

PROVIDER INSIDER

WWW.SWMBH.ORG



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SWMBH Customer Handbook

SWMBH has updated our Customer handbook. You can find it online or reach out for printed copies.

The most up-to-date version has a publish date of February 1, 2026.

Changes to the SWMBH Customer handbook include:

- Updates to our service array and definitions.
- Updated terms in Person-Centered Planning.

If you need help to get a handbook, please call 1-800-890-3712 or email customerservice@swmbh.org.

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SmartCare Access

We have updated our provider request form for new users and rendering providers to be granted permissions when accessing SWMBH's SmartCare system.

If you have new staff and they need access as a new user or need to be added as a rendering provider, click the link below.

[SWMBH Survey Monkey](#)

MDHHS RFP Update

While MDHHS has not issued any formal communication related to another Request For Proposal (RFP) to competitively procure the PIHP system, the MDHHS [Vendor Opportunity Dashboard](#) was updated recently and now lists "Prepaid Inpatient Health Plans (PIHP)" as a New Bid with an anticipated release date of August 2026.

There are still many factors that will necessarily impact whether or not an RFP is actually issued, whether current Regional Entities will be qualified bidders, and whether contracts are awarded. These factors include but are not limited to the FY27 State Budget Boilerplate, a new Administration (legislature, Governor, MDHHS Director, etc.) in January, unknown bidder qualifications and contract specifications, etc.

We are continually monitoring for additional information while also working with Participant CMHSPs to position our region, and the public behavioral health system, in the best way possible in order to be successful in whatever may come.

The One Big Beautiful Bill

H.R.1 of 2025, also known as “The One Big Beautiful Bill”, was signed into law in July 2025 and makes changes to Medicaid. Michigan is required to implement H.R.1 by January 1, 2027. Some of the major eligibility changes that you should be aware of are outlined below:

New Work Requirements	Six-Month Redeterminations	Retroactive Eligibility Limited	Limits on Non-Citizen Eligibility
<ul style="list-style-type: none"> • Applies to many Healthy Michigan Plan (HMP) enrollees 19-64. • Must work, train or volunteer at least 80 hours for one month. • Non-compliance will lead to loss of coverage. <p><u>Effective Date:</u> January 1, 2027</p>	<ul style="list-style-type: none"> • Eligibility checks for HMP now every six months, instead of annually. • Increased risk of coverage interruptions due to paperwork gaps. <p><u>Effective Date:</u> January 1, 2027</p>	<ul style="list-style-type: none"> • No more 90-day retroactive coverage. • HMP: One month prior to application. • Other Medicaid enrollees: Two months prior to application. <p><u>Effective Date:</u> January 1, 2027</p>	<ul style="list-style-type: none"> • Fewer pathways to coverage for lawfully present non-citizens. • Affected individuals will lose full coverage → Moving to Emergency Services Only (ESO) coverage. <p><u>Effective Date:</u> October 1, 2026</p>

SWMBH and its Participant CMHSPs are reviewing the new requirements and are ready to partner with MDHHS to make this implementation as smooth as possible. MDHHS is finalizing its guidance over the next few months, but below is some information we already know about the Work Requirements that go into effect January 1, 2027 for members with Healthy Michigan Plan coverage:

Qualifying Activities	Exemptions	Hardship Exceptions
<p>80 hours per month of:</p> <ul style="list-style-type: none"> • Work. • Community service. • Participation in a work program. <ul style="list-style-type: none"> • Half time + enrollment in an education. • Any combination of the above totaling 80 hours per month. • Monthly income that is not less than the federal minimum wage x 80 hours (\$580/month). • Seasonal worker with an average monthly income over the preceding six months that is not less than the federal minimum wage x 80 hours. 	<p>Parent, guardian, or caretaker of:</p> <ul style="list-style-type: none"> • Dependent children under age 13. • Disabled individuals. <ul style="list-style-type: none"> • Pregnant or postpartum individuals. • Foster youth or former foster youth under age 26. • Medically frail. • Participating in a substance use disorder (SUD) program. • Meeting SNAP/TANF work requirements. • American Indians and Alaska Natives. • Disabled veterans. • Incarcerated or released from incarceration within the past 90 days. 	<p>Individuals who were in:</p> <ul style="list-style-type: none"> • Inpatient hospital. • Nursing facility. • Intermediate care facility. • Inpatient psychiatric hospital. <ul style="list-style-type: none"> • Individuals who reside in a county with: <ul style="list-style-type: none"> • A federally-declared emergency or disaster. • High unemployment - above 8% or 1.5x national rate. • Individuals who traveled outside their community for extended medical care for self or dependent.

You can find a presentation that MDHHS gave to the Michigan House of Representatives using this link: [Medicaid Changes](#)

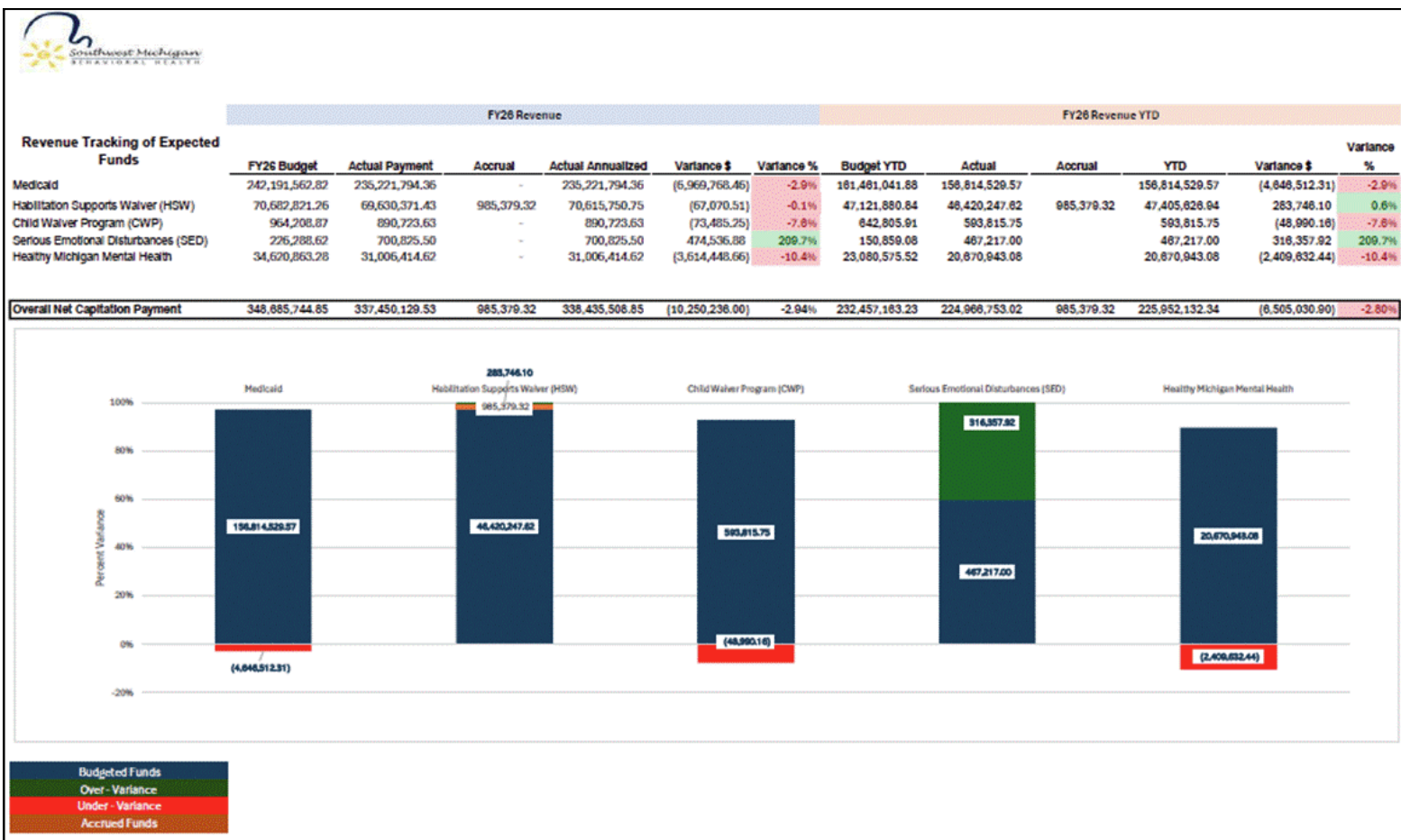
Declining Medicaid Eligibility Levels

SWMBH continues to monitor declining Medicaid eligibility across the Healthy Michigan Plan (HMP), Temporary Assistance for Needy Families (TANF), and Disabled and Aged Blind (DAB) populations. Similar trends are being experienced across Michigan as the effects of post-pandemic Medicaid redeterminations continue to influence enrollment levels.

Because Medicaid funding is directly tied to eligible member counts, declining enrollment results in reduced capitation revenue for SWMBH and other PIHPs statewide. While the need for behavioral health services remains strong, lower eligibility levels can create financial challenges as organizations work to maintain access to high-quality services, provider networks, and crisis response systems.

Current FY26 revenue receipts are tracking below certified projections, largely due to lower-than-anticipated eligibility levels. SWMBH continues to closely monitor these trends and collaborate with MDHHS and regional partners to assess financial impacts and support long-term system sustainability.

As eligibility patterns evolve, careful planning and ongoing analysis will remain critical to ensuring the continued availability of specialty behavioral health services throughout Region 4 and across Michigan.



Upcoming Trainings

HCBS training

Home and Community Based Services (HCBS) Case Manager/Supports Coordinator (CM/SC) Training. Required for any new Case Managers, Case Managers annual training requirement, or Case Managers that missed the previous scheduled trainings that are overseeing a case receiving Home and Community Based Services (HCBS).

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/ssn4yl4x/PkhukKEr6H>

Attendance is required for both days in the training month. Please only register for one training series and attend both days.

When: September 15th 2026 9am-11am and September 16th 2026 9am-11am

Registration link: <https://us06web.zoom.us/meeting/register/HGux0xDjRh28DLoDy1Q5Zw>

When: December 1st, 2026 9am-11am and December 2nd 2026 9am-11am

Registration link: <https://us06web.zoom.us/meeting/register/jKHtPcUcTK20AAz4MpyQtw>

Human Trafficking

Target audience anyone working in Healthcare.

2 SW and approved related MCBAP credits provided for this training

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 14th 2026 9am-11am.

Registration link: <https://us06web.zoom.us/meeting/register/yPjCIEHhROuvUHC3HZU-8w>

Class size limited to 100

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WE'RE ON THE WEB!
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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.

Check out the Provider Documents page on the 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.

COMPLIANCE

If you have a compliance-related question or concern, or to file a compliance report, you can do so in the following ways. Contact Alison Strasser, SWMBH's Interim 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>