

## SWMBH Claims Processing Changes

All providers should note that effective April 1, 2024, Southwest Michigan Behavioral Health (SWMBH) will be making several changes to business processes surrounding the processing and payment of provider billed claims.

Claims will continue to batch adjudicate every day, but we will be moving to checks being processed every 2 weeks rather than weekly. It is our hope that allowing more time between claims entry, adjudication and check cutting, will afford more sufficient time for providers and SWMBH claims staff to work claims that may need a correction in order to be approved, thus reducing the amount of rework needed. As always, SWMBH will continue to meet our contractual obligations to our providers ensuring all approved claims are paid within those timeframes contained within our contracts.

We also have established a claims email address for provider questions regarding specific claims. That email address is [Claims@swmbh.org](mailto:Claims@swmbh.org). All questions or issues that providers may have regarding claims payment should be directed to that email address.

Technical issues surrounding SmartCare access, or 837 file uploads should continue to be sent to [providersupport@swmbh.org](mailto:providersupport@swmbh.org). As always, any issues surrounding contract codes, rates or terms should be directed to our Provider Network department at [swmbhprovidernetwork@swmbh.org](mailto:swmbhprovidernetwork@swmbh.org) or by contacting Brittany directly at [brittany.ball@swmbh.org](mailto:brittany.ball@swmbh.org).

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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.**

### Electronic Visit Verification Update (EVV)

Natalie Spivak, CIO

If you provide Medicaid-funded Personal Care or Home Health Care Services such as assistance with ambulation, bathing, dressing, grooming, personal hygiene, meals, and homemaker services through a Medicaid Managed Care Home Health, Behavioral Health, MI Health Link or MI Choice you must validate those services through an EVV system starting September 3, 2024.



Electronic Visit Verification (EVV) is a validation of the date, time, location, type of Personal Care or Home Health Care Services provided, and the individual(s) providing and receiving services which is required by CMS as part of the 21st Century

Cures Act. *The applicable EVV codes that are in scope for Behavioral Health are H2015 (CLS) and T1005 (Respite).*

MDHHS has decided to use an open system or "Open Vendor Model." The implementation of an "Open Vendor Model" allows providers and managed care

organizations to use the state's selected EVV system HHAeXchange at no cost, or an alternate EVV system of their choosing that directly integrates with the state's EVV system HHAeXchange.

The HHAeXchange system includes data collection, data aggregation, and a pre-billing module to support MDHHS and its providers. HHAeXchange will support MDHHS by consolidating all visit data, regardless of the EVV tools used. If you have already adopted an EVV system, you may continue to use that system as long as it can be interfaced with HHAeXchange. You should check with your vendor to identify whether they have integration capabilities.

Each CMH submitted a list of providers impacted by this regulation that includes contact information to MDHHS so that you can be kept informed of upcoming events and deadlines related to the EVV project.

**You can find more MDHHS information on EVV here:** <https://www.michigan.gov/mdhhs/assistance-programs/medicaid/portalhome/electronic-visit-verification>

**Information on HHAeXchange is available here:** <https://www.hhaexchange.com/info-hub/michigan-information-center>

## SWMBH Annual Quality Assurance and Performance Improvement Program Plan and Evaluation

Marissa Miller, Quality Assurance Specialist

The Michigan Department of Health and Human Services (MDHHS) requires that each specialty Prepaid Inpatient Health Plan (PIHP) has a documented Quality Assurance and Performance Improvement Program (QAPIP) that meets the required federal regulations: the Medicaid Managed Care rules, 42 CFR § 438, and requirements outlined in the PIHP contract.

As part of Southwest Michigan Behavioral Health's (SWMBH) benefit management organization responsibilities, the SWMBH Quality Management Department conducts an annual QAPIP Evaluation to evaluate whether all contractual and regulatory standards required of the Regional Entity, including the PIHP responsibilities, were met and to determine where improvement efforts should be focused over the following fiscal year.

This annual evaluation includes the following components:

- ◆ Improvement initiatives undertaken by SWMBH from October 2022 through September 2023 for Medicaid Services and Members.
- ◆ The goals, responsible departments, monitoring frequency, and status of each identified Quality Plan SMART goal.

The following categories are included in the QAPIP Work Plans with SMART goals.

Michigan Mission Based Performance Indicators (MMBPIS)	Performance Improvement Projects (PIPs)
Critical Incident, Sentinel Event, and Risk Event Tracking/Reporting	Behavior Treatment Monitoring
Member Experience Satisfaction Surveys	Verification of Medicaid Services
Provider Network Adequacy	Administrative and Delegated Function Site Reviews
Credentialing and Re-Credentialing	Clinical Services
Long-Term Supports and Services (LTSS)	Utilization Management
Customer Services	Certified Community Behavioral Health Clinics (CCBHC)
External Quality Monitoring and Audits	Cultural Competency

The formulation of the QAPIP Plan SMART goals includes incorporating numerous federal and state requirements. These include MDHHS contract requirements, Health Service Advisory Group (HSAG) standards, and other Center for Medicare and Medicaid Services (CMS) and best practice standards. More information related to the QAPIP standards can be found in SWMBH policies, procedures, and Department plans. SWMBH's QAPIP is designed to promote high quality member service and outcomes by systematically monitoring key performance indicators integrated with system-wide approaches to continuous quality improvement efforts.

The authority of the SWMBH QM Department and the Quality Management Committee (QMC) is granted by SWMBH's Executive Officer (EO) and the Board of Directors. SWMBH's Board retains the ultimate responsibility for the quality of the business lines and services assigned to the regional entity, and they review SWMBH's QAPIP Evaluation and approve the QAPIP Plan on an annual basis.

- ◆ The full FY24 Quality Assurance and Performance Improvement Program Plan and full FY23 Quality Assurance and Performance Improvement Program Evaluation reports can be accessed for review on SWMBH's website by clicking this link: <https://www.swmbh.org/members/quality-surveys/>. The documents will also be provided upon request.

# Flipping the Script: Training Providers

David Misiuk, Health Equity Project Coordinator

In an effort to spread understanding and knowledge on health equity, SWMBH is hosting two free-to-attend events in the coming months. SWMBH has developed the first event to be a virtual lecture series that aims to help reduce disparities in mental health and substance misuse disorders. With 5 different national and local experts, the training will touch on different perspectives on the landscape of health disparities with an overview of common themes, as well as what’s known about why disparities exist and what we can do to combat those inequities.

The second event is a “in person” anti-stigma training symposium titled, “Flipping the Script: Creating a New Narrative.” With several local speakers such as Kevin Fischer from NAMI and Valarie Cunningham from The Synergy Health Center, we will be exploring stigma, racial disparities, mistrust in the system, and a variety of similar topics. The event will take place at the WMU Fetzer Center on June 13<sup>th</sup> with lunch provided. The intent of both trainings is to help you walk away with an equity lens in the care you provide to the community and to catalyze action across the region! See flyers for both events below.

**Free!**

### Virtual Health Equity Training Series

Targeted Audience: Providers

Southwest Michigan Behavioral Health (SWMBH) has developed a free virtual training series in an aim to address and help reduce racial & ethnic disparities in the behavioral health system. With the help of local and national experts, the series will illuminate different perspectives on behavioral health disparities, as well as *why* disparities exist. The intent of the training is to help you walk away with an equity lens in the care you provide to the community and to catalyze action across the region!

Click below to learn more about registering! Select one event or all events: your choice!

**Featured Speakers & Topics**

 <p>April 16th, 2024 1:30-4:30pm Juan Azzang Health Communication 101</p>	 <p>May 14th, 2024 12pm-12pm Southwest Michigan Disability Health Equity</p>	 <p>April 2nd, 2024 1:30-3:30pm Dr. Patrick Corrigan Stigma in Mental Health</p>
 <p>May 9 &amp; 16th, 2024 11am-12pm Carlton Hall Bias &amp; Community Engagement</p>	 <p>April 25th, 2024 1:30-3:30pm Mark Sanders Disparities in Behavioral Health</p>	

**Additional Info**

Registration is required. Certificates of attendance will be issued upon verifying completion of the training. Up to 6 hours of CEU's are available. Click on register button below to register for one or all events.

[Register](#)

For more information email [traininginfo@sumbh.org](mailto:traininginfo@sumbh.org)  
Or visit [sumbh.org/members/flip-the-script](http://sumbh.org/members/flip-the-script)

Sponsored by:  


## Save the Date



### Flip the Script: Creating a New Narrative

Join us at the Western Michigan University John E. Fetzer Center for a Health Equity Symposium

Free to Attend! Training Credits Offered!  
Lunch Included!

**FLIP THE SCRIPT ON MENTAL HEALTH**

Event Flyer with Details to Follow!




## SWMBH Integrated Care

Jeannette Bayyapuneedi, Behavioral Health & Integrated Care Manager

Integrated care is a person-centered approach to coordinated care that addresses all aspects of a person's health. Care coordination initiatives are designed to enhance the quality and coordination of healthcare services. Such initiatives recognize the importance of delivering comprehensive and integrated care and include a variety of strategies to address the complex care needs of the population served while striving to achieve positive health outcomes and cost-effective care.

SWMBH has a robust Integrated Care department aimed at improving the health of members served. Our supports range from member outreach to providing education and awareness to providers and community stakeholders in efforts of improving equitable access to behavioral services. Below you find a summary of the unique positions which comprise the SWMBH Integrated Care Team:

- ◆ Behavioral Health & Integrated Care Manager –Provides oversight to care coordination activities throughout the region. Fosters joint care agreements with managed care entities and bridges stakeholder partnership with community mental health providers.
- ◆ Integrated Healthcare Specialist – Staffed by a Registered Nurse, this position works closely with the Medicaid Health Plans (MHPs) in our region. This position performs risk stratifications to identify shared enrollees with complex needs who frequently utilize emergency room and inpatient care. Care management support is given to identified members who are tracked jointly with the MHPs through monthly Integrated Care Team meetings. Joint care plans are created addressing a member's social determinant of health factors and providing plan-to-plan coordination of services.
- ◆ Health Equity Project Coordinator – The

health equity project is aimed at reducing racial

disparities which exist in access and engagement of behavioral health treatment. The project includes an anti-stigma media campaign and training resources to bring awareness and education to service providers.



- ◆ Level of Care Transition Navigators - Transition Navigators are staffed to support members not previously engaged with CMHSPs or other behavioral health providers identified in the Follow-up After Hospitalization (FUH) metric. Through care coordination and outreach efforts, Transition Navigators monitor engagement in aftercare following psychiatric admissions and/or SUD residential treatment.
- ◆ Priority Population Transition Navigator - Provider care coordination to members qualifying as priority population substance users (pregnant, injecting, parents at risk of losing custody, MDOC involved). Outreach efforts encourage members to engage in substance use treatment from point of initial request/referral.

SWMBH Integrated Care Team welcomes any opportunity to partner, through shared values and vision, to identify targeted interventions and create more resilient communities for enrollees. Concerted care management support can help educate and activate enrollees, natural supports and providers to better understand and manage all facets of an enrollee's health and wellbeing.

Please contact us at [carecoordination@swmbh.org](mailto:carecoordination@swmbh.org) or call **1-800-676-0423** and press 7 for the Integrated Health Team.

## Upcoming Trainings

SWMBH strives to support our community partners with a variety of educational offerings. Below you will see a list of trainings. Please share this email with your team members who you know would appreciate the opportunity to attend. If you did not receive this email directly, please send a request to [traininginfo@swmbh.org](mailto:traininginfo@swmbh.org) and you will be added to the training email distribution list.

⇒ **Person Centered Thinking, Deepening our practices.** Targeted Audience Supports Coordinators and Case Managers

Multiple dates begin offered. Thursday 4/11/24 9am-4:30pm and Thursday 7/25/24 9am-4:30pm.

Sign in begins at 8:30am. Training starts promptly at 9:00am and ends at 4:00pm. The goal is to provide people with a solid grounding in Person Centered thinking. A foundation of this curriculum will be 5 Valued Experiences; a philosophy developed by John and Connie O'Brien with assistance from Beth Mount. The ideas of Belonging, Being Respected, Sharing Ordinary Spaces, Contributing, and Choosing are foundational when trying to support people to have a life worth living. We will utilize the 5 Valued Experiences and The 5 Accomplishments as the groundwork for the training. We will utilize the principles of the Central Purpose and The Six Elements from A Culture of Gentleness to provide concrete tools for relationship building. This will offer a framework which will assist participants in exploring and reflecting on how they can deepen relationships with those that they support.

**Registration is being completed utilizing the SWMBH Zoom platform only. This is an in person training.**

**PCT Thursday 4/11/24 9am-4:30pm:** Registration link <https://us06web.zoom.us/j/84461222222>

**PCT Thursday 7/25/24 9am-4:30pm:** Registration link <https://us06web.zoom.us/j/84461222222>

⇒ **Implicit Bias 5/8/24 and 7/10/24** Recommended for field Clinicians, Recovery Coaches, Peer Support Specialist, and others who should have knowledge to influence and decrease Health Disparities.

3 hours 9:00am-12:00pm. Live virtual training. Implicit bias is described as prejudices that unknowingly influence thinking and reaction to events and information. Implicit Bias negatively impacts the way people are treated by health professionals and the structural inequities in healthcare can be detrimental for people of color and other members of marginalized communities including those we support through MORC. As MORC is committed to being the best and maximizing potential for those we support it is essential for us to engage in this inclusive experience and engaging learning experience. This three hour live/online instructor-led Implicit Bias Training includes large group discussions, interactive breakout rooms, challenging videos, and self-assessments. This training has been approved for **3 hours of Social Work CEUs.**

**Implicit Bias 5/8/24** Registration link <https://us06web.zoom.us/j/84461222222>

**Implicit Bias 7/10/24** Registration link <https://us06web.zoom.us/j/84461222222>

**Registration is being completed utilizing the SWMBH Zoom platform only. One to two weeks prior to the training those registered will receive an email with directions and a link to finalize registration with MORC. Class size is limited to 55.**

## Upcoming Trainings Continued

⇒ **SWMBH Virtual Health Equity training series. April and May 2024 see below for dates.** Targeted audience-Providers

Southwest Michigan Behavioral Health (SWMBH) has developed a free virtual training series in an aim to address and help reduce racial & ethnic disparities in the behavioral health system. With the help of local and national experts, the series will illuminate different perspectives on behavioral health disparities, as well as why disparities exist. Beyond increasing your knowledge, the intent of the training is to help you walk away with an equity lens towards the care you provide to the community and to catalyze action across the region. Use the registration link to choose which presentation you want to attend. Choose one or all of the sessions below.

Registration link <https://us06web.zoom.us/meeting/register/tZApmhbjssGtLlrM02R70XsBFV9LXGJch6>

(FULL) April 2nd, 2024 2:30p-3:30pm Patrick Corrigan Stigma in Mental Illness

(FULL) April 16th, 2024 2:30-4:30pm Ivan Juzang Health Communication 101

(FULL) April 25, 2024 1:30pm-3:30pm Mark Sanders Disparities in Behavioral Health

(FULL) May 9th, 2024 11am-12pm Carlton Hall Session 1 Bias and Community Engagement

May 14th, 2024 10am-12pm Disability Network

May 16th, 2024 11am-12pm Carlton Hall Session 2 Bias and Community Engagement

Email [traininginfo@swmbh.org](mailto:traininginfo@swmbh.org) to be added to waiting list.

⇒ **Social Work Ethics and Pain Management 5/20/24** Targeted audience Social Workers

Login 8:00am. Training starts promptly at 8:15am-4:45pm. Live virtual training. "Social Work Ethics and Pain Management" will examine ethical dilemmas faced by social workers and other clinicians who work with adults with psychiatric disorders and/or substance use disorders. Training Objectives: 1. Practice providing feedback to consumers, students, and colleagues in a way that enhances learning and upholds ethical and licensure standards. 2. Develop a plan to incorporate small supervision and practice changes to impact inclusion of diverse student, client, and worker groups into social work practice. 3. Demonstrate methods to resolve ethical dilemmas that involve more than one ethical imperative. 4. Learn and practice screening strategies, and key points to collaborate with consumers, prescribers, and other treatment providers to assess and lower risk of opiate related overdose deaths. 5. Evaluate and implement non-pharmacological pain management strategies for individuals with behavioral health needs. **8 SWCEU & MCBAP specific credits offered.**

(FULL) Registration link <https://us06web.zoom.us/meeting/register/tZAsf--hrD4qHN0cdZvJniGEO9Nm3AREspOy> Email [traininginfo@swmbh.org](mailto:traininginfo@swmbh.org) to be added to waiting list.

⇒ **Human Trafficking 6/7/24** Target audience anyone working in Healthcare  
2 hours. 9:00am-11:00am. Live virtual training. Human trafficking is a key issue of social, racial, and economic justice internationally and in the United States. Social workers are often well positioned to both intervene effectively in individual cases of human trafficking as well as to develop policies, which make human trafficking less possible in our communities.

Registration link <https://us06web.zoom.us/meeting/register/tZwrcuqoqT4vHddPDOMCjqeyonBOOL0EDVic>

## Upcoming Trainings Continued

- ⇒ **New Introduction to a Culture of Gentleness 9am-4pm** Target audience Providers, Direct Support Professional, Case Managers, and Families.

Multiple dates being offered. This seminar is designed to provide individuals with a basic overview of a Culture of Gentleness, what it is and what it isn't. Operating from the assumption that everyone needs to feel safe and valued, we will develop an understanding of how positive supports can lead to relationships that are compassionate and encouraging for everyone. Foundational principles of developing and strengthening supportive relationships as a strategy to reduce challenges and build a foundation for growth and healing are explored.

**Please ONLY register for one training session.**

Culture of Gentleness May 2<sup>nd</sup> 2024 9a-4p Registration link <https://us06web.zoom.us/meeting/register/tZYocu6vqj0sHt3-qMhbCW20fl5Cthq8h9-1>

Culture of Gentleness July 9<sup>th</sup> 2024 9a-4p Registration link [https://us06web.zoom.us/meeting/register/tZwpcuyrrzorGNR654\\_aoQgLxCtmxninNdIQ](https://us06web.zoom.us/meeting/register/tZwpcuyrrzorGNR654_aoQgLxCtmxninNdIQ)

Culture of Gentleness August 22<sup>nd</sup> 2024 9a-4p Registration link <https://us06web.zoom.us/meeting/register/tZYscuqrrzIvGtFQvU3DGccpykUlfkGw0cl5>

- ⇒ **New Charting the LifeCourse 9am-4pm.** Target audience Supports Coordinators, Case Managers, Families.

Multiple dates being offered. Charting the LifeCourse is a framework that was developed to help individuals and families of all abilities and at any age or stage of life develop a vision for a good life, think about what they need to know and do, identify how to find or develop supports, and discover what it takes to live the lives they want to live. Individuals and families may focus on their current situation and stage of life but may also find it helpful to look ahead to start thinking about life experiences now that will help move them toward an inclusive, productive life in the future. The framework is designed to help any citizen think about their life, not just individuals known by the service system. Even though the framework was originally developed for people with disabilities, it is designed universally, and can be used by any family making a life plan, whether they have a member with a disability or not. This workshop will introduce the foundational tools for Charting the LifeCourse.

**Please ONLY register for one training session.**

Charting the LifeCourse June 6<sup>th</sup>, 2024 9a-4p Registration link <https://us06web.zoom.us/meeting/register/tZ0pdOGgrj0uEtfNKefb2HE97iEHoB6yH08g>

Charting the LifeCourse September 5<sup>th</sup>, 2024 9a-4p Registration link [https://us06web.zoom.us/meeting/register/tZYoduyuqDwuGtWPIYYj5cx4lT\\_2RuYBvddu](https://us06web.zoom.us/meeting/register/tZYoduyuqDwuGtWPIYYj5cx4lT_2RuYBvddu)

- ⇒ **Flip the Script: Creating a New Narrative 6/13/24**

Southwest Michigan Behavioral Health (SWMBH) welcomes you to attend our health equity symposium aimed to address racial & ethnic disparities in the behavioral health system. Attendees will have the opportunity to engage in thought-provoking discussions and workshops, while gaining insight from several renowned local speakers who are passionate about challenging stigma and breaking down barriers to seeking care. Keynote speakers include Valarie Cunningham from The Synergy Health Center and Kevin Fischer of NAMI. Join us as we explore different perspectives on behavioral health and foster a new positive narrative for the communities we serve. There is no cost to attend and lunch will be provided. Continuing education credits will be offered. Please save the date June 13<sup>th</sup>, 2024. One full day symposium held at Fetzer Center. Event flyer with registration details to be sent by SWMBH Training Info week of April 8<sup>th</sup>.



# 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](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.