental health services programs (CMHSP) and is not under contract to provide covered services to its enrollees.

Participating Provider: Is the general term used for doctors, nurses and other individuals who give you services and care. The term also includes hospitals, home health agencies, clinics, and other places that provide health care services; medical equipment; mental health, substance use disorder, intellectual/developmental disability, and long term supports and services. They are licensed and certified to provide health care services. They agree to work with the health plan, accept payment and not charge enrollees an extra amount. Participating providers are also called network providers.

Person-Centered Planning (PCP): A process to help an individual plan their services and support the life they choose. It tells the wants and interests for a desired life and the supports (paid and unpaid) to achieve it. Person-centered planning documents identify the needs and desires of the individual and how services and supports will be used to meet these goals. A process directed by the individual and supported by others selected by the individual. It focuses on desires, dreams, and meaningful experiences. The individual decides when, how, and by whom direct supports service is provided. Family Driven Youth Guided practices are used for planning with children, youth, and families.

Physician: A doctor who provides both the first contact for an individual with an undiagnosed health concern as well as continuing care of varied medical conditions, not limited by cause, organ system or diagnosis.

Physician Services: Refers to the services provided by an individual licensed under state law to practice medicine or osteopathy.

Plan: Offers health care services to enrollees who pay a premium.

Potential Enrollee: An individual who may voluntarily elect to enroll in a given managed care program but is not yet an enrollee.

Prepaid Inpatient Health Plan (PIHP): Detroit Wayne Integrated Health Network manages the Medicaid mental health, intellectual/developmental disabilities, and substance use disorder services in its geographic area under contract with the state. There are PIHPs in Michigan, and each one is organized as a Regional Entity or a Community Mental Health Service Program (CMHSP) according to the Mental Health Code.

Preauthorization: Approval needed before certain services or drugs can be provided. Some network medical services are covered only if the doctor or other network provider gets prior approval. It is also called Prior Authorization.

Premium: An amount to be paid for an insurance policy, a sum added to an ordinary price or charge.

Prescription Drugs: Are pharmaceutical drugs that legally require a medical prescription to be dispensed. In contrast, over-the-counter drugs can be obtained without a prescription.

Prescription Drug Coverage: Is a stand-alone insurance plan, covering only prescription drugs

Prevocational Services Includes support, services, and training to prepare an individual for paid employment or community volunteer work.

Primary Care Physician: A doctor who provides both the first contact for an individual with an undiagnosed health concern as well as continuing care of varied medical conditions, not limited by cause, organ system, or diagnosis.

Primary Care Provider: A health care professional (usually a physician) who is responsible for monitoring an individual's overall health care needs.

Provider: An individual or entity/organization engaged in the delivery, ordering, or referring of services.

Public Health Code: An act to protect and promote public health; to codify, revise, consolidate, classify, and add to the laws relating to public health; to provide for the prevention and control of diseases and disabilities; to provide for the classification, administration, regulation, financing, and maintenance of personal, environmental, and other health services and activities.

Qualified Child Mental Health Professional: A Qualified Child Mental Health Professional is someone who helps kids and their families with feelings and behaviors. This individual can be a doctor, a psychologist, a social worker, a counselor, or a nurse. They have special training and experience to help children. To be really good at their job, they need to learn important things. They go through training on how to work with families, understand their rights, keep information private, and much more. They also need to have extra training every year to help kids better.

Recipient Rights: Those rights guaranteed to individuals receiving mental health services by the Michigan Mental Health Code and the Public Health Code.

Recovery: A journey of healing and change that allows an individual to live a meaningful life in a community of their choice while working toward their full potential.

Referral: A written order from your primary care doctor for you to see a specialist or get certain medical services. In many health plans, you need to get a referral before you can get medical care from anyone except your primary care doctor. If you don't get a referral first, the plan may not pay for the services.

Rehabilitation Services and Devices: Health care services that help an individual keep, get back, or improve skills and functioning for daily living that have been lost or impaired because an individual was sick, hurt, or disabled. These services may include physical and occupational therapy, speech-language pathology, and psychiatric rehabilitation services in a variety of inpatient and/or outpatient settings.

Resiliency: The ability to "bounce back." This is a characteristic important to nurture in children with SED and their families. It refers to the individual's ability to become successful despite challenges they may face throughout their life.

Respite: Care that provides short-term relief for primary caregivers, giving them time to rest, travel, or spend time with other family and friends. The care may last anywhere from a few hours to several weeks at a time. Respite care can take place at home, in a health care facility, or at an adult day care center.

Serious Emotional Disturbance (SED): Defined by the Michigan Mental Health Code, means a diagnosable mental, behavioral, or emotional disorder affecting a child that exists or has existed during the past year for a period of time sufficient to meet diagnostic criteria specified in the most recent Diagnostic and Statistical Manual of Mental Disorders; and has resulted in functional impairment that substantially interferes with or limits the child's role or functioning in family, school, or community activities.

Serious Emotional Disturbance Waiver (SEDW): Provides home and community-based services to children, youth, and young adults under age 21 who, if not for the availability and provisions of SEDW services, would otherwise require hospitalization in our state psychiatric hospital. The goal of the SEDW is to enable beneficiaries with SED who have significant needs and who meet the SEDW eligibility requirements to live in their home and community instead of receiving hospital level of care

Serious Mental Illness (SMI): Defined by the Michigan Mental Health Code to mean a diagnosable mental, behavioral, or emotional disorder affecting an adult that exists or has existed during the past year for a period of time sufficient to meet diagnostic criteria specified in the most recent Diagnostic and Statistical Manual of Mental Disorders; and that has resulted in function impairment that substantially interferes with or limits one or more major life activities.

Skilled Nursing Care: Skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous (IV) injections that a registered nurse or a doctor can give.

Specialist: A health care professional whose practice is limited to a particular area, such as a branch of medicine, surgery, or nursing; especially, one who by virtue of advanced training is certified by a specialty board as being qualified to so limit his or her practice.

Specialized Medical Equipment and Supplies: Specialized medical equipment and supplies include durable medical equipment, environmental safety and control devices, adaptive toys, activities of daily living (ADL) aids, and allergy control supplies that are specified in the child's individual plan of services.

Specialty Supports and Services: A term that means Medicaid-funded mental health, developmental disabilities, and substance use supports and services that are managed by the Prepaid Inpatient Health Plan (PIHPs).

State Fair Hearing: A state-level review of beneficiaries' disagreements with Community Mental Health Services Program, or Prepaid Inpatient Health Plan denial, reduction, suspension, or termination of Medicaid services. State administrative law judges who are independent of the Michigan Department of Health and Human Services perform the reviews.

Stigma: A form of discrimination. It is one of the leading reasons individuals with mental illness do not seek treatment for their condition.

Substance Use Disorder (SUD): Defined in the Michigan Public Health Code to mean the taking of alcohol or other drugs at dosages that place an individual's social, economic, psychological, and physical welfare in potential hazard or to the extent that an individual loses the power of self-control as a result of the use of alcohol or drugs, or while habitually under the influence of alcohol or drugs, endangers public health, morals, safety, or welfare, or a combination thereof.

System of Care: Approach that provides an organizational framework and philosophy to better structure the delivery of mental health services and to improve the effectiveness of the interventions used to meet the complex and changing needs of children with serious mental health problems and their families (2011). The system of care approach involves collaboration across agencies, providers, and families to improve access and expand the array of high-quality services and supports that are home and community-based, individualized, coordinated, family-driven, and youth-guided, and culturally and linguistically competent.

TTY: 711: When someone in Michigan dials 711, they are connected to a specially trained Communications Assistant (CA). **For TTY users:** The TTY user types their conversation, and the CA reads the message aloud to the hearing individual on the other end of the line. The CA then types the hearing individual's spoken words back to the TTY user. **For standard phone users:** A standard phone user can also dial 711 to connect with a TTY user. The CA will facilitate the conversation by typing what the voice user says and voicing what the TTY user types. The service is available 24 hours a day, seven days a week. There is no additional charge to use the relay service itself; only standard local or long-distance calling rates apply. All calls handled by the Communications Assistants are strictly confidential. For emergencies, TTY users should call **911 directly** and not use the 711 relay service, as 911 centers are equipped to handle TTY calls. Find more information about the service on the [Michigan Relay Service website](#).

Urgent Care: Care for a sudden illness, injury, or condition that is not an emergency but needs care right away. Urgently needed care can be obtained from out-of-network providers when network providers are unavailable.

Vital Documents: Means printed or electronic documents that provide important information necessary to access or participate in services, programs, and activities of a covered entity, which include, at a minimum, provider directory, enrollee handbooks, appeals and grievance notices, and denial and termination notices. MCI Act 241 of 2024 LEP effective 10/10/2025.

Youth Peer Support: Youth Peer Support is a program that helps kids who are having a tough time with their feelings. In this program, kids can do fun activities with a special helper called a Youth Peer Support Specialist. The goal is to make kids feel strong, learn new skills, and feel better in their lives. The Youth Peer Support Specialist work with kids one-on-one or in a group. They help kids learn to solve problems, get along with others, and feel more comfortable at school, home, and in the community. This program also helps kids as they get ready to become grown-ups.



DETROIT WAYNE INTEGRATED HEALTH NETWORK

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www.dwihn.org**

DWIHN Customer Service

**Toll Free: 888.490.9698
Local: 313.833.3232
TTY: 711
Fax: 313.833.2217 or 313.833.4280
Monday through Friday 8:00 am – 4:30 pm**

**24-Hour Centralized Access Center
Crisis Information and Referral Help Line**

**Toll Free: 1.800.241.4949
Local: 313.224.7000**

**DWIHN Crisis Center
707 West Milwaukee Street
Detroit, MI 48202
313.989.9444**

**DWIHN Mobile Crisis Unit
707 West Milwaukee Street
Detroit, MI 48202
1.844. 462. 7474
844-IN-CRISIS**

**Office of Recipient Rights
Toll Free: 1.888.339.5595**

**National Suicide Prevention Lifeline
1.800.273.8255
www.suicidepreventionlifeline.org**

