



PROVIDER NETWORK NEWS

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SPRINGING INTO WELLNESS

APR - JUN 2026



Growing the Network Forward

The winter frost has thawed out and the year is in bloom. DWIHN is excited to see many of its forward-facing projects budding and showing color.

The 7-Mile Behavioral Health Campus is shaping up and is on schedule. As you know, the campus will house more crisis beds and provide more access to services for residents in Wayne County and Detroit.

Additionally, with the weather warming up, the Mobile Health Clinic will be rolling out to more locations, offering more resources throughout the county.

The Network Provider News offers information curated by the DWIHN Managed Care Operations Department and compiled by the DWIHN Communications Team. For any content questions or concerns please contact communications@dwihn.org.

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DWIHN UPDATE

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Provider Profiles

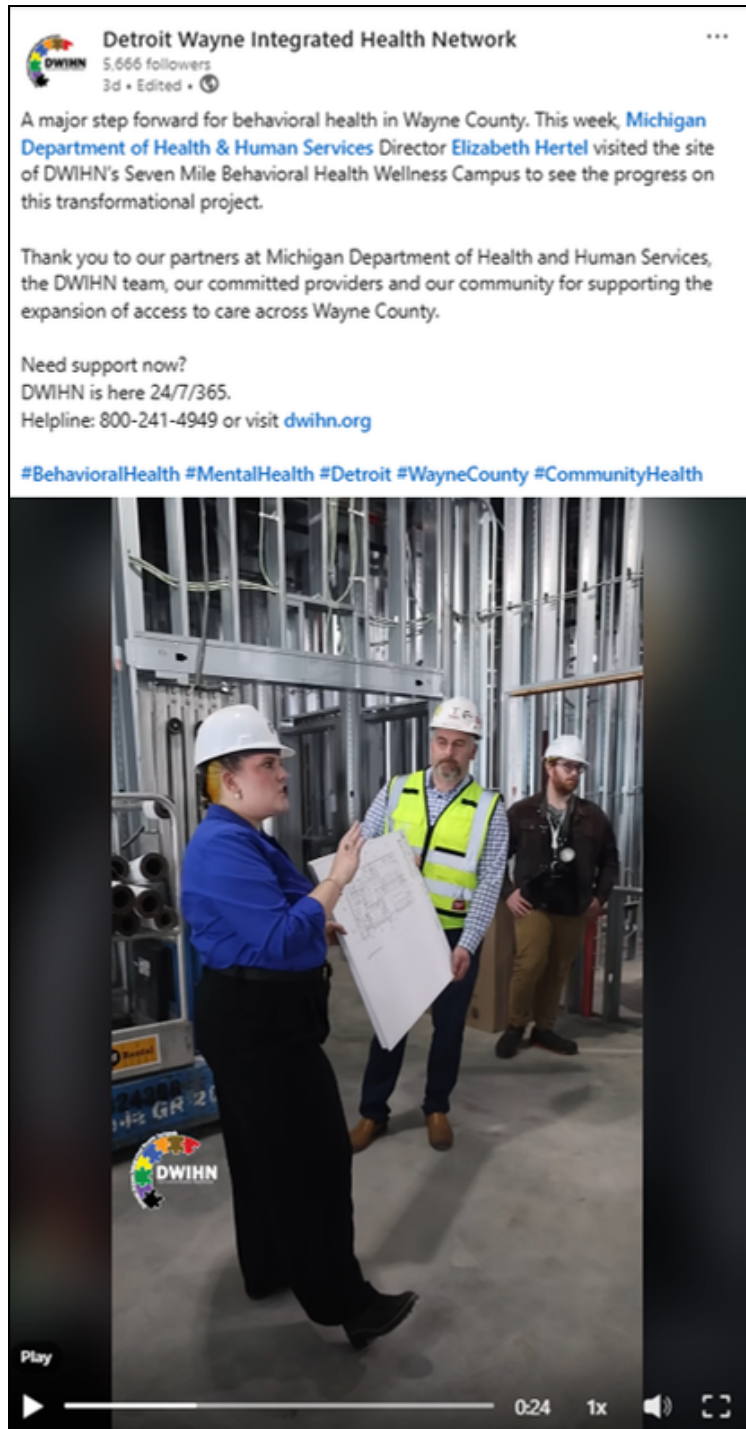
It's all about YOU! In September of 2025, we launched the monthly provider profiles to highlight your hard work. These profiles have been highly successful on our social media channels, putting friendly faces in front of the programs and services we collectively offer.

Without providers, there is no network; your work is the core of who we are! DWIHN President and CEO James E. White has made it a priority to recognize the individuals who directly serve our members and help make DWIHN successful. These brief snapshots of your organizations, delivered by your leaders, are just a small gesture of our respect for you.

Let's applaud those brave leaders and organizations who opened their doors and shared their work! For February through May, we profiled [Starfish Family Services](#), [Leaders Advancing and Helping Communities](#), [Centria Autism](#) and [The Children's Center](#). Click the links or logos below to check out their profile!



7-Mile Campus Walkthrough



Detroit Wayne Integrated Health Network
5,666 followers
3d • Edited •

A major step forward for behavioral health in Wayne County. This week, [Michigan Department of Health & Human Services](#) Director [Elizabeth Hertel](#) visited the site of DWIHN's Seven Mile Behavioral Health Wellness Campus to see the progress on this transformational project.

Thank you to our partners at Michigan Department of Health and Human Services, the DWIHN team, our committed providers and our community for supporting the expansion of access to care across Wayne County.

Need support now?
DWIHN is here 24/7/365.
Helpline: 800-241-4949 or visit dwihn.org

[#BehavioralHealth](#) [#MentalHealth](#) [#Detroit](#) [#WayneCounty](#) [#CommunityHealth](#)

Winter weather has moved on and our construction crews have picked up the pace! So much so, that we can see the building taking shape. With the building roofed and much of the interior framed, the leadership team took a visit to visualize what's to come. And, we invited MDHHS Director, Elizabeth Hertel to join us!

Our teams are on schedule for a fall ribbon cutting and grand opening ceremony for the public soon after.

The campus will serve as a beacon for the region, greatly increasing access to services and offering additional supports that will move the needle in community health.

Click the image to watch our LinkedIn reel!



Managed Care Operations

Providers are the lifeline of DWIHN. Without them, we would not be able to care for or improve the lives of the people that we are entrusted to serve. To this end, Managed Care Operations (MCO) has adopted the following mission and departmental goals:

MCO Mission

To partner with competent, caring behavioral health providers with a demonstrated track record and commitment in the improvement of the lives entrusted to the people that DWIHN serves.

MCO Departmental Standards

- Provide excellent customer service to providers, other DWIHN departments and
- Develop and maintain efficient operation
- Comply with and/or exceed regulatory, accreditation and ICO standards

Note that the MCO Department is committed to supporting you with excellent customer service. As you are aware each provider organization has an assigned Provider Network Manager (PNM) dedicated to assisting you in carrying out the terms and conditions of your contract with DWIHN; as well as any other needs you may have.

MCO Hours of Operation

MCO hours of operation are 8:00 am to 5:00 pm, Monday-Friday. Feel free to reach out to your PNM at any time, email and phone messages can be left. Our aim is to respond to your messages within 24 hours.

As we navigate our way out of the pandemic and recover from its adverse impact, we understand that providers may experience challenges with staffing shortages resulting in the need to downsize or consolidate. Should you find the need to do so, we ask that all Contracted Providers notify DWIHN of any changes listed below at least 30 calendar days prior to the effective date of change so that the changes can be facilitated by DWIHN to ensure a smooth transition.



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DETROIT WAYNE INTEGRATED HEALTH NETWORK (DWIHN) WANTS PROVIDERS TO KNOW

As a valued partner of DWIHN, you have access to the latest and greatest information regarding topics that help you to provide excellent service to the members we serve.

- DWIHN Member Handbook
- DWIHN Provider Manual
- DWIHN Provider Directory
- Members Rights and Responsibilities
- Member Grievance and Appeal Information
- Provider Appeal Information
- Required Trainings for Staff
- Clinical Practice Guidelines
- HEDIS Measures
- Medical Necessity Criteria
- Complex Case Management Program
- Information about DWIHN's Quality Improvement program, including goals and annual results are available on our website www.DWIHN.org
- DWIHN policies dwihn.org/policies

DWIHN Provider Responsibilities

- Detroit Wayne Integrated Health Network (DWIHN) Contracted Providers are required to notify DWIHN of changes to information regarding their organization. This requirement is identified in the provider contract and in DWIHN policies.
- Providers must notify DWIHN of any changes at least 30 calendar days prior to the effective date of change as well as maintain contractual requirements listed below:
 - Provider Name
 - Provider Office Hours
 - Provider Telephone Number
 - No longer accepting new patients
 - Provider Affiliation Change (i.e. Merger)
 - Addition or deletion of service(s)
 - Addition/change in program location (new or existing)
 - Sanctions, suspensions, or termination of credential practitioner staff members of your organization
 - Provider Closure (sites or locations)
 - Participate in Provider/Practitioner Survey Annually
 - Maintain current Staff training for all provider staff
 - Participate in assistance with Credentialing all staff you employee
 - Requirement-Update All Staff Records in MHWIN
 - Exceptions Only in an emergency situation, where member's health and safety are at risk, the provider must notify DWIHN immediately.



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DWIHN Affirmative Statement

- DWIHN, Crisis Service Vendors and Access Center practitioners, and employees who make Utilization Management decisions understand the importance of ensuring that all consumers receive clinically appropriate, humane, and compassionate services of the same quality that one would expect for their child, parent, or spouse by affirming the following:
 - UM decision-making is based only on the appropriateness of care, service, and existence of coverage.
 - DWIHN, the Access Center, and Crisis Service Vendors do not reward practitioners or other individuals for issuing denials of coverage or service care. No Physicians or any other staff making UM decisions are rewarded for issuing denials of coverage or service or reducing the provision of care that is deemed medically necessary.
 - Practitioners may freely communicate with members about their treatment, regardless of benefit coverage limitations."

Anyone can report any issues or concerns regarding this to DWIHN's Compliance Officer by email, postal mail, or telephone at:

Detroit Wayne Integrated Health Network Compliance Office

707 W. Milwaukee 5th floor Detroit, MI 48202

313-344-9099 or Email: compliance@dwihn.org

Reports of concern or questions can also be made to the Office of Inspector General by postal mail or telephone (anonymously if so desired) at:

Michigan Department of Health and Human Services Office of Inspector

General PO Box 30062

Lansing, MI 48909

Phone: 855-MI-Fraud (643-7283)

DWIHN Members' Rights and Responsibilities Statement

We are committed to maintaining a mutually respectful relationship with our members and providers. DWIHN Members' Rights and Responsibilities statement is provided to assist you in understanding and exercising your rights while assessing 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.



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You have the right to:

- Receive information about DWIHN, its Services, its Practitioners, and Providers, and Your Rights and Responsibilities.
- Be treated with respect and recognition of your dignity and right to privacy.
- Participate with Practitioners in making decisions about your health care.
- A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage and to freely communicate with your providers and without restriction on any information regarding care.
- Voice complaints or appeals about DWIHN or the care provided.
- Make recommendations regarding DWIHN's Members' Rights and Responsibilities policy.
- Be informed of the availability of independent, external review of internal UM final determinations.
- Be offered an opportunity to request mediation to resolve a dispute.
- A Psychiatric Advance Directive.

You have a responsibility 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 and its Practitioners and Providers needed in order to care for you.
- Follow your treatment plan of care and instructions. The plan of care is to be agreed upon by you and your provider.
- 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.

For additional information and a complete list of our Members' Rights and Responsibilities statement, please contact Customer Service at 888.490.9698.

Wellness Tools for DWIHN Members

- See the Member tab, at www.DWIHN.com for health management tools to assist members and staff in tracking their health goals.
- A free health & Wellness app www.myStrength.com; (Access code is: DWIHNc)
- MyStrength is a secure tool for members and staff to track their personal health records.

For more information or to access the latest Member Handbook, Provider Directory or Provider Manual:

- Online - go to DWIHN's Website at www.dwihn.org
- Call or email your DWIHN Provider Network Manager
- Email the Managed Care Operations Unit at pihpprovidernetwork@dwmha.com
- Call - DWIHN Customer Service at 888.490.9698

12/11/2025



COMPANY CHANGES

Whenever you need to make a change, please contact your PNM immediately and complete a Provider Request Form. The changes listed below require you to comply with this process:

- Company/Provider Name
- All changes in executive management staff
- Office Hours
- Telephone Number
- No longer accepting new people (within 7 days)
- Provider Affiliation Change (i.e. merger)
- Addition or deletion of service(s)
- Addition/change in program location (new or existing)
- Sanctions, suspensions or termination of credentialed practitioner staff members in your organization
- Provider Closure (business or locations)

REMINDERS

- Update/maintain Staff Records in MH-WIN (adding or terminating staff)
- Maintain active and required Insurance while under contract
- Complete the Provider Capacity form when experiencing capacity issues that could potentially prevent provision of services (CRSP providers only)
- Review/maintain dis-enrollment queue daily - your numbers should be at 0-1 (CRSP providers only)

PROVIDER MEETINGS

DWIHN hosts meetings in accordance with the following schedule:

- CRSP I Outpatient - Every 6 weeks
- Residential - Every 6 weeks
- CRSP Performance Indicators Follow-Up
- Meetings - Every 30-45 days

DWIHN PROVIDER TOOLBOX

Please click the linked item(s) to automatically go to the selected website or document:

- DWIHN Website - www.dwihn.org
- DWIHN APP - <https://www.dwihn.org/DWIHN-Mobile-App.id.5079.htm> - 19.9kb
- DWIHN New Provider Orientation PowerPoint - <https://www.dwihn.org/providers-network-orientation-powerpoint.pdf>
- MCO Provider Contract Manager (PNM) Assignments for Outpatient Providers - <https://www.dwihn.org/providers-mco-contractors-outpatient-providers.pdf>
- MCO Provider Contract Manager (PNM) Assignments for Residential Providers - <https://www.dwihn.org/providers-mco-contractors-residential-providers.pdf>
- MCO Staff Phone List - <https://www.dwihn.org/providers-mco-staff-phone-list.pdf>
- DWIHN Online Provider Directory - <https://www.dwihn.org/find-a-provider>
- DWIHN Provider Manual - <https://www.dwihn.org/provider-manual-1,221.lkb>

You can also check the DWIHN website for policies/guidance on processes and procedures at: <https://www.dwihn.org/policies>

Your PNM is your guide to all of your questions, here's how to locate them: <https://www.dwihn.org/providers-mco-contract-assignments>



CONTACT INFORMATION

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For all other inquiries, please contact the respective departments below:

Access Call Center - accesscenter@dwihn.org

Authorizations - pihpauthorizations@dwihn.org

Care Coordination - pihpcarecoordination@dwihn.org

Claims - pihpcclaims@dwihn.org

Complex Case Management - pihpccm@dwihn.org

Credentialing - pihpccredentialing@dwihn.org

Customer Service - pihpcustomerservice@dwihn.org

Grievances - pihpgrievances@dwihn.org

MH Win - mhwin@dwihn.org

Provider Network - pihpprovidernetwork@dwihn.org

Residential Referrals - residentialreferral@dwihn.org

Self Determination - selfdetermination@dwihn.org

Procedure Code Workgroup - procedure.coding@dwihn.org

CRSP - crspprovider@dwihn.org



MEETING SCHEDULE

Upcoming Provider Meetings Dates:

DWIHN CRSP/Outpatient/Residential Provider Meetings Schedule

Outpatient/CRSP Providers meeting at

10:00 am to 11:00 am

Meeting Link: <https://dwihn-org.zoom.us/j/93220807823>

Residential Providers meeting at

11:30 am – 12:30 pm

Meeting Link: <https://dwihn-org.zoom.us/j/92653624476>

Upcoming Provider Meetings Dates:

July 3, 2026

August 14, 2026

Below is a link if you would like to submit questions ahead of time.

https://dwmha.az1.qualtrics.com/jfe/form/SV_1zvuzX8HBig1llj



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New Provider Locations:

Alternative Adult Residence - Kentucky Home

4423 Isabelle St.,
Inkster, MI 48141

Autism Spectrum Therapies - Northville

43334 W. Seven Mile Rd.,
Ste. 200, Southfield, MI 48167

Autism Spectrum Therapies of Michigan

29691 6 Mile Rd., Ste. 100D,
Livonia, MI 48152

Behavior Frontiers - Grosse Pointe

19770 Mack Ave.,
Grosse Pointe, MI 48236

Best Buddies International Inc

11426 Davis St., Box # 116,
Grand Blanc, MI 48480

Carevio Health LLC

29215 Plymouth Rd.,
Livonia, MI 48150

Complete Best Care - Snowden

16193 Snowden,
Detroit, MI 48235

Creekside Residential Care – Metro

219 Second St.,
Jackson, MI 49201

Domus Secreta LLC

9029 Patton,
Detroit, MI 48228

Domus Vita - Maple Home

15885 Goddard Rd., Bldg.
5, Apt. 105,
Southgate, MI 48195

Family Tyes VII

7642 Dexter,
Detroit, MI 48206

First Day Homecare LLC

4444 W. Bristol Rd., Ste.
100,
Flint, MI 48507

FONAG Inc – Grace at Ecorse

44257 Ecorse Rd.,
Belleville, MI 48111

Illuminate ABA Therapy

2733 A East 12th St.,
Brooklyn, NY 11235

HCC Connection LLC

126 California, Highland
Park, MI 48203
189 Colorado, Highland Park,
MI 48203
41 Eason, Highland Park, MI
48203
36 Eason, Highland Park, MI
48203
218 Massachusetts, Highland
Park, MI 48203
97 California, Highland Park,
MI 48203

Lee Health Systems, LLC

9611 Hazelton,
Redford, MI 48239

Louisiana Homes III

3055 Hanley St.,
Hamtramck, MI 48212

Love Touch Center - Taylor

15815 Wellington St.,
Taylor, MI 48180

Mansach Enterprises LLC DBA Euro-Therapies

4020 Venoy, Ste. 110,
Wayne, MI 48184

Marion Place

20536 Marion Pl.,
Detroit, MI 48219



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New Provider Locations (cont):

Mary Rose Residence

22293 Sibley Rd., Brownstown, MI 48193

New Dawn AFC Home - Crane

3795 Crane, Detroit, MI 48214

Taylor Teen Health Center

20352 Eureka Rd., MI 48180

Prentis Loft LLC - Harding Home

2143 Harding St., Detroit, MI 48214

Quest - Six Mile

30237 Six Mile Rd., Livonia, MI 48152

Reline Consulting Inc DBA Q&A Abilities Center

13760 Dix Toledo Rd., Southgate, MI 48195

SAHL/Salvation Army Harbor Light - Monroe

3250 N. Monroe St., Monroe, MI 48162

Social Care Administrators - Redford

26150 Five Mile Rd., Redford, MI 48239

Uttermost Care SIL in Redford

25256 Keeler, Redford, MI 48239

Wynning Foundation

2785 E. Grand Blvd., Ste. 200, Detroit, MI 48211

Provider Closures

Development Centers Children's Outpatient Services

17321 Telegraph,
Detroit, MI 48219

Development Centers

17421 Telegraph,
Detroit, MI 48219

Gateway Pediatric Therapy LLC

19853 W. Outer Drive,
Dearborn, MI 48124

Lewis Manor Homes, LTD

639 Hazelwood,
Detroit, MI 48202

Luke Michaels, LLC

31412 Kathryn St.,
Garden City, MI 48135

Passages Community Services

1220 Palmer,
Plymouth, MI 48170

Passages - Manning II

15554 Rancho Road,
Taylor, MI 48180

Passages - Courtside

13600 Courtside Way, Apt.
103, Southgate, MI 48195



DWIHN Reporting Pathways Reference Guide

Compliance • Recipient Rights • Human Resources

1. REPORT TO CORPORATE COMPLIANCE

- Fraud, Waste, or Abuse (FWA)
- Billing/documentation irregularities or services not rendered
- Exclusion list hits (OIG/SAM)
- Missing or falsified credentials/background checks
- HIPAA breaches or unauthorized PHI access
- Regulatory/contractual violations or deceptive provider practices

Compliance handles investigations by the SIU, OIG referrals, privacy/security incidents, and regulatory oversight.

2. REPORT TO RECIPIENT RIGHTS (RR)

- Abuse, neglect, exploitation
- Dignity & respect violations
- Coercion, retaliation, humiliation
- Rights restrictions, seclusion/restraint issues
- Personal property concerns
- Confidentiality violations under the Mental Health Code

RR handles: Mental Health Code–governed investigations and member rights protections.

3. REPORT TO HUMAN RESOURCES (HR)

- Harassment, discrimination, hostile work environment
- Staff conflicts and misconduct
- Attendance/timekeeping violations
- Performance concerns
- Workplace policy violations not involving member care or billing

HR handles: Employee conduct investigations, corrective actions, discipline, and workforce compliance.



DWIHN Reporting Pathways Reference Guide

(Continued)

PATHWAY DECISION GUIDE

- **Does the issue involve a MEMBER'S RIGHTS?** → Report to Recipient Rights
- **Does the issue involve BILLING, DOCUMENTATION, PRIVACY, or REGULATORY?**
- **Report to Compliance Does the issue involve EMPLOYEE BEHAVIOR?** → Report to Human Resources

CROSS-REPORTING SITUATIONS

- **Member neglect** → RR + HR (if applicable)
- **Privacy breach involving a member** → Compliance + RR
- **Falsified documentation affecting services** → Compliance + RR
- **Harassment affecting service delivery** → HR + Compliance

CONTACT INFORMATION

Compliance@dwihn.org • OrrMemberComplaints@dwihn.org • TeamHR@dwihn.org



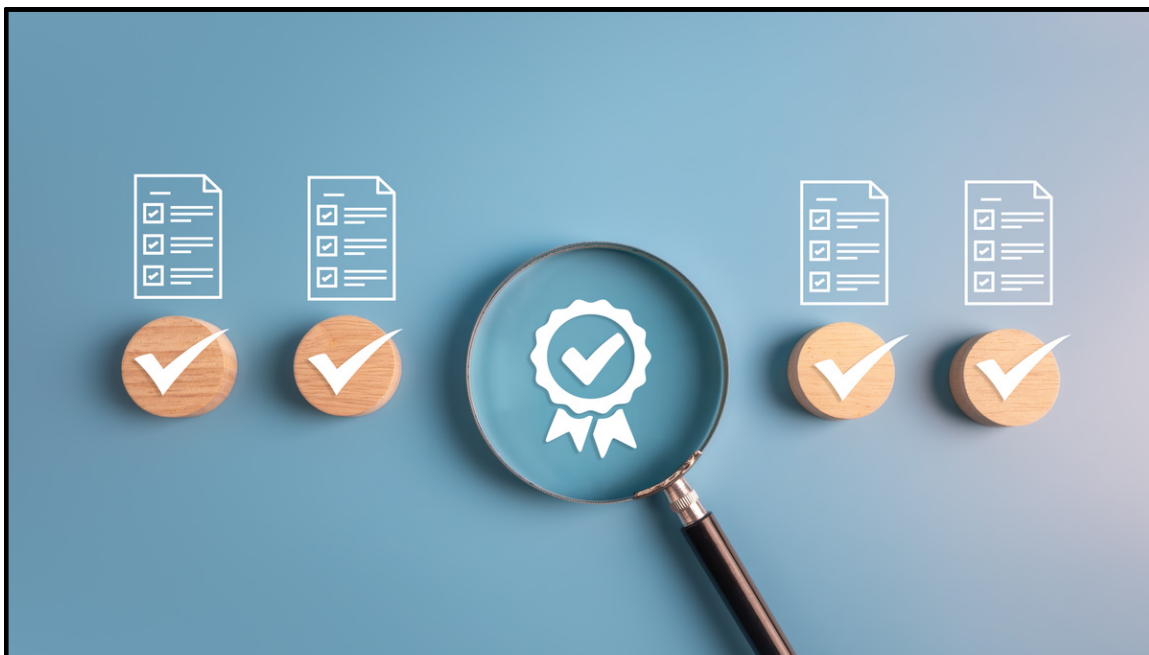


Provider Survey

Your Voice is Valued! Provider feedback is not just important it is critical to maintaining quality care. To improve network outcomes we need your perspective. Please take a short survey to tell us how you prefer to communicate your feedback about DWIHN's performance.

This link will expire in 30 days. The survey will take approximately two minutes.

[Click here to take the survey.](#)





It's **EASY** to refer individuals to my Strength!

- Scan the QR Code or download the free mobile app from Apple App Store or Google Play Store and click the sign-up button
- Enter the appropriate access code from the list below
- Complete a personal profile and brief wellness assessment



Service Area Description		Access Codes
1	DWIHN & Provider Network Staff	DWIHNStaff
2	DWIHN Member Referral	DWIHNc
3	Non-Member Referral	DWIHNp
4	Prevention Initiatives and Services Referral	DWIHNSupport
5	First Responder Referral	DWIHN911
6	Access Center Referral	DWIHNAccess



ONLINE TRAININGS ARE AVAILABLE

Provider trainings are available at Detroit Wayne Connect, a continuing education platform for stakeholders of the behavioral health workforce. We strive to provide a variety of live and online courses. Log on at dwctraining.com.

SUD Trainings are available on Improving MI Practices posted at www.dwihn.org.



EVENTS

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DETROIT WAYNE INTEGRATED HEALTH NETWORK

2026 ANNUAL MEETING & COMMUNITY RECEPTION

*Save
the date*

JUNE 17TH

11:00 AM - BOARD MEETING

**12:30 PM - COMMUNITY
RECEPTION/LUNCHEON**

**WAYNE COUNTY COMMUNITY COLLEGE DISTRICT
NORTHWEST CAMPUS**

**8200 West Outer Drive
Detroit, MI 48219**



Customer Service

888-490-9698 / 313-833-3232

Recipient Rights

888-339-5595

Services for Deaf Individuals

TTY/TDD: 711

24-Hour Crisis Helpline

800-241-4949

707 W. Milwaukee St.

Detroit, MI 48202

313-833-2500

WWW.DWHN.ORG



@DetroitWayneIHN

