

## SWMBH's 10 Year Anniversary



Last month's SWMBH board meeting, Representative Julie Rogers presented a Tribute commemorating and honoring SWMBH on our tenth anniversary. Photo includes from left to right, Board Chair, Ed Meny of Riverwood Center, Representative, Julie Peters, SWMBH CEO, Brad Casemore.



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## 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 Medicaid beneficiary receives the services best designed to meet their individual needs as identified through the Level of Care assessment process. Any individual requesting treatment services are screened for the most appropriate level of care based on their presented needs. The level of care placement tools currently being used as required by Michigan's Department of Health & Human Services (MDHHS) are the LO-CUS (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 CAFAS/PECFAS for children. To ensure adequate and uniformed

benefits for members, SWMBH utilizes 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 SWMBH's Central Care Management and Outlier Management processes are MCG (Milliman Care Guidelines) for emergent 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 Version of the ASAM Criteria

Leah Mitchell, Manager of UM and Call Center

The new version of the ASAM Criteria is being released soon:

American Society of Addiction Medicine (ASAM) 4<sup>th</sup> Edition -

Scheduled to be available in November 2023, available for pre-order starting October 4, 2023.

Revised & Redesigned!  
Realize measurable benefits with *The ASAM Criteria Fourth Edition*



Improved  
quality of care



Eased workflow



Increased rates of  
care approval

(Image obtained from <http://newasamcriteria.org>)

For additional information or to request a free downloadable summary of changes, please visit the ASAM website at: [ASAM Criteria 4th Ed. – ASAM Criteria 4th Ed. \(newasamcriteria.org\)](http://ASAM Criteria 4th Ed. - ASAM Criteria 4th Ed. (newasamcriteria.org))

## Lifetime Achievement in Health Policy Award

Brad Casemore, CEO

On behalf of the Southwest Michigan Behavioral Health Board, management and staff, the Southwest Michigan Substance Use Disorder Oversight Policy Board and the eight Founding Community Mental Health Authorities we respectfully presented this Lifetime Achievement in Health Policy to United States Senator Debbie Stabenow.

About the Award: "Distinction" designed by Bob Bennett reflects dynamic forward movement distinguishes individuals that make a difference in this world. The bifurcation of the plane represents the multiplicative effect that their actions have on others.



Things to know about Debbie Stabenow:

- Elected US Senator in 2001
- US House of Representatives 8<sup>th</sup> District 1997 – 2001
- Michigan Senate 1991 – 1994
- Michigan House of Representatives 1979 – 1990
- Only the second person from Michigan to serve in both Chambers of state and federal legislatures
- Ingham County Board of Commissioners 1975 – 1978. Youngest Chair to date.
- MSW, Michigan State University
- Hundreds of successes in state and federal policy: 179 Congressional Bills authored by Senator Stabenow signed into law. 50 Michigan Public Acts co-

sponsored by then state Senator and state Representative signed into law.

- Chair, Senate Committee on Agriculture, Nutrition and Forestry
- Cameo appearance in 2016 movie *Batman versus Superman: Dawn of Justice*
- Healthcare Achievements at the federal, state and county levels too numerous to mention. Federally a national leader in Medicaid services and access most notably Certified Community Behavioral Health Clinics.



## **Lifetime Achievement in Health Policy Award Photos**



Matthew Walker—Dr. Cara Poland—Megan Groen—US Senator Debbie Stabenow



US Senator Debbie Stabenow and Van Buren County Commissioner Richard Godfrey



US Senator Debbie Stabenow and Van Buren County Commissioner Richard Godfrey Presenting award



US Senator Debbie Stabenow and State Representative Julie Rogers



Matthew Walker—Dr. Cara Poland—Megan Groen—Scott Dzruka—State Representative Julie Rogers—Kevin Fisher—Amy Dolinky

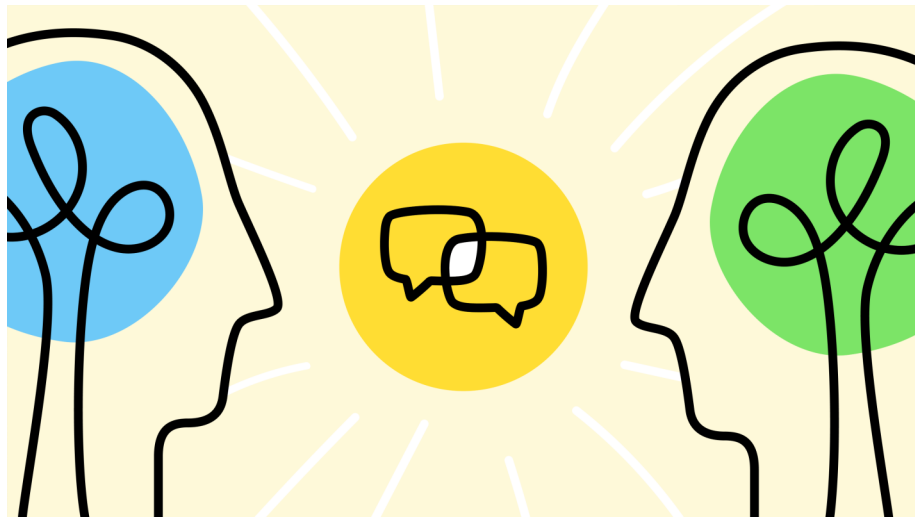
## 2023 Provider Communication and Access to Services Results

Marissa Miller, Quality Assurance Specialist

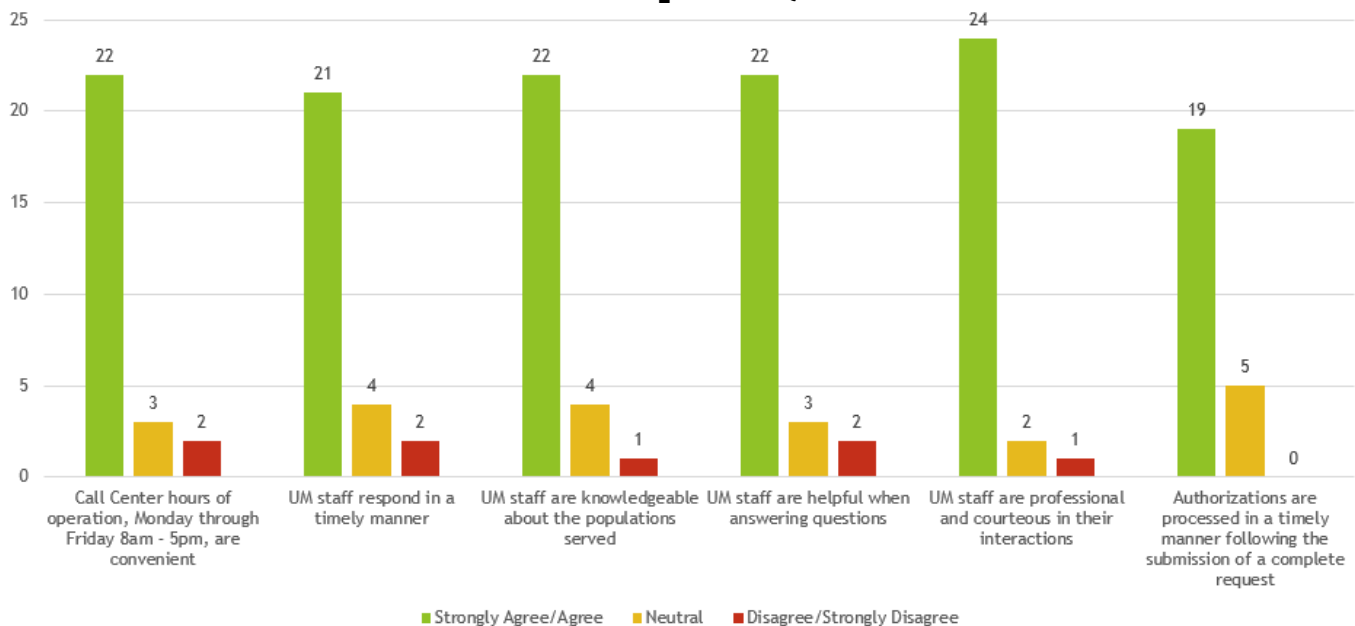
### Survey Description

The QAPI Department has completed the 2023 Provider Communication and Access to Services Survey. The primary objective of the survey is to improve provider communication, access, and follow-up with providers in the network. The survey consisted of 19 questions and assessed provider experience with SWMBH and UM Business Processes, Communication, Timeliness of Care, and sought to identify where technical assistance is needed. Survey responses were collected from April 20 through July 31 and findings from the survey will be used to guide planning of improvement initiatives.

The 2023 survey collected responses from 27 providers from varying demographics including SUD, CMH, Inpatient, Specialized Residential, Outpatient, and Community Based Programs. Below are the results.



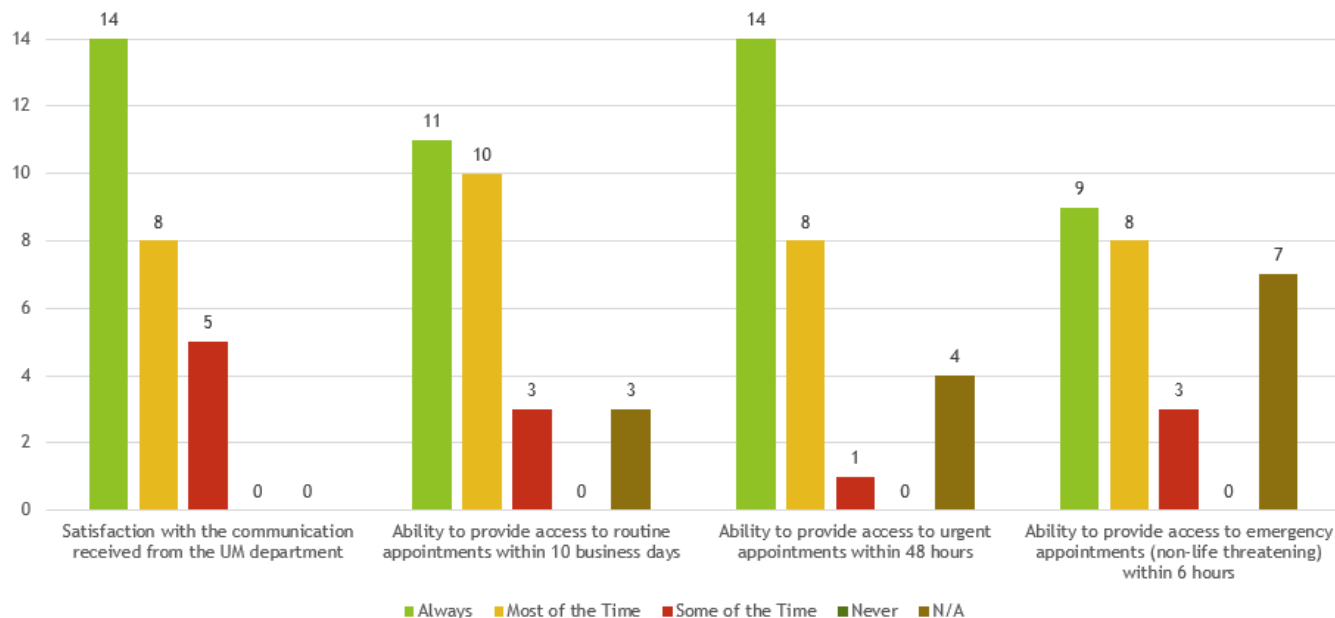
### SWMBH UM Specific Questions



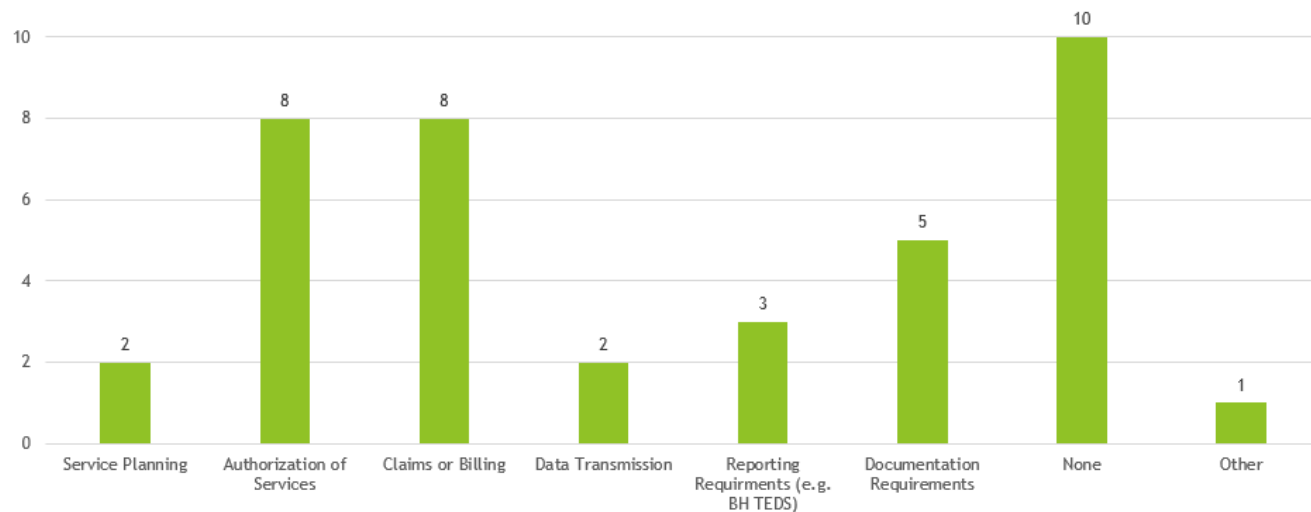
## 2023 Provider Communication and Access to Services Results Continued

Marissa Miller, Quality Assurance Specialist

### Communication & Timeliness of Care



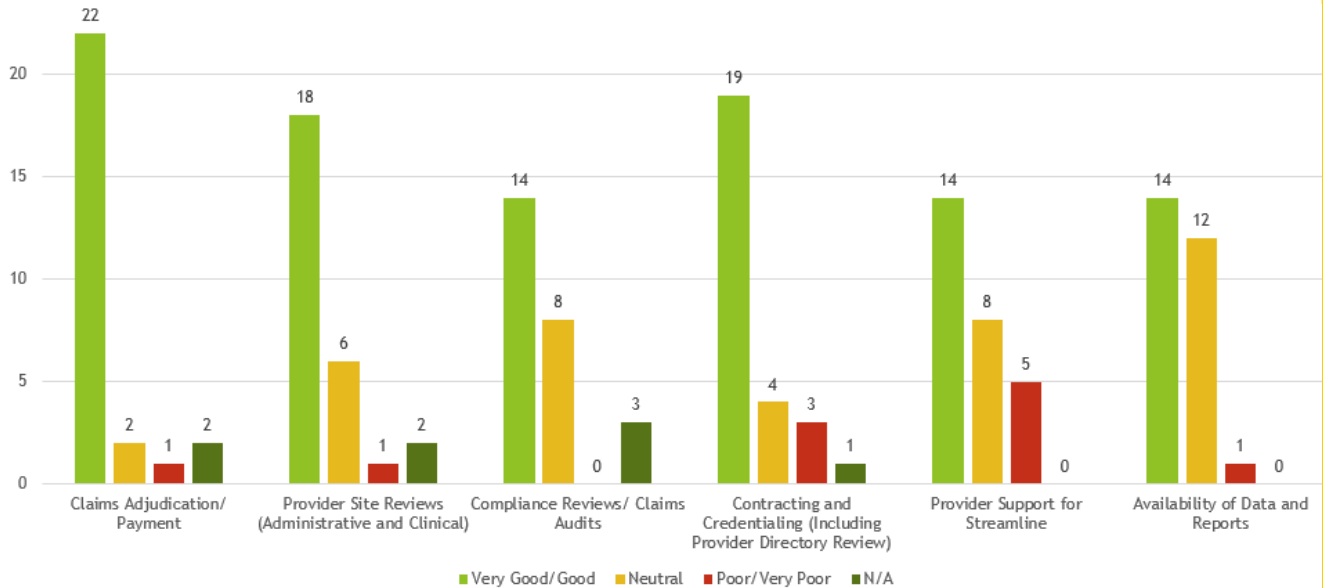
### Areas Where Technical Assistance is Needed



## 2023 Provider Communication and Access to Services Results Continued

Marissa Miller, Quality Assurance Specialist

### SWMBH Processes



### Identified Strengths

The 2023 UM Specific questions showed an increase of at least 10% in the combined Strongly Agree/ Agree responses for each question compared to the previous survey, apart from Authorizations which was comparable. Specific kudos were given from multiple providers to SWMBH UM staff Jane Yang for being knowledgeable, patient, and easy to work with!

### Identified Areas for Improvement

Within the survey providers were given an opportunity to provide any feedback and/or suggestions for improvement. Those responses were grouped together, and the areas providers identified as needing improvement included UM/Client Care/Authorizations, Communication, Credentialing/Compliance/ Contracting, SmartCare/Streamline, and the availability of data and reports.

Additionally, improvement areas were identified for the distribution of the 2024 survey including the need to improve response rates, and looking at alternative ways to survey providers to better categorize responses with the type of provider while maintaining anonymity.

### Analysis and Next Steps

The SWMBH Senior Leaders have been presented the data that is relevant to their departments for the development of trainings and/or improvement opportunities. The data and proposed improvement efforts will be reviewed in applicable Regional Committee meetings and captured in the FY23 QAPIP Evaluation report which will be made available on the SWMBH website in the beginning of 2024.

### Introducing SWMBH Commons

Natalie Spivak, CIO

Earlier this year SWMBH released a new portal which was designed to facilitate communication between our partners and staff. The first use was to enable CMH site reviews to be done without using manual processes for transferring files. Recently, we invited our SUD providers to begin using SWMBH Commons for uploading their administrative and clinical site review documents. The benefits of using the new system are:

- Better security – providers will use an account managed by Microsoft to access the system.
- More cost effective and better for the environment – no more saving to paper and thumb drives and using sneaker net to transport the information back and forth.
- Continuity – data will be saved to a new folder in the same place each year so you



can refer back to older site review and CAP information.

- Expandability – the tool can be expanded for other collaboration uses beyond site reviews.
- Integration – SWMBH Commons is fully integrated with SWMBH Microsoft Teams

environment so you can use either tool to manage your site review documents once you become familiar with the system.

If you're a SUD provider with an upcoming site review, there is a bit of work to get your Microsoft account set up, so if you have questions, please contact

[helpdesk@swmbh.org](mailto:helpdesk@swmbh.org). Once you have your account up and

running you can use this link to access your SUD provider site on SWMBH Commons: <https://swmbhorg.sharepoint.com/sites/partners>

### Upcoming Trainings

**Sign up for an opportunity to learn about Ableism. If you sign up for Ableism 101, sign up for the December 7<sup>th</sup> Ableism 102 in order to have the opportunity to dig deeper into the causes of ableism and explore the next steps in dismantling Ableism.**

**Ableism 101 Wednesday November 15<sup>th</sup>** 3 hours. 9:00am-12:00pm. Live virtual training. Space is limited to 40 seats. Certificate of attendance provided.

Ableism is the oppression of people with disabilities. This workshop will define and explore different types of ableism. We will examine how the words we use to talk about disability can contribute to equality or stigma. Participants will begin to unlearn their unconscious bias around disability.

<https://us06web.zoom.us/meeting/register/tZlpd-mrqjMpEtfaHqd1CeZQd2-UG1etBya5>

**Ableism 102 Thursday December 7<sup>th</sup>** 5 hours with a 30 minute break at 12:00pm. 9:00am-2:00pm. Space is limited to 40 seats. Certificate of attendance provided.

This workshop builds on the lessons of Ableism 101 to explore the next steps in dismantling ableism. We will dig deeper into the causes and impacts of ableism and how to create true inclusion. Participants will identify how they can fight ableism within their spheres of influence.

[https://us06web.zoom.us/meeting/register/tZUqdOysrjkhPNOWkZ7LdnSR7vxK0E2\\_VHPK](https://us06web.zoom.us/meeting/register/tZUqdOysrjkhPNOWkZ7LdnSR7vxK0E2_VHPK)



# SOUTHWEST MICHIGAN BEHAVIORAL HEALTH

## Quality and Excellence through Partnerships

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Direct Number: 269-488-8922



### WE'RE ON THE WEB!

[WWW.SWMBH.ORG](http://WWW.SWMBH.ORG)

*Check out the SWMBH Provider Manual and Provider Directory, on our SWMBH website: [www.swmbh.org](http://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](mailto: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.