

## Evidence Based Practices for Substance Use Disorder Treatment

In the summer of 2014, SWMBH was asked to develop a three year strategic plan for substance use disorder (SUD) prevention, treatment, and recovery services by the Michigan Department of Health and Human Services. The plan was developed in partnership with key stakeholders throughout SWMBH's eight county region as well as the Substance Use Disorder Oversight Policy Board. A common theme throughout the strategic plan was to improve the services and outcomes of customers who receive SUD treatment or prevention services. One specific area of the plan focused on the delivery of evidenced based practices (EBP's) for customers who were receiving substance use disorder treatment.

So what is an EBP? If you think about a specific prescription medication, before you can take that medication, it has to go through a lot of testing and research so they know it actually works for a certain condition. For a behavioral health treatment to be certified as an EBP, research and testing has to be done to assure the treatment works for the specific behavioral health problem the customer is seeking help for. Evidence based practices are treatment interventions that have been scientifically studied and the results of the study suggest that the interventions help to improve customers functioning. SWMBH SUD treatment providers were asked to choose EBP's that were a good fit for their

agency and the customers they serve. Once they chose the EBP they were going to use, each staff member was provided training to help them learn the interventions.

The target SWMBH set was to have 70% of SUD groups that were funded by SWMBH be an EBP by the end of September 2015. SUD treatment providers have worked very hard to make these changes and at the end of September, 87.8% of all treatment groups that were delivered were an EBP – exceeding our goal! Some examples of the EBP's SWMBH customers may receive include the Matrix Model, Seeking Safety, Interactive Journaling, 12 Step Facilitation Therapy, Helping Men Recover, and Living in Balance. Now, if a SWMBH customer participates in SUD treatment within a group setting, it's very likely they will

be getting treatment that has been studied and tested to show it works.

The movement to use EBP's in SUD treatment is consistent with SWMBH's mission, vision, and values. We want only to purchase best practices for the people we serve. The use of EBP's are now present in both SUD treatment and prevention services. This helps assure that SWMBH customers receive services that are based on good science and research. Improved interventions for the treatment of substance use disorders will better help customers progress with their treatment goals, help them begin their recovery journey, and ultimately improve their quality of life. We are pleased to have providers who are our partners in this journey towards transformation into evidenced based care!



# SWMBH Newsletter

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Printed with funds received  
from the Michigan Department  
of Community Health.



## Did You Know?

### **That people with disabilities have the same rights as everyone else?**

People who receive mental health services are referred to by law as recipients. The Michigan Mental Health Code specifies that recipients have the same rights and benefits guaranteed to all persons living in Michigan and the U.S. “The Code” added other rights ensuring that recipients receive treatment suited to their physical or mental challenges and to protect vulnerable persons. The office of Recipient Rights is mandated by The Code to enforce the rights guaranteed to consumers or recipients of mental health services. Rights are protected by the Office of Recipient Rights by the use of Prevention, Monitoring and Investigation.

### **That you have both Personal Rights and Treatment Rights?**

Rights can be categorized into two groups: Personal Rights and Treatment Rights. Personal Rights include, but are not limited to:

- Abuse and neglect
- Civil rights

- Communication and visits
- Financial issues
- Personal property

Treatment Rights include, but are not limited to:

- Confidentiality
- Photographs and fingerprints
- Freedom of movement
- Suitable services
- Treatment environment

### **That you can address your own rights or someone else’s if you think they have been violated?**

If you think your rights have been violated, contact the Recipient Rights Office of your local CMH or your Rights Advisor of your substance use disorder provider. To know more about your rights, they can be found in the Mental Health Code and Administrative Rules.

## Updates on Policies

In 2015, SWMBH had updated some of their policies in the following areas: Quality Assurance and Performance Improvement, Claims, Compliance, Coordinating Agency and MI Health Link. To review the policies you can visit our website at [www.swmbh.org](http://www.swmbh.org).

# Grievance & Appeal

## What is a “Grievance”?

A grievance can be filed either orally or in writing about anything you are not happy about at the place you are receiving your mental health services. If you are a substance abuse customer please file your grievance by contacting Southwest Michigan Behavioral Health (SWMBH).

We want to know if you are having problems so that we can ensure that you get the best care possible. You can file a grievance with the Customer Service Representative listed in this newsletter at any time. Your Customer Service Representative will make sure the right people are aware of your grievance and make changes and/or fix the problem if they are able to. You will receive a letter acknowledging your grievance. You should receive acknowledgement of the outcome of your grievance within 60 days of filing.

## What is a local “Appeal”?

A local Appeal is a process that you can go through at your local CMHSP (Community Mental Health Services Provider) or SWMBH, if there is an action against you.

For example, if you are unhappy that services you were previously receiving were terminated or reduced, or you requested a service and you are told you cannot get it, or your services are suspended. It may also be if you were not told within 14 days from the date that you request a service whether you were going to get that service or not. It may also be that services you agreed upon during your person centered plan had not begun within 14 days from the agreed upon date.

# Grievance Procedures



You may also file an appeal if you filed a grievance and it has been more than 60 days and you have not gotten an answer about your grievance.

A decision will be made as quickly as possible, but no longer than 45 calendar days from the date you filed it. You may also ask for an “expedited appeal” if taking the time for a standard resolution could seriously jeopardize your health or ability to attain, maintain, or regain maximum function. In this case we will resolve the appeal as quickly as possible but no longer than 3 days from the date you requested the expedited appeal.

## What is a “State Fair Hearing Appeal”?

You can file a request for a State Fair Hearing Appeal with the state of Michigan, Administrative Tribunal, if you have Medicaid and your CMHSP or substance abuse provider has taken an action against you.

You can file for both a local appeal and State Fair Hearing at the same time. You

must ask the state for this hearing within 90 days from receiving a “Notice of Action.” Call your local Customer Service Representative if you have questions about this process, or would like help filing a request for a State Fair Hearing Appeal. You may also refer to the Southwest Michigan Behavioral Health Handbook that you were given at the time you started receiving services. If you would like another copy of this handbook, contact your local Customer Service Representative or call SWMBH’s Customer Services Coordinator at 1.800.890.3721.

*In filing a grievance, local appeal, or State Fair Hearing, your local CMHSP or Southwest Michigan Behavioral Health will provide reasonable assistance including assistance with filling out forms, providing interpreter services and toll free numbers that have adequate TTY/TTD and interpreter capability.*

## In The Zone – Substance Use Disorder Community Information

Southwest Michigan Behavioral Health is very pleased about an expansion to its service array. While clients have always been able to speak with someone after hours about their Substance Use Disorder issues if they needed detoxification or residential services, there were not many providers in the SWMBH region willing to admit consumers the same day after hours. However, we now have in our region a provider willing to do just that. Serenity Hills, one of the many Sacred Heart facilities located in Berrien County in the SWMBH catchment area has partnered with local hospitals and SWMBH to offer this service. Through this programming, clients who are identified by Emergency Room social workers as appropriate for screening for this service will be referred to an identified screener to determine if this is a medically necessary level of care that the client

would benefit from. Upon determining that this is the case and there is an admission available, the screener would contact the SWMBH on-call utilization management staff who are available 24-hours a day to review these types of requests in order to better serve our customer and providers. The project will be piloted in both the Kalamazoo and Berrien County Emergency Room with varying start dates to ensure success.

Paula Nelson, CEO of Sacred Heart says this about the project, “Sacred Heart’s Serenity Hills Recovery and Wellness Center provides detoxification and residential services in Berrien County. As we continue to enhance the current recovery oriented system of care, it was critical for us to collaborate with Southwest Michigan Behavioral Health and local healthcare systems to further meet the substance use disorder

treatment needs of consumers in the region. We are pleased to announce that starting December 15, Serenity Hills will be able to offer admission appointments after normal business hours to consumers within Southwest Michigan Behavioral Health’s region that first present in Kalamazoo area emergency rooms.”

It is the hope of SWMBH to see this initiative expand and grow to multiple counties and providers to better serve our customers. We must remain flexible and focus on the whole health needs of the people we serve. With that in mind we recognize that the Emergency Room is often a starting point for the people that we serve to ask for help or have their needs identified.

## Home and Community Based Service (HCBS) Rule

The Centers for Medicare and Medicaid (CMS) passed a rule last year that ensures everyone receiving long-term services and supports through home and community based service (HCBS) programs have full access to the benefits of living in the community. This rule was created to improve the quality of life for customers. It requires the State of Michigan (MDHHS) to determine which settings are already in compliance with the new rule and which are not, then MDHHS has to help those setting get into compliance. The new rule applies to group homes, day programs, workshops, and pre-vocational

settings. These settings must make sure customers can access the community to the same degree as people who do not receive services due to a disability. They will have to make changes so that everyone’s rights to privacy and freedom to make their own choices are honored. Some examples of changes may include: adding locks to bedrooms and bathrooms, choice of roommates, freedom to decorate, access to food, and having visitors whenever you want. Owners of group homes, day programs, workshops, and pre-vocational settings are working closely with MDHHS to find ways to meet the requirements of this

new rule while keeping everyone safe. This is a big job, so CMS is allowing up to 5 years for settings to get in compliance and SWMBH is committed to helping providers get there.

If you attend or live in a facility that needs to make changes, you should hear about and see the changes start to take hold shortly. If you have questions, please contact your local CMH or SWMBH for more information.

# Advantages of MI Health Link Program



## Who qualifies for MI Health Link?

Those who have both Medicare and Straight Medicaid.

## What are the benefits?

If you choose to join the MI Health Link Program, you will receive all of your covered Medicare and Michigan Medicaid behavioral health services from Southwest Michigan Behavioral Health and your Integrated Care Organization - Aetna or Meridian. These benefits also include prescription drugs. You do not pay extra to join this health plan.

## What are the advantages?

Southwest Michigan Behavioral Health and your Integrated Care Organization - Aetna or Meridian, will help make your Medicare and Michigan Medicaid benefits work better together and work better for you. Some of the advantages include:

- You will have no deductible or copayments for services with in-network providers

- You will have one plan and one card for all of your Medicare and Medicaid benefits
- You will be assigned a Care Coordinator to assist you in all of your health care needs
- You will be able to address both medical as well as behavioral health issues at the same time.



# MI Health Link Ombudsman Program (MHLO)



You can reach MI Health Link Ombudsman at 1-888-744-6456, Mon-Fri 8am-5pm or [help@mhlo.org](mailto:help@mhlo.org)

## What is the Ombudsman Program?

The agency that oversees the MHLO program is the Michigan Elder Justice Initiative (MEJI), and the Counsel and Advocacy Law Line (CALL). MEJI is a project of the Michigan Poverty Law Program. MEJI is the statewide resource center for legal services programs that provide free legal services to low income individuals. CALL provides access to the legal system and community resources, and preserves the dignity of clients.

## What is the role of the MHLO?

The MHLO is designed to:

- Empower you and provide support in resolving problems with your health care, behavioral health care, and long-term services and supports;
- Help you to investigate and work to resolve problems with your health plan;
- Address concerns such as:
  - Difficulty reaching or working with Care Coordinators
  - Confusion about coverage and rights
  - Trouble identifying providers
  - Requests for additional services or supports

# Home Care Ruling Offers Basic Worker Protections to Millions

By Robert Sheehan

In the midst of last month's widespread media coverage surrounding presidential debates and escalating tensions in the Middle East, a groundbreaking Federal ruling was largely missed by the news media and the American public. On October 13, 2015, the U.S. Court of Appeals upheld a ruling by the Department of Labor that guarantees minimum wage and overtime pay for millions of home care workers. These are the same basic financial securities millions of others in the workforce have taken for granted for decades.

In 1974, when the Fair Labor Standards Act (FLSA) was put in place, extending minimum wage and overtime to the U.S. workforce, home care services were largely non-existent. In the more than 40 years that have followed, home care has grown to employ millions, serving the elderly and those with illnesses who are unable to fully care for themselves. Up until last month, that critical portion of our workforce was still left out under the law.



The decision to extend fair labor standards to home care workers is momentous both for the employees themselves, who often undertake long hours and tireless workdays, and their patients, who deserve a stable and professional workforce protected by law.

The U.S. Department of Labor is also helping employers make the switch by offering an implementation program to aid in becoming FLSA compliant. The agency also has an extensive and individualized technical assistance program that allows for a 15-month grace period before the effective date, and a time-limited non-enforcement policy.

In the behavioral health, intellectual and developmental disability community, this implementation is important and heartening to home health workers. It is also important and comforting for the wide array of individuals these workers care for, who can now depend on a more structured and stable system of care.

The ruling is an indicator of a growing, positive trend: the recognized need for

investment and protection of behavioral health, developmental and intellectual disability services by the general public. Just last month, as part of Senator Debbie Stabenow's Excellence in Mental Health Act, the Substance Abuse and Mental Health Services Administration (SAMHSA) announced that 24 states—including Michigan—would receive a one-year planning grant in the form of a \$22.9 million allocation.

The funding will help our state apply for a two-year pilot program that will increase access to services while improving Medicaid reimbursement. The program will ultimately be extended to eight states.

Michigan, with its nearly 300,000 consumers, fully intends to be one of those eight states, and we look forward to a future in which these vital services are not only appropriately funded, but fundamentally supported at every level of government.

*Robert Sheehan is Chief Executive Officer of the Michigan Association of Community Mental Health Boards.*

# Upcoming Events

Kalamazoo Community Mental Health and Substance Abuse Services (KCMHSAS) is participating in the 2016–2018 MACMHB “Traveling Art Show”. They are soliciting 2–D art from customers until 1/29/16 and will be selecting one piece to represent their agency in the state–wide show. Additionally, they are hosting the show in September 2016. Anyone with questions is asked to contact Customer Services at 269–553–7000 or 1–877–553–7160. The **Rules and Conditions** along with the **Art Submission Form** are on their web site at [www.kazoocmh.org](http://www.kazoocmh.org) under the News and Events section.

NAMI Calhoun County affiliate offers two free support groups for people who have a loved one with mental illness or the co–morbidity of substances. One group meets in Marshall, Michigan adjacent to Oaklawn Hospital at the Wright Medical Building located at 215 E. Mansion. It is held in the lower level boardroom and meets on the first Wednesday of each month, from 6:30pm to 8pm. Another group also meets on the second Monday each month at the Oaks at Northpointe Woods. It is located at 706 North Ave. in Battle Creek and is held from 6:30pm to 8pm. There is no cost to participate and registration is not required. Contact Gini Haffner at [Ghaff99432@aol.com](mailto:Ghaff99432@aol.com) for more information.

## Customers as members of SWMBH Committees

Southwest Michigan Behavioral Health (SWMBH) has established various committees and workgroups to assure that participant members, including customers, have input into the PIHP by advising Southwest Michigan Behavioral Health on items which directly or indirectly affect the quality of the behavioral health services and supports provided within the SWMBH affiliation of Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph, and Van Buren Counties. Southwest Michigan Behavioral Health strives to have meaningful customer participation in our workgroups and committees.

SWMBH strives for:

- Representation of each of the participant Community Mental Health Agencies as well as the Substance Use Disorder providers when possible;
- Diverse and cultural representation;
- Customers who are expected to provide meaningful participation and have one (1) equal vote.

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***SWMBH strives for: Representation of each of the participant Community Mental Health Agencies as well as the Substance Use Disorder providers when possible***

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SWMBH will ensure:

- Orientation to committees will be provided to each customer serving on a committee
- Each customer will be provided a mentor from either the CAC, a staff member or PSS on staff on the committee to assist with review of materials and support.
- Each customer/parent participant will be paid a stipend and reimbursement for mileage as applicable.

Each participant must meet criteria for membership:

- Customers must have a primary insurance that is a SWMBH line of business. (i.e. Medicaid, Healthy Michigan, MI Health Link)

- They must be a current customer of the CMH/SUD system (or parent/guardian/advocate of a minor/dependent adult in the system)

The various committees include:

- Customer Advisory Committee
- Customer Service Committee
- Finance Committee
- Information Technology Committee
- Provider Network Committee
- Quality Management Committee
- Utilization Management Committee

If you are interested in learning more about serving on a SWMBH committee please contact your local Customer Service Department (contact information included in this newsletter) or SWMBH Customer Service Department at 1-800-890-3712.

## 2015 Board Ends Metrics Results

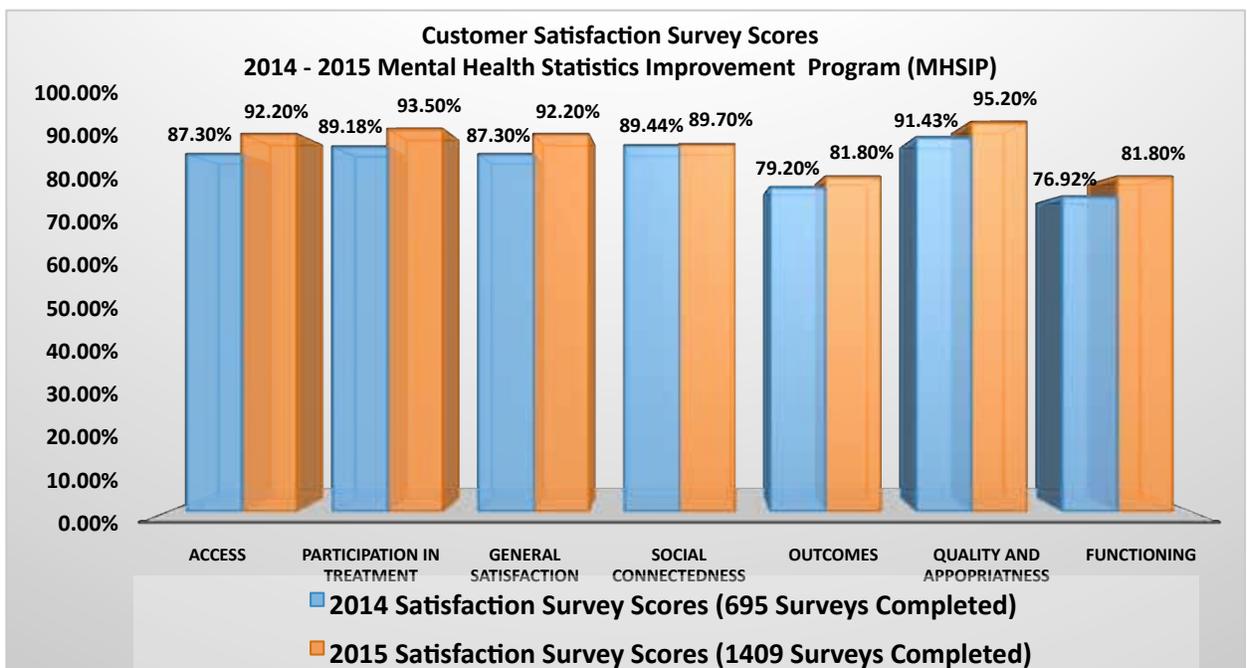
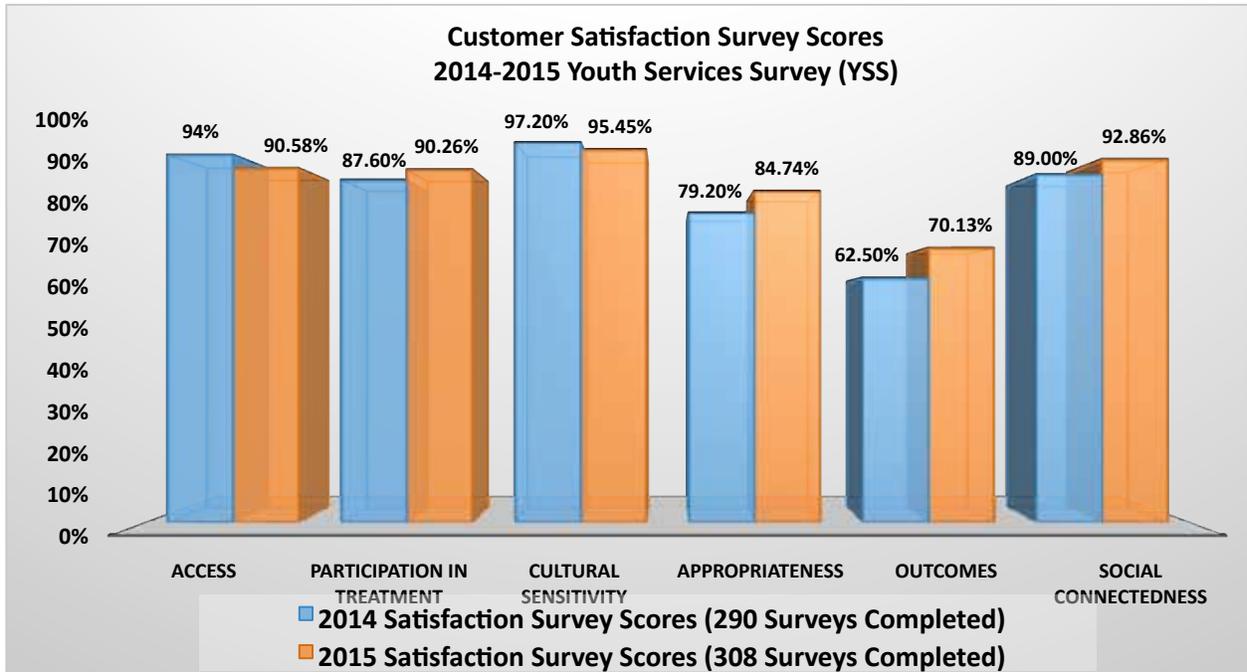
SWMBH and its Participant CMHs are Michigan’s pre-eminent integrative healthcare partners, assuring regional population and individual health status improvements, quality, value, trust, and Participant CMHSP success. SWMBH will provide community-based, integrated specialty care approaches for individuals and families with mental health, developmental disabilities, and substance abuse disorders empowering people to succeed. All persons receiving our services have access to the highest quality care available. SWMBH is among the top Regional Entity and a customer-satisfying, cost-effective benefits manager. All statutory, regulatory and contractual obligations of SWMBH and Participant CMHs will be fulfilled. Like-minded collaborative partners will be sought and secured to fulfill SWMBH Ends including improvements in physical health status.

**All of the following 2015 Board Ends Metrics have been approved by the SWMBH Board and achieved at a high level of success.**

Board Metric	Metric Results/Outcomes
<p><b>Customer Satisfaction Surveys collected by SWMBH are at or above the SWMBH 2014 results. At or above average Mental Health Statistic Improvement Project (MHSIP) and Youth Satisfaction Survey (YSS) results.</b></p>	<p>2015 Results:</p> <ul style="list-style-type: none"> <li>❖ 2015 - 1717 surveys were completed.</li> <li>❖ 2014 – 985 surveys were completed.</li> </ul> <ul style="list-style-type: none"> <li>• 8.93% over National Ave.</li> <li>• 4.66% over State Ave.</li> <li>• 4.36% improvement over SWMBH (2014) results.</li> </ul>
<p><b>Will Demonstrate measureable Improvement in the percentage of individuals with a diagnosis of diabetes who report having received treatment for that condition in the past 12 months.</b></p>	<p>Individuals with a diagnosis of diabetes receiving treatment increased by: 32.12% during the measurement period.</p> <ul style="list-style-type: none"> <li>• 2014 = 52.31% Baseline Results</li> <li>• 2015 = 84.43% Report Results</li> </ul> <ul style="list-style-type: none"> <li>• 32.12% increase in individuals receiving treatment.</li> </ul>
<p><b>For (December 2014 –September 2015), 75% of all enrolled ISPA children will receive a billable ABA encounter.</b></p>	<p>85% of all enrolled ISPA children received a billable encounter within the metric tracking period.</p>
<p><b>HSAG EQR (External Quality Review) Compliance Review (Received Met or Substantially Met on 90% of reviewed sections).</b></p>	<p>SWMBH received an overall score of 98% and (<i>met or substantially met</i>) 14/15 elements.</p>
<p><b>HSAG Performance Measure Validation Audit Successfully Passed.</b></p>	<p>SWMBH received a score of “Met” on all PMV standards evaluated.</p> <ul style="list-style-type: none"> <li>• 25/25 Critical Measures</li> <li>• 14/14 Performance Measures</li> </ul>
<p><b>14 of 17 MMBPIS (Michigan Mission Based Performance Improvement System) Indicators will be at or better than the state benchmark for 3 quarters of each Fiscal Year. (October 14- June 15); (July 15-March 16)</b></p>	<p>47/51 MMBPIS Indicators Met or Exceeded the State Benchmark of (95%)</p> <p>Q1 = 15/17 = 95% or Better            Q2 = 16/17 = 95% or Better            Q3 = 16/17 = 95% or Better</p>

**SWMBH CUSTOMER SATISFACTION SURVEYS**

**What are the Types of Surveys that SWMBH uses?** SWMBH uses the nationally recognized Mental Health Statistics Improvement Program (MHSIP) questionnaire for Mentally Ill and Developmentally Disabled adults age 18 and over and the companion Youth Satisfaction Survey for Families (YSS-F) questionnaire (used by 42 states and territories) for consumers between age 5 and 18 years of age. SWMBH conducted phone surveys for customers served within the region. The survey was 100% voluntary and confidential. The purpose of the survey was to collect your views on your services. Your opinion matters to us as we continue to strive to make your services better. For each CMH within the SWMBH region, there were two randomly drawn participants who were given a \$25 Walmart gift card. Thank you to all who participated and your feedback will be used to improve services across the region.

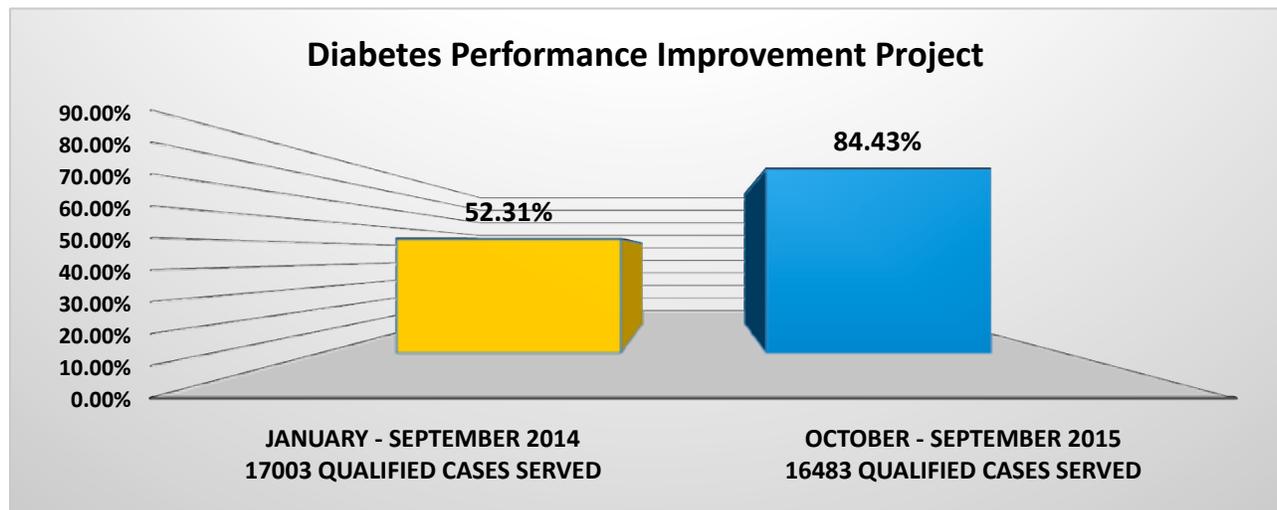


**SWMBH Performance Improvement Projects** SWMBH’s current Performance Improvement Project (PIP) – “*Improving Diabetes Treatment for Consumers with a Co-morbid Mental Health Condition*” – is intended to improve access to treatment for individuals suffering with Mental Health and Diabetic Conditions. The project goals for this include:

- Improve access to needed care with Primary Health Care providers for individuals demonstrating Diabetes-related health risks
- Improve Health Information for individuals with potential medical health risks
- Improve health monitoring for individuals suffering Co-Morbid Mental Health and Diabetic conditions

## Why is this PIP Important for Customers with Diabetes?

- Diabetes is a disease marked by high levels of blood sugar resulting from defects in insulin production, insulin action, or both.
- According to the Center for Disease Control and Prevention (CDC), uncontrolled diabetes is a major cause of heart disease, adult blindness, kidney failure and amputations.
- Diabetes is ranked as the 7<sup>th</sup> leading cause of death in the US.
- Overall, the risk for death among people with diabetes is about twice that of people of similar age but without diabetes.
- Obesity among persons with serious mental disorders is far greater than among the general population.
- Persons with serious behavioral health diagnoses are twice as likely to develop diabetes.
- Persons with severe mental illness die an average 25 years earlier, relative to the general population.
- It is estimated that 60% of premature deaths in persons with schizophrenia are due to comorbid medical conditions such as diabetes.
- Some medications used for treating severe mental illness can contribute to comorbid medical conditions.



**What are the Reasons for Success?** The current Diabetes PIP will continue through the end of 2016. Some of the reasons for success include: increased access to data/reports such as Care Connect 360 data and Care Management Technology data resources. The Care Connect 360 data allows us to identify members who have not received timely treatment for diabetes management and allows the provider to contact the member to establish care. This has allowed service providers to significantly affect outcomes in treatment and improve overall access and percentage of members who received treatment.

<p><b>95% of Fair Hearings Upheld by Administrative Law Judge in PIHP Favor.</b> (Nov 14- September 15); (Oct 15-Sept 16)</p>	<p>14/14 cases have been decided in SWMBH favor.</p> <p>100% of Fair Hearing Cases have been upheld.</p>
<p><b>SUD 70% of Evidence Based Practices are installed at providers from Strategic Plan are met.</b></p>	<p>87.87% of Evidence Based Practices have been met.</p> <ul style="list-style-type: none"> <li>• (5171) Encounters</li> <li>• (4539) Group Services Using Evidence Based Practices.</li> </ul>
<p><b>One HEDIS measure is collected and analyzed by SWMBH.</b></p>	<p>HEDIS Measure: Hospital Follow-ups within (7 days) of release.</p> <ul style="list-style-type: none"> <li>• 610/619</li> <li>• 98.5% Hospital Follow-up rate.</li> </ul>
<p><b>Regional Hab Waiver slots are full at 98% though out the year.</b> (November 14-Sept 15); (Oct 15-Sept 16)</p>	<p>100% of (8028) waiver slots have been filed during the measurement period.</p> <p>Measurement Period: Nov 2014 - Sept 2015.</p>
<p><b>SWMBH is ranked in the top 4 of PIHPs for all available PIHP performance reports.</b></p>	<p><b>SWMBH Scored in the top (4) of PIHPs in each measurable category.</b></p> <ul style="list-style-type: none"> <li>• Diabetes Performance Improvement Project (PIP)</li> <li>• Customer Satisfaction Survey Results</li> <li>• MI Health Link Data/Outcomes</li> <li>• MMBPIS Outcomes State PIHP Rankings</li> <li>• State SYNAR tobacco sales report</li> </ul>
<p><b>Successful Implementation of Smartcare 4.0 system.</b></p>	<p>Smartcare 4.0 was tested/validated and implemented.</p>
<p><b>Successful ICO contract management as defined by retaining ICO contracts.</b></p>	<p>Contracts with Meridian and Aetna have been successfully managed during the metric reporting period.</p>
<p><b>Implement a Complex Care Management program with at least 2 Clinical Practice Guidelines.</b></p>	<p>Complex Care Management Program Clinical Practice Guidelines include:</p> <ol style="list-style-type: none"> <li>1). Substance Use in Pregnancy</li> <li>2). Healthy Living Program</li> </ol>
<p><b>QI data fields are monitored and at the contractual requirement of 95% complete. Successful transfer to Behavioral Health Treatment data set for FY 16.</b></p>	<ul style="list-style-type: none"> <li>➤ 98.60% of QI data fields have been completed.</li> <li>➤ All (64) measures achieved a score of 95% or higher</li> </ul>
<p><b>Medicaid Claims Verification At 90% (FY 15) (FY 16)</b></p>	<ul style="list-style-type: none"> <li>• Medicaid Claims Verification Review was met at 95.2% compliance.</li> <li>• 500 Claims Reviewed</li> <li>• 24 Deficient Claims</li> </ul>

# Customer Services Department

The Customer Services department is here to help the members (persons who are receiving services) of Southwest Michigan Behavioral Health (SWMBH). If you have questions about your benefits, how to find a provider that is closer to your home, or you want to file a complaint, you can call us and we will work to make sure that you get your questions answered or your problem resolved.

We are also available if you want to file an appeal about a service decision you don't like or help you to work with your provider to make sure that you are getting the services you need. As a member of SWMBH you have many rights to which you are entitled. A full list of these rights can be found in your SWMBH Member Service Handbook, along with what benefits may be available to you. A list of mental health and substance abuse providers who are able to help you are also included in the handbook. Please contact us if you have questions or complaints. Your Customer Service Representatives are here to help you.

## Servicios de Atención al Cliente,

El departamento de Servicios de Atención al Cliente existe para ayudar a los miembros (personas que reciben servicios) de Southwest Michigan Behavioral Health (SWMBH). En el caso de que usted tenga preguntas sobre beneficios y derechos que acompañan los servicios, o como encontrar agencias que presten servicios cerca de donde usted vive, o como presentar una queja, no dude en ponerse en contacto con nosotros. Nosotros trabajaremos con usted y nos esforzaremos para contestar sus preguntas y solucionar problemas que puedan ocurrir.

Usted puede también utilizar nuestros servicios para presentar un recurso o apelación en contra de decisión sobre su servicio con la cual usted no esté de acuerdo, o para trabajar con la agencia que le esté prestando servicios con el fin de asegurar que usted esté recibiendo los

<p><b>Barry County Community Mental Health Authority</b>  <b>Mental Health and Substance Abuse Services</b>  <b>Deb Brice, Customer Services Representative</b>            915 W. Green Street, Suite 201            Hastings, MI 49058            Agency Phone: (269) 948-8041            TTY: 711 (MRC)            Fax: (269) 948-9319            Email: <a href="mailto:debrice@bccmha.org">debrice@bccmha.org</a>  <b>Customer Service Hours</b>            M - F 8:00 a.m. - 4:30 p.m.</p>	<p><b>Berrien Mental Health Authority</b>  <b>Melissa Ludwig, Customer Service Representative</b>            1485 M-139            P.O. Box 547            Benton Harbor, MI 49023            Customer Service Toll-Free: (866) 729-8716            Agency Phone: (269) 925-0585 or            (800) 336-0341            TTY: 711 (MRC)            Fax: (269) 927-1326            Email: <a href="mailto:mjl@riverwoodcenter.org">mjl@riverwoodcenter.org</a>  <b>Customer Service Hours</b>            M - F 8:30 a.m. - 5:00 p.m.</p>
<p><b>Pines Behavioral Health (Branch County)</b>  <b>Shirley Nystrom, Customer Service Representative</b>            200 Orleans Boulevard            Coldwater, MI 49036            Customer Service Toll-Free: (866) 877-4636            Agency Phone: (517) 279-8404            TTY: 711 (MRC)            Fax: (517) 279-8172            Email: <a href="mailto:mail@pinesbhs.org">mail@pinesbhs.org</a>  <b>Customer Service Hours</b>            Monday, Wednesday - Friday 8:00 a.m. - 5:00 p.m.            Tuesday 8:00 a.m. - 7:00 p.m.</p>	<p><b>Summit Pointe (Calhoun County CMH)</b>  <b>Customer Service Representative</b>            140 W. Michigan Avenue            Battle Creek, MI 49017            Customer Service Toll-Free: (877) 275-5887            Agency Phone: 269-966-1460            TTY: 711 (MRC)            Fax: (269) 966-2844  <b>Customer Service Hours</b>            M - F 8:00 a.m. - 5:00 p.m.</p>
<p><b>Woodlands BHN (Cass County CMH)</b>  <b>Mary Munson, Customer Service Representative</b>            960 M-60 East            Cassopolis, MI 49031            Customer Service Toll-Free: (800) 323-0335            Agency Phone: 269-445-2451            TTY: 711 (MRC)            Fax: (269) 445-3216            Email: <a href="mailto:marym@woodlandsbhn.org">marym@woodlandsbhn.org</a>  <b>Customer Service Hours</b>            M - F 8:30 a.m. - 5:00 p.m.</p>	<p><b>Kalamazoo Community Mental Health/SA Services</b>  <b>Teresa Lewis, Customer Services Manager</b>            2030 Portage St.            Kalamazoo, MI 49001            Customer Service Toll-Free: (877) 553-7160            Agency Phone: (269) 373-6000 or            (888)373-6200            TTY: 711 (MRC)            Fax: (269) 364-6992            Email: <a href="mailto:tlewis@kazooemh.org">tlewis@kazooemh.org</a>  <b>Customer Service Hours</b>            M - F 8:00 a.m. - 5:00 p.m.</p>
<p><b>Community Mental Health &amp; Substance Abuse Services of St. Joseph County</b>  <b>Michelle Heffner, Customer Services Coordinator</b>            677 East Main Street, Suite A            Centreville, MI 49032            Customer Services Toll-Free: (855) 203-1730            Agency Phone: (269) 467-1000            TTY: 711 (MRC)            Fax: (269) 467-3072            Email: <a href="mailto:mheffner@stjoecmh.org">mheffner@stjoecmh.org</a>  <b>Customer Service Hours</b>            M - F 8:00 a.m. - 5:00 p.m.</p>	<p><b>Van Buren Community Mental Health Authority</b>  <b>Lisa Whelan, Customer Service Representative</b>            801 Hazen Street, Suite C            P.O. Box 249            Paw Paw, MI 49079            Agency Phone: (269) 657-5574            TTY: 711 MRC            Fax: (269) 657-3474            Email: <a href="mailto:lwhelan@vbcmh.com">lwhelan@vbcmh.com</a>  <b>Customer Service Hours</b>            M - F 8:00 a.m. - 5:00 p.m.</p>

servicios que necesita. Como miembro de SWMBH usted tiene derechos que le están garantizados. Usted puede encontrar una lista completa de tales derechos en su copia del Manual de Servicios para el Cliente de SWMBH (Member Service Handbook), así como una lista de otros beneficios a los cuales usted pueda acceder. Una lista de prestadores de servicios para la salud mental and

para problemas del abuso de drogas está incluida en el Manual de Servicios para el Cliente. Por favor póngase en contacto con nosotros en caso de preguntas o quejas. El personal de Servicios de Atención al Cliente existe con el propósito de servirle.

# Emergency Services

If you are experiencing a life-threatening or medical emergency, unable to transport yourself to an emergency room, or if you are experiencing a life-threatening or medical emergency after hours, always call 9-1-1 right away.

A “mental health emergency” is when a person is experiencing symptoms and behaviors

- that can reasonably be expected in the near future to lead him/her to harm self or another;
- his/her inability to meet his/her basic needs he/she is at risk of harm;
- the person’s judgment is so impaired that he/she is unable to understand the need for treatment and that 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, seven days a week, without prior authorization for payment of care.

If you have a mental health emergency you should seek help right away. You can call the emergency number for your CMH office, you can go to any hospital that offers emergency care, or you can call 911.

**Emergency Assistance is available 24 hours a day, 7 days a week from CMH:**

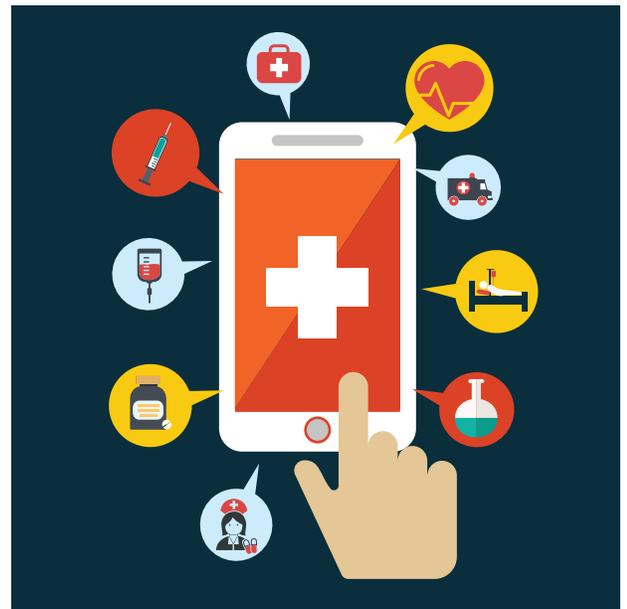
<b>Barry County</b>	<b>269-948-8041 or 1-800-873-0511</b>
<b>Berrien County</b>	<b>269-925-0585 or 1-800-336-0341</b>
<b>Branch County</b>	<b>517-279-1193 or 1-888-725-7534</b>
<b>Calhoun County</b>	<b>269-966-1460 or 1-800-632-5449</b>
<b>Cass County</b>	<b>269-445-2451 or 1-800-323-0335</b>
<b>Kalamazoo County</b>	<b>269-373-6000 or 1-888-373-6200</b>
<b>St Joseph County</b>	<b>269-467-1000 or 1-800-622-3967</b>
<b>Van Buren County</b>	<b>269-657-5574 or 1-800-922-1418</b>

**You can walk-in to any CMH office during business hours and ask for assistance with an emergency.**

## Post-Stabilization Services

After you receive emergency mental health care and your condition is under control, you may receive ongoing mental health services to make sure your condition continues to stabilize and improve. Examples of post-stabilization services are crisis residential, case management, outpatient therapy, and/or medication reviews. Prior to the end of your emergency-level care, your local CMH will help you to coordinate your post-stabilization services.

**Please note:** If you utilize a hospital emergency room, there may be health-care services provided to you as part of the hospital treatment that you receive. Depending on your insurance status, you may receive a bill and may be responsible for paying the charges for some other medical services provided by the hospital. These services may not be part of the SWMBH emergency services you receive. Customer Services can answer questions about such bills.



# Personal Support for You!

Southwest Michigan Behavioral Health introduces **myStrength**

**We all struggle** with our moods at times. Anxious or depressive thoughts can weigh us down. Some of us may struggle with drugs or alcohol. Seeking help and focusing on your mental health is important.

**Now you can use web and mobile tools to help you get better and stay mentally strong.**

myStrength is confidential—just for you. It offers personalized resources to improve your mood. Learning to use myStrength's tools can help overcome the challenges of drug and alcohol abuse.



*myStrength's proven web and mobile resources can help strengthen your mind, body and spirit.*

## SIGN UP TODAY

1. Visit [www.myStrength.com](http://www.myStrength.com)
2. On the myStrength.com home page, click on "Sign-up."
3. Enter the appropriate **Access Code** from the list below.
4. Complete the myStrength sign-up process with a brief Wellness Assessment and personal profile.
5. **Go Mobile!** Using the access code below, get the myStrength app for iOS and Android devices at [www.mystrength.com/mobile](http://www.mystrength.com/mobile)

- |                                     |                                       |                                      |
|-------------------------------------|---------------------------------------|--------------------------------------|
| <input type="checkbox"/> SWMBarry   | <input type="checkbox"/> SWMCalhoun   | <input type="checkbox"/> SWMStJoe    |
| <input type="checkbox"/> SWMBerrien | <input type="checkbox"/> SWMCass      | <input type="checkbox"/> SWMVanBuren |
| <input type="checkbox"/> SWMBranch  | <input type="checkbox"/> SWMKalamazoo | <input type="checkbox"/> SWMBH       |



The health club for your mind™

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FPF-MPC1-SWMBH

“  
What **myStrength**  
users are saying  
”

*It's nice to have self-guided help that is so accessible.*

*I love how personal myStrength is for me.*

*myStrength gives back some of the 'light' I had lost.*

*The mood tracker is fantastic!*

*I love that myStrength is available 24 hours a day.*

If you have questions or would like further information, please contact your local CMH or SUD Provider's office.

# Southwest Michigan Behavioral Health Board Meetings

(January 2016--December 2016)

All meetings take place from 9:00a.m. to 11:00a.m. on the following dates:

January 8, 2016

February 12, 2016

March 11, 2016

April 8, 2016

May 13, 2016

June 10, 2016

July 8, 2016

August 12, 2016

September 9, 2016

October 14, 2016

November 11, 2016

December 9, 2016



All scheduled meetings take place at the Principal Office, unless otherwise communicated. Board meetings are open to the public.

The Principal Office is located at 5250 Lover's Lane, Suite 200, Portage, MI, 49002

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

All SWMBH Board Meetings are subject to the Open Meetings Act 1976 PA 267, MCL 15.261--15.275

## CMH Corner

Barry County CMHA has received a \$4.6 million loan to build a new behavioral health and substance use disorder treatment facility. The loan was made possible through the United States Department of Agriculture Rural Development's Community Facilities program. The facility, which is being built on property adjacent to the Department of Health and Human Services in Hastings, will be approximately 24,000 square feet. Completion is slated for spring of 2017.

In October, the Calhoun County Mental Health Treatment Court started taking referrals. Mental Health Treatment Court is a voluntary court supervised treatment program that assists individuals whose mental health related issues led to their

criminal behavior. It helps engage the individual in appropriate mental health treatment and reduce further contact with the criminal justice system. The mission is to divert individuals with severe mental illness, developmental disability, and co-occurring substance use disorders from the traditional criminal justice system by providing them with tools they need through treatment, rehabilitative programming reinforcement, and monitoring in order for them to lead a healthy productive lifestyle. The program has 3 phases and each phase consists of several requirements placed on the individual. Summit Pointe takes an active role in the court and is part of the Mental Health Treatment team that meets bi-weekly with judges, the Prosecuting

Attorney, Defense Attorney, Probation Officers and Law Enforcement representative to review potential cases and monitor current individuals participating in the Mental Health Treatment Court. The Mental Health Treatment Court joins the other Calhoun County Specialty Courts which includes Sobriety Court, Drug Court and the VA Court. Summit Pointe looks forward to collaborating with Calhoun County Court system to make our community safe and reduce recidivism.

# Resources

**Crisis/Suicide Hotlines:** 1-800-SUICIDE (1-800-784-2433)

**Suicide Prevention Hotline:** 1-800-273-TALK (1-800-273-8255)

**Suicide Prevention Hotline for Deaf or Hard of Hearing:** 1-800-799-4TTY (1-800-799-4889)

**Suicide Prevention Online Chat:** [www.gryphon.org/services/crisis-services/online-chat](http://www.gryphon.org/services/crisis-services/online-chat)

**Human Services:** (Crisis Situations, food, housing/rent help): **211**

**Child Abuse and Neglect Parent Helpline:** 1-855-942-4357

**National Alliance on Mental Illness (NAMI):** 1-800-950-6264 or [www.nami.org](http://www.nami.org)

**National Domestic Violence Hotline:** 1-800-799-SAFE (1-800-799-7233), TTY: 1-800-787-3224,  
Spanish: 1-800-942-6908

**National AIDS Hotline:** 1-800-342-AIDS (1-800-342-2437)

**Alcoholics Anonymous Hotline:** 269-467-1107

**Member Triage and  
Engagement Specialists**  
5250 Lovers Lane, Suite 200  
Portage, MI 49002

**Customer Service Toll-Free:**  
(800) 890-3712

**Agency Phone:**  
(800) 676-0423  
711 MRC

**Fax:**  
(269) 883-6670

**[www.swmbh.org](http://www.swmbh.org)**

**Customer Service Hours**  
M – F 8:00 a.m. – 5:00 p.m.



## Customer Service Offices

Customer Services is a department made up of staff that are available to answer your questions, talk about your concerns, and make sure that you are receiving the services and supports that you need.

Local Community Mental Health Customer Service offices are available to you to address all grievances, appeals and other issues you may have with your local Community Mental Health or service provider. We have included a list of Customer Service representatives as well as their contact information and hours of operation. Please contact them if you have any questions or issues.

For Substance Use Disorder customers the Customer Service Department is centrally located within Southwest Michigan Behavioral Health. If you wish to file a grievance, appeal or have issues with the services/supports provided to you, please feel free to contact the Customer Services Department at Southwest Michigan Behavioral Health at the information provided below. You may also wish to talk with your substance use disorder service provider to address any issues you may encounter.

Our goal is to ensure your service needs are met through dignity, respect and medically necessary services.