

Women's Life Recovery Program

Brad Casemore, Chief Executive Officer

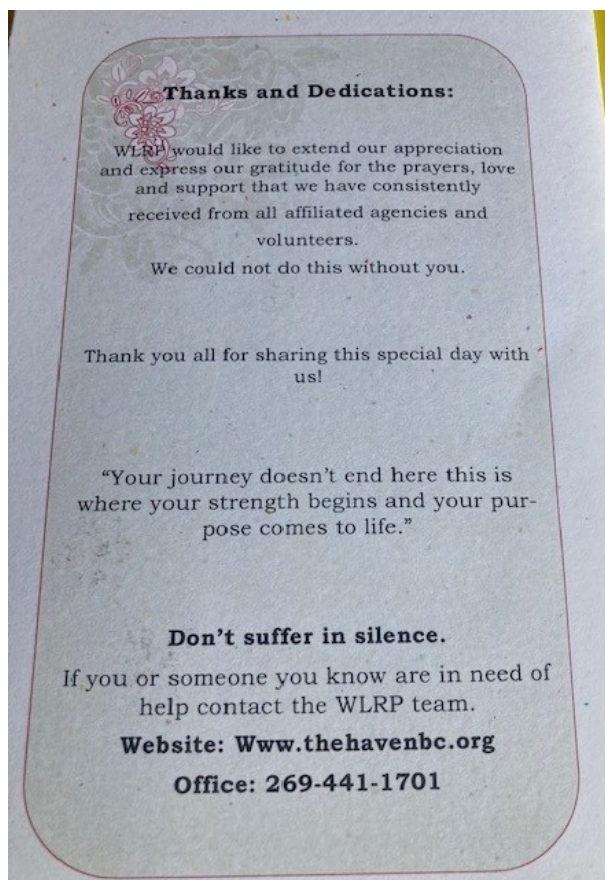
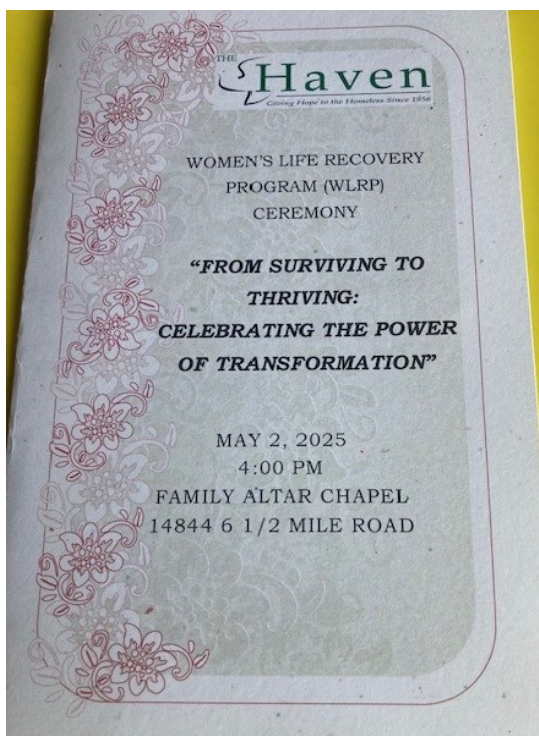
On May 2, SWMBH CEO Bradley Casemore attended the graduation ceremony for the Haven of Rest (Battle Creek) Women's Life Recovery Program (WLRP). Seven graduates were celebrated by their loved ones, WLRP staff, Battle Creek Mayor Mark Behnke and Michigan House of Representatives member Steve Frisbie. SWMBH is a proud financial supporter of Haven programs.

The Women's Life Recovery Program is a 6 to 12 month program designed to help women, with or without children, overcome their addictions, while identifying self-defeating behaviors and maximizing their potential to live and work in the community. The program is designed to keep families together and help them recover together.

Casemore says "Being a part of this joyful and touching celebration of individuals and families dedicated to recovery is a powerful reminder of why we do what we do which is to improve the lives of persons served & their families and to strengthen our communities. We are grateful to The Haven Board, Executive Director Daniel Jones and the top notch dedicated staff providing the programs."

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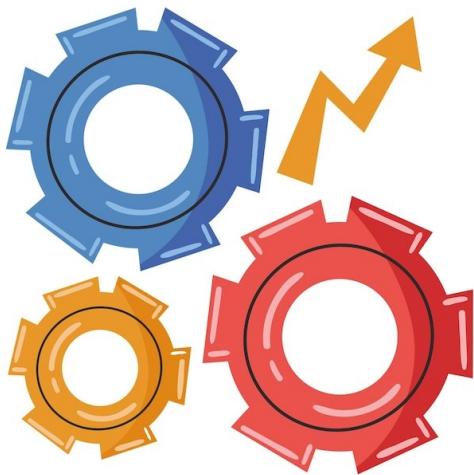


Behavioral Health Developments

Ella Philander, Executive Project Manager

Federal:

The threat to public behavioral health services resulting from the White House and Congressional reconfiguration and reduction of federal Medicaid funding is ongoing. As recently as June 24, the Health Subcommittee of the House Energy & Commerce Committee held a hearing to examine the HHS FY26 budget which remains an unresolved document. While the 2026 budget is being determined, US Health and Human Services cancelled COVID era Block Grants previously awarded. Shortly after the announcement SWMBH received a stop work order from the Michigan Department of Health and Human Services regarding American Rescue Plan Act (ARPA) Grants which represented unspent funds of \$125,000 that were earmarked for SUD providers in our region. SWMBH Board approved the use of up to \$125,000 of SWMBH local funds to continue services to ensure minimal impact to our beneficiaries and providers.



Centers for Medicare and Medicaid Services (CMS) is taking action to ensure federal subsidies support only statutory requirements and goals of the Affordable Care Act (ACA). This includes prohibiting coverage of the cost of specified sex-trait modification procedures and reinstating the 2012 interpretation of “lawfully present” to exclude Deferred Action for Childhood Arrivals (DACA) recipients from eligibility and enrollment in ACA Exchange coverage and Basic Health Program (BHP) coverage.

State Developments

An Update on the Competitive Procurement Process

for the State’s Pre-Paid Inpatient Health Plan (PIHP) Contracts: Current PIHPs do not qualify to apply in the upcoming procurement process.

Anticipated contract requirements were released on May 23, 2025, from which the following details were provided that reflect differences from the current PIHP system.

There will be a new geographical configuration of PIHP regions, decreasing from ten regions to three. Region 4 (SWMBH) will be in the “Central” region along with Lakeshore, Mid-State Health Network, CMH Partnership of Southeast Mi, and Region 10 PIHP. A new “Metro” region will be created with Detroit Wayne Mental Health Authority, Oakland Community Health Network, and Macomb County CMH Services. The “Northern” region is to include NorthCare Network and Northern Michigan Regional Entity. When bidding for the PIHP contracts, proposals will be required to be for a full region and may include one or more of the regions.

Another of the criteria provided in the release is regarding the governance structure of bidders which must be independent of any Medicaid providers and the board structure may not be shared with providers. An additional requirement that will have a significant impact on our partner Community Mental Health (CMH) agencies is that PIHPs may not delegate managed care functions to provider entities.

The expected start date of the new PIHPs is October 1, 2026; the Request for Proposal (RFP) is expected to be released summer of 2025.

Certified Community Behavioral Health Clinic (CCBHC) Demonstration

The previous day, May 22, 2025, the Michigan Department of Health and Human Services (MDHHS) notified PIHPs that effective October 1, 2025, PIHPs will have no active role in the oversight or administration of the Certified Community Behavioral Health Clinic (CCBHC) demonstration, MDHHS will be managing this demonstration directly.

In the SWMBH region, seven of our eight CMH partners are a part of the CCBHC demonstration. This demonstration covers a set of 9 core services for all people with a mental health or substance use disorder diagnosis. In this demonstration, the state has developed a Prospective Payment System (PPS) through which each CCBHC has a daily rate based on their individualized expected cost of care. In the May 2025 CCBHC Direct Payment Frequently Asked Questions, the outlined changes in payment structure are that The base capitation portion for CCBHC services will be removed from the PIHP capitation, CCBHCs will be providers billing through CHAMPS and will receive payment directly from MDHHS.

Behavioral Health Developments Continued

Ella Philander, Executive Project Manager

Mental Health Framework

June 12, 2025, MDHHS issued a release outlining that the Mental Health Framework will determine whether a PIHP or a Michigan Health Plan (MHP) is responsible for coverage and care. The goals of this framework include improving access to and coordination of mental health care as well as to ensure MHPs are more accountable for the continuum of care for beneficiaries with lower levels of mental health need.

Beginning October 2025, all qualified mental health provider's practices who are contracted with a Michigan Health Plan (MHP) or PIHP will need to incorporate into use a new referral platform for mental health services as well as the following standardized assessment tools: Michigan Child and Adolescent Needs and Strengths (MichiCANS) Screener for children and youth (under 21) and the Level of Care Utilization System

(LOCUS) for adults (21 and older).

Beginning October 2026, providers of inpatient psychiatric care, crisis residential services, partial hospitalization services, and targeted case management will need to prepare to contract with both MHPs and PIHPs as MHPs will begin covering these services for beneficiaries whose assessments indicate they have a lower level of mental health need.

Fiscal Year 2025 Rate Amendment

On May 30, 2025, a rate amendment for Fiscal Year 2025 was released, with increasing rates for our region. High-Intensity Services including inpatient psychiatric and community living supports (CLS) along with Applied Behavior Analysis (ABA) Utilization were the main reasons for the increase per MDHHS. Our region is expecting approximately 15 million in additional revenue.

Grievance and Appeal Trends

Sarah Ameter, Customer Service Manager

October 2024-March 2025

Grievances: For the first half of this fiscal year, the 8 Community Mental Health (CMH) agencies and Southwest Michigan Behavioral Health (SWMBH) processed 69 complaints. The concerns took an average of 18 days to review and resolve.

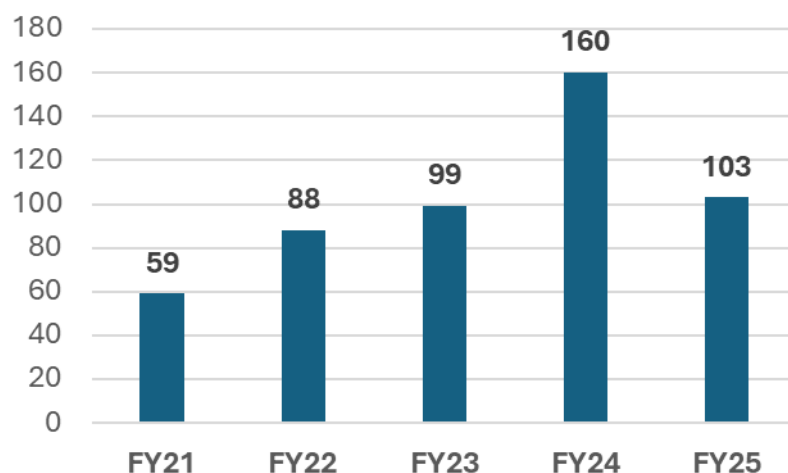
Top areas of complaint included:

- (1) Interactions with Provider/Plan
- (2) Access and Availability
- (3) Quality of Care

Appeals: Appeal numbers continue to rise. From October-March, the 9 agencies processed a total of 103 Appeals together. 59% of the decisions were overturned upon appeal review. 38% of the decisions were upheld. 3% of the cases found other agreements. Of note, the FY25 appeal number is only for the first half of the fiscal year. The previous FY numbers include the whole reporting year. We are on track to have

our highest number of appeals this year. The increasing appeals could be due to more utilization review activities in the region. Utilization reviews are done to ensure the right types and amounts of care are provided based on each person's medical need.

Number of Appeals by Fiscal Year (FY)



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 current level of care placement tools used as required by Michigan's Department of Health & Human Services (MDHHS) are the following:

- LOCUS (Level of Care Utilization System) for adult mental health, ages 18+
- ASAM-PPC (American Society for Addiction Medicine – Patient Placement Criteria) for substance use disorders, adults ages 18+
- MichiCANS (Michigan Child and Adolescent Needs and Strengths) for infants, toddlers, children, youth, and young adults ages birth to 21
- CAFAS/PECFAS (Child and Adolescent Functional Assessment Scale/Preschool and Early Childhood Functional Assessment Scale) for 1915 (i) and SEDW eligibility determinations
- MCG (Milliman Care Guidelines) for emergent/

urgent inpatient hospitalization, partial hospitalization, and crisis residential medical necessity determinations, all ages

The SIS (Supports Intensity Scale) has not been replaced by MDHHS since the contract lapsed for use in 2022. The current MDHHS plan to implement the use of WHODAS (World Health Organizations Disability Assessment Schedule) is not scheduled to begin until SFY26, October 1, 2025.

To ensure adequate and uniformed benefits for members, SWMBH utilizes medical necessity criteria to ensure service authorization requests are appropriate based on 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.**

Upcoming Trainings

⇒ **Thrive 101: resilience Fundamentals training:**

Date: July 16th Wednesday 8:30am-4:40pm

Location: Gryphon Place Training and Admin Center 3245 S 8th St, Kalamazoo MI

Available seats: 30

Registration link: <https://us06web.zoom.us/join/register/2Bij0it3QzaW0XwLe-bmrw>



Upcoming Trainings Continued

- ⇒ **Thrive 101: resilience Fundamentals training:** ELEVATE YOUR RESILIENCE WITH THRIVE RESILIENCE TRAINING! Ready to transform your approach to life's challenges - and help others along the way? Join us for an engaging training to unlock skills that enhance your resilience and well-being. You will leave with renewed confidence and practical tools to navigate life's ups and downs. THRIVE training is a cornerstone of a multi-year collaboration between the Michigan Department of Health & Human Services, World maker and other key partners to promote resilience and prevent suicide among veterans and military families. We provide specialized training for women, caregivers, and first responders. Thanks to our sponsors, THRIVE Training is offered at no cost to you and is CEU-accredited. 7 SW CEU's and related MCBAP

What you will learn: • Improve Coping. Build a coping skills toolkit to manage stress and handle life's demands. • Manage Trauma and Protect against Suicide. Begin to heal the impacts of trauma, reduce risk, and get help when needed. • Hone Your Resilience Mindset. Harness the brain's power to reframe setbacks and boost motivation. • Build Trusted Relationships. Employ a framework to meet core emotional needs and strengthen social support.

Date: August 7th Thursday 8:30am-4:30pm

Location: Gryphon Place Training and Admin Center 3245 S 8th St, Kalamazoo MI. Available seats: 30

Registration link: https://us06web.zoom.us/meeting/register/3_e3yNbmQ3qWr3jA0FvHpw

- ⇒ **Human Trafficking** 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. **Speaker:** Rosemary Andrews received her Master of Social Work from Western Michigan University in 2019 and is a Licensed Master Social Worker. Rosemary continues her time with WMU working at Sindecuse Counseling Center as a Counselor. She is also a part time instructor in the School of Social Work and enjoys teaching undergrad social work students.

Training date: Friday August 22nd, 2025 Training time: 9am-11am. Class size is limited to 100.

Registration link: <https://us06web.zoom.us/meeting/register/X76nl3zjQpeyEf6F3UHnAQ>

- ⇒ **HCBS training- Home and Community Based Services (HCBS) Case Manager/Supports Coordinator (CM/SC) Training.** Required for any new case managers or Case Managers that missed the previous scheduled training that are overseeing a case receiving Home and Community Based Services (HCBS). HCBS includes Community Living Supports (CLS), Skill Building Assistance, Supported Employment, and more. Module 1 Independent training must be completed prior to taking Module 2 & 3. Second part of the training is 2 modules, and each module is a live, virtual training event scheduled for 2 hours. Home and Community Based Services (HCBS) provides opportunities for persons who are eligible for Medicaid to receive services in their own home or community rather than in institutions or other isolating settings. Programs that provide HCBS serve a variety of different population groups, including adults with I/DD, children and young adults with SED or I/DD, persons with serious mental illnesses, and persons with physical disabilities. As SWMBH 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. Reference Documents page: [Home and Community-Based Services Program Transition](#)

Attendance is required for both days.

When: Tuesday September 16th 9:00am-11:00am and Wednesday September 17th 9:00am-11:00am

Registration link: <https://us06web.zoom.us/meeting/register/Mf9dExiCRiCz-PT9CoT2Tg>

Upon registering for the training, please complete Module 1 Independent Training-Attached above. Training info will also send an email confirming your registration with Module 1 included. Once Module 1 is completed please complete the attestation form **Link to attestation form:** <https://form.smartsuite.com/ssn4y14x/PkhukKEr6H>

SOUTHWEST MICHIGAN BEHAVIORAL HEALTH

Quality and Excellence through Partnerships

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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.



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.

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.



If you have a compliance-related question or concern, or to file a compliance report, you can do so in the following ways. Contact Mila Todd, SWMBH's Chief Compliance Officer, email Compliance at swmbhcompliance@swmbh.org or report anonymously by calling 1-800-783-0914. You can also file a report directly with the MI Office of Inspector General, by using the information on their website: <https://www.michigan.gov/mdhhs/inside-mdhhs/office-of-inspector-general/contact-us>