



2020 SOUTHWEST MICHIGAN BEHAVIORAL HEALTH PROVIDER MANUAL

Dear Provider:

We are pleased to provide you with the Southwest Michigan Behavioral Health (SWMBH) Provider Manual. This Provider Manual contains core information necessary to fulfill obligations as a Medicaid and/or Coordinating Agency provider to SWMBH Plan Members and its participant Community Mental Health Service Programs (CMHSPs), which include:

- Barry County Community Mental Health Authority
- Berrien Mental Health Authority DBA Riverwood Center
- Branch County Community Mental Health Authority DBA Pines Behavioral Health
- Calhoun County Community Mental Health Authority DBA Summit Pointe
- Cass County Community Mental Health Authority DBA Woodlands Behavioral Healthcare Network
- Community Mental Health and Substance Abuse Services of St. Joseph County
- Kalamazoo Community Mental Health Authority DBA Integrated Services of Kalamazoo
- 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, severe and persistent mental illness, children with severe emotional disturbance, and individuals with substance use disorders as requested by the Michigan Department of Health and Human Services (MDHHS) under Specialty Supports and Services Waivers. SWMBH also manages the mental health and substance abuse portion of the Healthy Michigan Program with the MDHHS.

SWMBH strives to be Michigan's preeminent benefits manager and integrative healthcare partner, assuring regional health status improvements, quality, value, trust, and CMHSP participant success.

SWMBH Values

All of SWMBH's efforts are framed by the core values of providing services that foster consumer inclusion, recovery, independence and freedom in the community. SWMBH 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. SWMBH 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.



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In more concrete terms, SWMBH and its participant CMHSP's are driven to deliver services that are aligned with SWMBH's Ends of:

- Quality of Life
- Exceptional Care
- Quality and Efficiency
- Mission and Value-Driven
- Improved Health

SWMBH has roughly 234,000 Medicaid eligible customers in its region, and manages approximately \$250 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 Michigan 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 Mila Todd, Director of Provider Network Management, or anyone else at Southwest Michigan Behavioral Health should the need arise.

Sincerely,

A handwritten signature in blue ink that reads "Bradley P. Casemore".

Bradley P. Casemore
Chief Executive Officer
Southwest Michigan Behavioral Health
www.swmbh.org