



Provider Insider

JANUARY 2023, VOLUME 13

Changes to Third Party Payer Identification

Anne Wickham, Chief Administrative Officer

Primer- Third Party Payers Coverage Additions

- Since October 1, 2022, SWMBH requires additional information from providers regarding third party coverage plans. Per new MDHHS reporting requirements SWMBH is required to submit the specific primary payor information for every claim/encounter. Therefore, the previous coverage plans of “Commercial” and “SUD Commercial” are discontinued and end dated 9/30/22. In addition, there is an additional “Medicare Advantage Plan”. While we will not end date the existing “SUD Medicare” plan those consumers who have Medicare Advantage Plans will need to have their coverage updated to reflect that fact and away from the straight Fee For Service “SUD Medicare” plan. Providers/Users must enter the ACTUAL third-party payer insurance information into the Client Plans and Time Spans banner.
- Group and Insurer identifiers will be necessary as well as the addition of specific third party payer for all dates of services 10/1/22 and can be entered using the set of instructions that were previously shared.

NOTE: Claims that are paid with inaccurate primary insurer information will be DENIED and funds recouped from the provider as they are found.

Get Involved!

Governor Whitmer makes appointments to hundreds of Boards and Commissions representing Public Policy efforts across a broad spectrum. Please see this URL Link <https://www.michigan.gov/whitmer/appointments/oma> for a list of the Boards and commissions she makes appointments to. Each has a further link to an explanation of the purpose and objectives of each Board or Commission. This URL link will take you to the Application for all Groups <https://somgovweb.state.mi.us/GovernorsBoard/Instructions.aspx>

Inside this issue:

ARTICLE	PAGE
Call Center Corner	2
New SWMBH Employees	2
What Are Social Determinants of Health and Why do they Matter	3
SWMBH Board Members	4-5
MHL Extrication	6
LOC Transition Navigator	6
ASAM Continuum	7
PACT Act	8
Upcoming Trainings	9

Call Center Corner

Beth Guisinger, Director of Utilization Management

Level of Care and Medical Necessity Criteria

Southwest Michigan Behavioral Health (SWMBH) is committed to ensuring each member receives the services best designed to meet their individual needs as identified through the Level II Assessment process. Any member requesting treatment services are screened for the most appropriate level of care based on their initial presented needs. Level of care placement tools currently used are the LOCUS (Level of Care Utilization System) for Behavioral Health, the ASAM-PPC (American Society for Addiction Medicine – Patient Placement Criteria) for Substance Use Disorders, and the SIS (Supports Intensity Scale) for members with Intellectual/ Developmental Disabilities. To ensure adequate and uniformed benefits for members, SWMBH utilizes Medicare and Medicaid medical necessity criteria to ensure service authorization requests are appropriate and based on the medical need determined by the level

of care principles and ensure the intensity of services provided are consistent with the severity of illness.

The current medical necessity criteria being utilized through the Central Care Management and Outlier Management processes are MCG for behavioral health services and ASAM-PPC for substance use services. MCG and ASAM-PPC medical necessity criteria may be obtained by providers by request, if needed. To obtain the most current medical necessity criteria, **please contact the Utilization Management Provider line at (800) 676-0423. Press prompt 1 for Providers..**



New SWMBH Staff



Kimberly Feathers
Priority Population
Transition Navigator



Nicole Scramlin-French
Care Management
Specialist II



Danielle Coker
Financial Analyst

What Are Social Determinants of Health and Why do they Matter

Jeannette Bayyapuneedi, Behavioral Health & Integrated Care Manager

Social determinants of health (SDOH) are economic and social conditions which can influence health and well-being outcomes. The World Health Organization (WHO) defines social determinants of health as “conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shaping the conditions of daily life.” Social determinants of health can be categorized into 5 areas:

Healthcare

- Access to primary healthcare
- Insurance coverage
- Health literacy

Economic Stability

- Poverty
- Employment
- Food Security
- Housing Stability

Education

- Language, Literacy
- Child Development
- Higher Education

Social and Community Life

- Discrimination
- Incarceration
- Workplace Conditions

Neighborhood

- Quality of Housing
- Transportation
- Water Quality
- Crime, Violence

Social Determinants of Health



need for systems change.

Growing up in poverty, we made do with what access was afforded to us through Medicaid and other state funding. Patterns of using the emergency room to treat non-urgent general health conditions were normal. Perhaps that was because the nearest Medicaid doctor was nearly 30 miles away and not having a reliable form of transportation made routine care an obstacle. Like most, entering adulthood included hard-to-learn lessons like copays v. coinsurance, searching for in-network providers, and finding out that routine preventative health really does result in early detection or prevention of major health conditions. My personal social determinants of health changed as I was exposed to higher education and achieved gainful employment improving my economic status from that which I was raised. Changing these conditions came with better access of care, improved housing and community conditions, and increased health literacy. What once seemed a luxury accessed by some, now is a necessity that should be accessible to all. We cannot afford to ignore social determinants of health.

Resources

https://www.who.int/health-topics/social-determinants-of-health#tab=tab_1

<https://health.gov/healthypeople/priority-areas/social-determinants-health>

<https://www.medicalnewstoday.com/articles/social-determinants-of-health#healthcare>

<https://www.cdc.gov/minorityhealth/CHDIRReport.html>

https://www.michigan.gov/-/media/Project/Websites/mdhhs/Folder1/Folder2/Folder1/FULL_SDOH_Strategy_032222.pdf?rev=809a412c24274ca28e1e707bf79ac024#:~:text=Michigan's%20Roadmap%20to%20Healthy%20Communities%20is%20an%20innovative%2C%20collaborative%20strategy,Michigan%20resident%20to%20be%20healthy.

<https://www.cms.gov/files/document/cms-framework-health-equity.pdf>

What we see in the assessment of an individual's social determinants of health, can be the emergence of health disparities. The CDC defines health disparities as “preventable differences in the burden of disease, injury, violence or opportunities to achieve optimal health that are experienced by socially disadvantaged populations.” Every person should be able to reach their full health potential. We strive to create environments that promote health and well-being. More than individual risk factors, social determinants of health greatly influence a person's health status and vulnerability to adverse health outcomes. In April 2022 MDHHS released *Michigan's Roadmap to Health Communities*, a strategy to align approaches at state and local levels to impact SDOH recognizing the

SWMBH Board Members

Brad Casemore, CEO

Governance,

SWMBH is a Regional Entity created by eight Community Mental Health Authorities through the Michigan Mental Health Code 330.1204(b). SWMBH is also a state-designated Community Mental Health Entity and a Prepaid Inpatient Health Plan. SWMBH is governed by an eight member Board. Each CMH appoints a primary and alternate member from their CMH Board who can attend any time and can vote in the absence of the primary Board member. We are fortunate to have experienced, motivated Board members focused on the needs of persons served and their county citizens. We are taking this opportunity to recognize and thank them.



An additional Board required by statute is the Substance Use Disorder Oversight Policy Board (SUDOPB). This Board has up to two appointees by each County Commission. Members are often County Commissioners but

need not be. Their statutory authority if for the PA 2 funds often also referred to as liquor tax funds. These funds are collected from packaged liquor sales at point of purchase, forward to counties. Counties are then obligated to forward 50% of these funds to SWMBH for us in the county of origination of the tax revenue. We are fortunate to have experienced, motivated Board members focused on the needs of persons served and their county citizens. We are taking this opportunity to recognize and thank them.

SWMBH would like to introduce the Board Chair, Vice Chair and Secretary:

Ed Meny, *Chair*, Berrien County, Primary:

Serving as the Chair of the SWMBH Board, Edward is passionate about giving back to the community and serving where needed. He is interested in Community Mental Health and compassionate about the consumers served. He has an extensive history working on numerous boards including the St. Joseph Charter Township Board of Trustees, Berrien County Community Mental Health Board, and St. Joseph Public Schools Board. He attended Michigan State University as well as Western Michigan University.



SWMBH Board Members Continued

Brad Casemore, CEO



Tom Schmelzer, *Vice-Chair*, Branch County, Primary

Applying his Master degree in Clinical Psychology, School Psychology, Master Degree in Clinical and Macro Social Work, as well as his National Certification for School Psychology, Tom advocates for children, adolescents and adults with mental health needs and substance use disorders. Tom is a retired school psychologist. He has served as a Community Mental Health Board member for the past twenty-five years and is currently Chairman of the Board at Pines Behavioral Health.

Susan Barnes, *Secretary*, Van Buren County, Primary

As a retired educator, Susan devoted her professional career to elementary school age children with special needs. She worked with children in Resource Rooms as well as self-contained Cognitively Impaired Classrooms in the Paw Paw Public School system for 24 years. She holds a Bachelor of Science degree in Education with a K-12 Certification from Central Michigan University. Susan has decided to continue her community support for consumers by serving on both the SWMBH and Van Buren Community Mental Health boards.



MHL Extrication

Courtney Dunsmore, Provider Network Specialist

SWMBH mailed out all official notice letters to its Active (any Outpatient Provider and/or Hospital with a current Medicare Provider Agreement in place) MI Health Link (MHL) Provider Network that SWMBH has made the decision to withdraw from the MI Health Link Demonstration effective December 31, 2022, and therefore all active Medicare Provider Agreements for behavioral health services were terminated effective December 31, 2022, at midnight. If you are a Provider/Hospital who had an active Medicare Provider Agreement in place with SWMBH for Calendar Year 2022, and did NOT receive the official notice letter in the mail, please contact Courtney Dunsmore in Provider Network at SWMBH to obtain a copy of the letter. She can be reached at Courtney.dunsmore@swmbh.org.

SWMBH is grateful, along with its Board to have had the opportunity over the past eight years of the MHL Demonstration to collaborate with the Michigan Department of Health and Human Services, Meridian Health Plan and Aetna Better Health of Michigan to offer the MHL Population adequate and essential behavioral health services through the support and commitment of SWMBH's MHL Provider Network.

As a reminder, the calendar year has ended. Providers must join the Integrated Care Organization's (ICOs) MHL Provider Panels in order to continue receiving payment for services rendered to the MHL Population starting 1/1/2023. Please send an email to either or both ICOs listed below to initiate the process:

Aetna Better Health – submit a W-9 to MI-providerservices@aetna.com

Meridian Complete – submit an inquiry to miprovidernetwork@mhplan.com

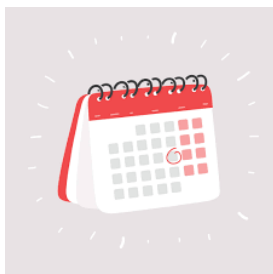
For additional information regarding SWMBH's decision to withdrawal from the MI Health Link Demonstration, visit www.swmbh.org under News & Events > Latest News tab to read SWMBH's **Withdrawal From MI Health Link Demonstration** post, dated 8/24/2022.

CALENDAR YEAR 2022 MHL CLAIMS: should be submitted by Providers as soon as possible. The last day for MHL Claims submissions will be June 30, 2023.

Level of Care Transition Navigator Community Outreach

Vince Miller, (Vinnie) SWMBH's LOC Transition Navigator will be at the Recovery Zone in Paw Paw each month. Vinnie is a CADAC, Certified Addictions Counselor, A CPRM, Certified Peer Recovery mentor, A Recovery Coach, and a musician who brings music to the population whenever he can. He will assist staff with day--to-day activities, recovery groups and meetings, as well as connecting with individuals, and providing guidance, resources, and aftercare connections in their area so that they can continue on their personal path of recovery.

Vinnie will be on-site at least once a month between the hours of 9am and 4pm. Since his schedule may vary, check with Recovery Zone staff first. See probable 2023 dates below:



January 11

May 10

September 13

February 15

June 14

October 11

March 15

July 12

November 15

April 12

August 9

December 13

ASAM Continuum

ASAM Continuum staff are holding sessions for providers and staff who have questions of a clinical nature regarding the ASAM Continuum.

Questions about using ASAM CONTINUUM?

Don't miss your opportunity to come ask questions!

ASAM CONTINUUM Office Hours:

- Hour long, user-driven Q&A session
- Ask questions to expert CONTINUUM faculty
- Enhance your knowledge of CONTINUUM and CO-Triage

Dates & Times:

January 20 from 2:00 pm—3:00 pm ET

AND

March 16 from 4:00 pm—5:00 pm ET

Location: Virtual

Cost: Free

To register please contact Meghana Godbole at
mgodbole@asam.org

ASAM CONTINUUM™

Registration Instructions:

To create an account, follow this link: <https://www.asam.org/login>

If you have **recently attended a virtual ASAM CONTINUUM** training session you should already have an account.

If this is your **first virtual ASAM CONTINUUM** session, make sure you scroll to the bottom of the page and review the instructions before you begin creating an account.

If you run into any problems, please contact 301.656.3920 or email@asam.org. Please allow time for the customer service team to respond to your inquiry. The customer service team is not always able to respond immediately.

Office Hours 01/20— To register for the ASAM CONTINUUM Office Hours, please follow this link: <https://elearning.asam.org/products/asam-continuum-webinar-office-hours-friday-january-20-2023>

On the day of the live trainings (**01/20/2023 from 2:00pm – 3:00pm EST**), log in to the course page and click on “attend live course”. You will be redirected to a zoom webinar where the training takes place.

Office Hours 03/16—To register for the ASAM CONTINUUM Office Hours, please follow this link: <https://elearning.asam.org/products/asam-continuum-webinar-office-hours-thursday-march-16-2023>

On the day of the live trainings (**03/16/2023 from 4:00pm – 5:00pm EST**), log in to the course page and click on “attend live course”. You will be redirected to a zoom webinar where the training takes place.

If you run into any problems, consult the FAQ page here: <https://elearning.asam.org/faqs> or contact 301.656.3920 or education@asam.org.

PACT Act

Were you exposed to burn pits, Agent Orange, and other toxic substances during military service?

PACT Act Awareness Event



**January 26, 2023
11:00 a.m. - 1:00 p.m.
Kalamazoo Veterans
Service Office**

**Health & Community
Services Department
311 E. Alcott Street
Conference Room 361
Kalamazoo, MI 49001**

The PACT Act is a new law that expands VA health care and benefits for Veterans exposed to burn pits and other toxic substances. The law helps us provide generations of Veterans, and their survivors, with the care and benefits they've earned and deserve. Find out more at www.va.gov/pact

If you need assistance with disability benefits, you can contact a local Veteran Service Officer by calling the Michigan Veterans Affairs Agency at (800) MICH-VET or (800) 642-4838

Please call (269) 966-5600 ext. 36212 with any questions.



U.S. Department of Veterans Affairs
Veterans Health Administration
Battle Creek VA Medical Center



Upcoming Trainings

SWMBH strives to support our community partners with a variety of educational offerings. Below you will see a list of trainings both on-line and in-person during the months ahead. Please share this email with your team members who you know would appreciate the opportunity to attend.

Seeking Safety on Thursday, January 19, 2023, from 10:00 am to 11:30 pm. This virtual training is intended for Social Workers, Alcohol and Drug Abuse Counselors, Case Managers, and Other Mental Health Professionals. This recording provides an overview of the Seeking Safety model and how it fits within the context of trauma treatments.

https://us06web.zoom.us/join/register/tZ0lceyrrjMuGdb6VHle5PnDD59kKPSRy_IV

Clinical Supervision on Tuesday, January 31st, 2023, Thursday, February 2nd, Tuesday, February 7th, and Thursday, February 9th (**Must attend all four days**) This virtual training is for Counselors, Social Workers, Case Managers, Addiction Counselors, and Other Mental Health Professionals. The course is designed to introduce practitioners to best practices for providing clinical supervision.

<https://us06web.zoom.us/join/register/tZEudeyspjMjHdwlkDFOz7GzON31o1CoY8zd>

Ethics & Cultural Competency on Tuesday, February 14, 2023, and Thursday, February 16, 2023. (**Must attend both days**) This training is for Social Workers, Alcohol and Drug Abuse Counselors, Case Managers, and Other Mental Health Professionals. Please note that this training includes 4 hours of General Ethics and 3.5 of Cultural Competency. (NOTE: This is listed as a 1 Day Recording that is being done over two days for scheduling convenience.)

<https://us06web.zoom.us/join/register/tZUrf-uqqzkqGtV6OiIHb38YBFISK3z4ZbuJ>

Trauma-Informed Care is scheduled for Tuesday, February 21, 2023, and Thursday, February 23, 2023. (**Must attend both days**) This training is for Social Workers, Addiction Counselors, and Other Mental Health Professionals.

https://us06web.zoom.us/join/register/tZlud-yrqDwjHdEnJ7ojDxRO_ZoDpOe1AZdY

Implicit Bias Just one more date to choose from and only 7 slots remain. The date is March 15, 2023. Registration is being done utilizing the SWMBH Zoom platform only. One week prior to the training those registered will receive a link to finalize registration with MORC. <https://us06web.zoom.us/join/register/tZlkceGqqT4rGdN-UjZCWj2W-Zx50WSptXcr>

SOUTHWEST MICHIGAN BEHAVIORAL HEALTH

Quality and Excellence through Partnerships

Southwest Michigan Behavioral Health
5250 Lovers Lane, Suite 200
Portage, MI 49002

Main Line Phone: 800-676-0423
Fax: 269-441-1234
Direct Number: 269-488-8922



WE'RE ON THE WEB!

WWW.SWMBH.ORG

Check out the SWMBH Provider Manual and Provider Directory, on our SWMBH website: www.swmbh.org. The website contains information about the SWMBH policies and procedures as well as helpful information on topics such as provider responsibilities, customer rights, utilization management and other helpful material.

Southwest Michigan Behavioral Health (SWMBH) is the Prepaid Inpatient Health Plan (PIHP) for eight Michigan counties, and is in partnership with the Community Mental Health (CMH) agencies of these counties. SWMBH, in partnership with the CMH's and local providers, provides mental health services to adults with severe and persistent mental illness, children with severe emotional disturbance, individuals with developmental disabilities, and individuals with substance use disorders. As the manager of services, SWMBH will make sure that services are provided to you based on your needs and goals and are within the guidelines set by the state of Michigan. SWMBH strives to ensure that you and your family members are treated with dignity and respect.



Do you wish to stay up-to-date on SWMBH Trainings? If YES, please submit your name and the organization you work for to traininginfo@swmbh.org with a request to be added to the training email list. This will allow SWMBH to send to you information on all the latest and greatest training/webinar opportunities.