



Dear Provider:

We are pleased to provide you with the Southwest Michigan Behavioral Health (SWMBH) Provider Manual. In it you will find the core information necessary to fulfill obligations as a Medicaid and/or Coordinating Agency provider to Southwest Michigan Behavioral Health (SWMBH) Plan Members and its participants (Barry County Community Mental Health Authority, Riverwood Center, Pines Behavioral Health, Woodlands Behavioral Healthcare Network, Summit Pointe, Kalamazoo Community Mental Health and Substance Abuse Services, Community Mental Health & Substance Abuse Services of St. Joseph, and Van Buren Community Mental Health Authority).

### **Primary Purpose**

SWMBH operates as the Pre-Paid Inpatient Health Plan (PIHP) and the Coordinating Agency for persons covered by Medicaid insurance, block grant funds, and PA2 funds in the counties of Barry, Berrien, Branch, Cass, Calhoun, Kalamazoo, Saint Joseph, and Van Buren. We organize and oversee services and supports for persons with developmental disabilities, serious mental illnesses, serious emotional disorders (children), and/or substance abuse disorders as requested by the Michigan Department of Community Health under their Specialty Supports and Services Waivers. SWMBH also manages the mental health and substance abuse portion of the Healthy Michigan program with the MCDH.

### **SWMBH Values**

All of Southwest's efforts are framed by the core value of providing services that foster customer inclusion, recovery, independence and freedom in the community. Southwest beneficiaries will receive care focused on the health of the whole person, including use of care coordination that will address both *physical* health as well as *behavioral* health goals. Southwest also holds that it must be an effective steward of public funds, trust, and policy, and therefore is accountable for delivering its services and performing its mission in an accountable, efficient, and effective manner. In more concrete terms, Southwest and its participant are driven to deliver services that are aligned with SWMBH's Ends of:

- Accessibility
- Acceptability
- Impact
- Value
- Risk Management

SWMBH has roughly 150,000 Medicaid eligible customers in its region, and manages approximately \$200 million in Medicaid, Block grant, and Healthy Michigan revenue annually. We pride ourselves on clear, accurate and responsive communications.



We welcome you to the Southwest Behavioral Health provider network, and ask you to work with us to continue to assure the most effective, best value services for our members. Please feel free to contact Moira Kean, Manager of Provider Network Development, or anyone else at Southwest Michigan Behavioral Health should the need arise.

Sincerely,

Bradley P. Casemore  
Chief Executive Officer SWMBH  
[www.swmbh.org](http://www.swmbh.org)