

Customer Communicator



A Difficult Fiscal and Policy Environment

Federal Developments

An immediate threat to public behavioral health services relates to White House and Congressional intent to reconfigure and reduce federal Medicaid funding. Michigan Medicaid has a 65% federal financial participation rate. Healthy Michigan Plan has a 90% federal financial participation rate. One or more approaches to reducing federal Medicaid funds to states may occur. If federal funds are reduced, the state would have to find other funds to cover the federal revenue reductions. Medicaid and Healthy Michigan Plan eligibility and/or service arrays could be fully or partially impacted. We will, of course, monitor and report.

Multiple federal agencies related to SWMBH funding and policy have been impacted by reductions in staff including but not limited to Health and Human Services (HHS), Center for Medicare and Medicaid Services (CMS), Substance Abuse and Mental Health Services Administration (SAMHSA). For example, 100 people, or one-tenth of the workers at SAMHSA have been laid off or fired. This is certain to interrupt 988 crisis line operations, grant-making, and grant support.

The CMS Innovation Center has announced the ending and quick end to multiple existing and developing demonstrations and pilot programs. The CMS Innovation Center is considering options to reduce the size of Integrated Care for Kids, and will no longer pursue two previously announced but not yet implemented models the Medicare \$2 Drug List and Accelerating Clinical Evidence.

On March 27, 2025, US Health and Human Services announced the cancellation of COVID era Block Grants and the reduction of HHS staff from 82,000 to 62,000. It remains to be seen what the direct and indirect impacts on SWMBH, and our providers will be.

Expect more federal program suspensions and terminations to be announced.

Inside this Issue:

May is National Mental Health Month - 2

Find a Culturally Sensitive Therapist - 4

Clinical Practice Guidelines - 5

Performance Improvement Plan - 6

New SWMBH Providers - 7

Gambling Awareness - 8

Join our Customer Advisory Committee - 9

Continued on Page 3

May is National Mental Health Month

Mental illness is no longer seen as something to be ashamed of. Mental health is a condition which affects a person’s thinking, feeling, behavior, or mood. When we are having a mental health concern, it can affect our daily activities. Sometimes, when we have a mental health concern it may cause problems in our relationships with other people. If you think you are having a mental health crisis, the first thing you must know is that you are not alone. Mental health conditions are far more common than people may think. For some people who have a mental illness, they may feel talking about their mental health will cause people to treat them differently. However:

- 1 in 5 U.S. adults experience a mental health crisis each year
- 1 in 20 U.S. adults experience a serious mental health concern each year
- 1 in 6 U.S. youth aged 6-17 experience a mental health disorder each year
- 50% of all lifetime mental conditions begin at age 14, and 75% at age 24

A mental health condition is not the result of one event. There are many variables that can influence whether you develop a mental illness. Variables could include genetics, your environment, and lifestyle. All these factors can influence when and how symptoms develop into a mental illness. A stressful job or home life can cause some people to become more vulnerable than others. Some people may have had trauma in their childhood. Having a biological condition can also play a part in developing a mental health condition.

None of this means that you are broken or that you did something wrong. Mental illness is not your fault. For many people, recovery is a matter of how in touch you are with your thoughts, feelings and behavior. After all, it is usually the people who are closest to us that can tell when something is not right.

This month let us all be a little more aware of each other’s difficulty by recognizing early warning signs and when people may need a little help. When we practice good mental health, we seek out meaningful connections with others. We enjoy the benefits of recovery by living a well-balanced life. You can do this by eating the right foods, getting enough rest, and practicing positive choices. This way we are taking care of our mental health.

To learn more about mental health conditions and how they may affect you, contact your local Community Mental Health provider. Click on the link below to read more about mental health conditions and what you can do: <https://www.nami.org/about-mental-illness/mental-health-conditions/>.

If you feel you need immediate assistance you can give Southwest Michigan Behavioral Health a call at 1-800-890-3712. Clinicians are available Monday through Friday from 8:00am until 5:00pm. If you are calling after hours and need to speak to someone, you can call the Crisis Line by dialing 988 on your phone.



REAL ID Deadline is May 7th

Starting May 7th, A *REAL ID* is required to travel domestically. It is a Drivers License or State Identification with a gold star, or you must have a passport. In 2005 Congress passed an act following the recommendation from the 9/11 commission to establish a nationwide security standard. It does not cost additional money if you update when renewing your license or State ID. Otherwise, it will cost you \$9 for a Drivers License or \$10 a State ID to convert. It will add a gold star to your license or ID.

Find additional information at the link below.

<https://www.michigan.gov/sos/license-id/real-id>





(continued from front page)

State Developments

On February 28, 2025, Michigan Department of Health and Human Services (MDHHS) made an announcement initiating a competitive procurement process for the state's Pre-Paid Inpatient Health Plan (PIHP) contracts. It is assumed the switch would be effective October 1, 2026. Little is known about the rationale and objectives of this approach. No information about bidder qualifications has been released. While some have declared this won't happen, this PIHP must assume there is some likelihood of this coming true. Obviously, this has significant disruptive impacts on PIHP strategic planning, goals, investments, and, of course, staff professional and personal plans. We have alerted the state about the current and likely consequences of PIHPs losing skilled staff and facing challenges in hiring qualified personnel.

Regional Developments

SWMBH had a brutal financial fiscal year in 2024, which ended September 30, 2024. Medicaid programs finished the year with a \$30 million loss, full use of our Internal Service Fund, and entry into the state's risk corridor for \$10 million. We informed MDHHS in April 2024 and have held multiple meetings with MDHHS and Milliman, the state's actuary.

Multiple factors contributed to this situation. Chief among them is underestimated Medicaid capitation revenues combined with elevated expenses, compounded over several years.

- Significant declines in Medicaid redeterminations, eligibles, and related revenues.
- Double digit inflation in healthcare staffing and other costs.
- Ending of federal American Rescue Plan and other resources during the Public Health Emergency period.
- The number of individuals served by SWMBH continued to increase in 2025 over 2024 resulting in increased costs.
- MDHHS has shifted the cost of care for individuals experiencing the most acute need by closing and limiting admissions to the state hospitals. This has shifted the cost of care from General Fund to Medicaid for millions of dollars. This has resulted in higher demand for community inpatient psychiatric hospitals, at rates that are three to four times higher than state hospital rates.
- MDHHS failed to release approximately \$62 million of appropriated behavioral health Medicaid funds in fiscal year 2024.

Fiscal year 2025 financial estimates continue to worsen with a probable entry into the state risk corridor of \$24 million or so by year's end. We continue to meet with MDHHS and Millman thus far to no avail. SWMBH CEO Bradley Casemore testified at the **Michigan House Medicaid and Behavioral Health Appropriations Subcommittee** on March 11, 2025, regarding the specifics on SWMBH financials and related circumstances at other PIHPs. Most PIHPs have same or similar financial circumstances.

2024 Member Surveys

Southwest Michigan Behavioral Health (SWMBH) offers annual surveys to members. The surveys rate satisfaction with care and services. Those surveys include the Customer Satisfaction Survey (Mental Health Statistics Improvement Program (MHSIP) survey for adults), the Youth Services Survey (YSS), as well as the Recovery Self-Assessment, revised (RSA-r) Survey which is for individuals receiving Substance Use Disorder (SUD) services. The results of each survey are reviewed with Community Mental Health Service Programs (CMHSPs) and SUD Providers. Opportunities for improvement are identified, and actions are taken to improve in those areas. Full results and more details related to each survey are available for review within SWMBH's Quality Assurance and Performance Improvement Program (QAPIP) Evaluation on SWMBH's website:

[Quality & Surveys | Southwest Michigan Behavioral Health](#)

Find a Culturally Sensitive Therapist

Finding a culturally competent therapist who speaks your language and is sensitive to your cultural needs is an important mark in the therapeutic relationship. According to the latest statistics in 2015, 31% of Black Americans, 22% of Hispanic Latino Americans, and 22% of Asian American sought mental health services compared to 48% White Americans.

Today we know that people of color have limited access to high quality mental health care due to lack of insurance, stigma, and language barriers. To help bridge this gap, local professionals have come together to help you with your search for a competent linguistic therapist. There are websites available like Psychology Today where users can search by their zip code. Additionally, Black Wellness Network can help you with finding a therapist or a medical doctor in your area.

Having a therapist with a similar background can help to build rapport and trust. To get started you will have your first appointment. It is time to see if the therapist is a good fit. During your first interview, you can evaluate the therapist and ask questions in a safe space free of judgment. Often people of color struggle with racial trauma and traumatic stress. “It is okay to ask for a therapist that looks like you and shares your culture. Finding a therapist takes time. Trust your own feelings and instincts. Comfort should be your top priority.”



Tips for Finding a Culturally Sensitive Therapist

- Filter therapist search by language, faith, and communities previously served
- Request an initial meeting
- Shop around with a few therapists
- Consider someone with more specialized credentials
- Your comfort and trust are the most important

Importance of Member Voices

Picture trying to get care and not being able to find a care provider who identifies with you or does not understand you. To figure out the needs in our community, SWMBH has kept efforts in place to learn how the care we provide affects our members. Our team is trying to listen to the members’ voices and experiences that are

not being heard and remain un-addressed. A customer satisfaction survey takes place each year that is designed to get feedback from all of you. The next survey will be completed in a few months. Please look for the survey at your next visit to a community mental health agency. Once we collect all of your thoughts and ideas, we look at the most

important topics and try to find ways to better our services. From your feedback, we are finding learning opportunities for our providers to better understand unique population needs. A virtual training series is being offered in the spring and a conference in the summer. We will continue our mission to understand what needs are most important to our members.



Did You Know?

That you have the right to be treated with dignity and respect? To get help fast and in a respectful way?

That you can ask for a description of your provider payment agreements?

If you have impaired hearing or English is not your first language, and you would like an interpreter, we will give you one at no cost? If you need paperwork in Spanish or other formats (Braille, audio), you can get these from your local customer service staff?

That if you have special needs or need physical help, we will help you fill out and understand paperwork?

That you can share your complaints about the care you receive? That you can ask to appeal a service decision you disagree with?

That you may use an advocate (people who will help you) whenever you feel you need one? This could be a family member or a community agency.

To choose who will provide your care?

To be free from restraint or seclusion as coercion, discipline, provider convenience, or retribution?

Minors 14 years old and older can get mental health services up to 12 sessions or 4 months of service without parent consent?

To have a second opinion from staff within or outside our provider network, at no cost to you?

We do not use money to encourage any barriers to care. We do not encourage under or over using services. We do not reward providers or staff for denying care. All service decisions are based on the coverage and medical need for care. Decisions are based on the individual case and state guidelines.

If you have questions, please call 1 (800) 890-3712 to reach our customer service team at Southwest Michigan Behavioral Health. You can call your local customer service staff. Their contact information is also in this newsletter.



Clinical Practice Guidelines

Southwest Michigan Behavioral Health (SWMBH) reviews, distributes, and puts into place Clinical Practice Guidelines. These guidelines are consistent with the regulatory requirements of the Michigan Department of Health and Human Services (MDHHS) Specialty Services Contract and Medicaid Managed Care rules.

SWMBH and its Medicaid subcontracted provider network have adopted these guidelines. It is policy that the employees of SWMBH, the CMHSPs, and the network providers must make sure that decisions about utilization management, member education, coverage of services, and other areas are uniform with the Clinical Practice Guidelines. SWMBH makes sure that information related to the guidelines is made available to members and providers. All practice guidelines adopted for use are available on the SWMBH website and can be found here: Documents & Resources | Southwest Michigan Behavioral Health (swmbh.org) and Policies & Practice Guidelines (michigan.gov)

SWMBH's adopted practice guidelines include the following topics:

- Person-Centered Planning Practice Guideline
- Family-Driven and Youth-Guided Policy and Practice Guideline
- Housing Practice Guideline
- Consumerism Practice Guideline
- Personal Care in Non-Specialized Residential Settings Practice Guideline
- Inclusion Practice Guideline
- Employment Works! Policy

If you would like more information about SWMBH's Clinical Practice Guidelines, please contact SWMBH Customer Service department at 1-800-890-3712.

SWMBH Annual Quality Assurance and Performance Improvement Program Plan and Evaluation

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 contract, state, and federal requirements. Southwest Michigan Behavioral Health's (SWMBH) Board of Directors have the authority over the quality program, and they review SWMBH's QAPIP Evaluation and approve the QAPIP Plan on an annual basis.

SWMBH uses the QAPIP Plan and Evaluation to assure all contractual and regulatory standards required, including responsibility and oversight of the eight Community Mental Health Service Programs (CMHSPs) in the region, are met and to promote high quality member service and outcomes. This is done by monitoring key performance indicators and using system-wide approaches to continuous quality improvement efforts. The QAPIP Plan describes the purpose, authority, guiding principles, how SWMBH adopts and communicates improvement efforts, and the role of providers and members in the process.

The following categories are included in the QAPIP Plan and Evaluation:

- Michigan Mission Based Performance Indicator System (MMBPIS)
 - Performance Bonus Incentive Program (PBIP)
 - Performance Improvement Projects (PIPs)
- Critical Incident, Sentinel Event, and Risk Event Management
 - Behavior Treatment Review
 - Customer Satisfaction Survey
- Recovery Self-Assessment, Person in Recovery version (RSA-r) Survey
 - Verification of Medicaid Services
 - Provider Network Adequacy Evaluation
- Administrative and Delegated Function Site Reviews
 - Credentialing and Re-Credentialing
 - Clinical Practice Guidelines
 - Care Management Program
 - Long-Term Services and Supports (LTSS)
 - Utilization Management
 - Customer Services
 - Integrated Health Initiatives
 - External Quality Monitoring and Audits
 - Cultural Competency

More information related to the QAPIP standards can be found in SWMBH policies, procedures, and Department plans. The full FY25 Quality Assurance and Performance Improvement Program Plan and full FY24 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.

New Providers in Southwest Michigan Behavioral Health Network

Barry County:

Beacon-Wolf Lake
Pine Rest Caledonia Clinic
LMA Homes LLC-Lenora 2
Hope Network- Rivervalley 2
Rebound Home and Community Therapy

Berrien County:

MI Journey
Fowler Center Camp
Spectrum Health
Flatrock Inc.
Ideal Treasure Care AFC-Mt. Vernon

Calhoun County:

Hope Love & Grace #3
You're Always at Home #3 ALF, LLC
441 Bedford Rd N LLC-Betty's Place
Davis Better Care IV

Cass County:

Radiant AFC
Possibilities Network
Faith & Grace Enterprise LLC

Substance Use Disorder Providers:

Enlightened Recovery



Enlightened Recovery is a new Substance Use Care provider currently located on Kalamazoo's Northside. Enlightened Recovery Michigan strives to meet people where they are. Their unparalleled team of compassionate clinical professionals deliver evidence-based treatment integrated with holistic wellness services.

Enlightened Recovery Michigan offers detox and residential levels of care. They also feature a wide variety of holistic services including yoga, Reiki, meditation, tai chi, acupuncture, nutrition, counseling, fitness activities, and more. Their approach includes a recovery path and options such as 12 Step, SMART Recovery, Recovery Dharma, Celebrate Recovery, and more. Additionally, Enlightened Recovery Michigan offers Medication Assisted Treatment (MAT) options as well as a wide array of evidence-based therapeutic modalities.

Enlightened Recovery's goal is to help people not only to recover, but to thrive in their lives post treatment. Enlightened Recovery is proud to partner with SWMBH to bring their unique, effective model of treatment to the state of Michigan.

If you or someone you know is struggling with addiction, call Southwest Michigan Behavioral Health at 1-800-781-0353.

Gambling Awareness

Organized by the National Council on Problem Gambling (NCPG), **March was Problem Gambling Awareness Month (PGAM)**! The 2025 theme was 'Seeking Understanding', which focused on increasing awareness of problem gambling as a serious but often misunderstood mental health condition.



- Every year an estimated 2.5 million US adults (1%) meet the criteria for severe gambling problems. Another 5-8 million (2-3%) meet one or more criteria for gambling disorder and are experiencing problems due to their gambling behavior.
- Michigan currently has 41 casinos. 3 commercial casinos, 14 online casinos and 23 Tribal casinos.
- Michigan has a ***Problem Gambling Helpline 1-800-GAMBLER (1-800-426-2537)*** that has trained and experienced counselors available 24/7. They provide immediate assistance to callers by screening for gambling disorder and referring them to treatment.
- Problem gambling costs Americans approximately \$14 billion dollars a year. This includes job loss, bankruptcy, gambling-related healthcare expenses, and other consequences.

Tips for Safe and Responsible Gambling

- The House always wins – the odds of the casino winning your money are greater than the odds of you winning the casino’s money. Casinos are a business, and businesses need money to succeed.
- Unlink all credit cards and payment methods from gambling sites and apps.
- Give someone you trust the ability to change settings in phones to require a password to download and purchase apps. You can also allow them to monitor your spending habits to ensure you are not overspending.
- Limit alcohol and substance intake while gambling. It can impair your thinking and decision-making skills.
- Only gamble with money you have budgeted out – never borrow money or use money that is set aside for necessities (rent or groceries).
- Practice self-exclusion. Self-exclusion allows a person to be banned from legalized gambling in person or online in your state or area. Visit the Michigan Gaming Control Board website for Self-Exclusion Forms and more information.

Let’s work together to increase our knowledge on problem gambling, its related harms, and support those affected.

Resources:

- [FAQs: What is Problem Gambling? - National Council on Problem Gambling](#)
- [About the National Problem Gambling Helpline - National Council on Problem Gambling](#)
- [What is gambling addiction? | APA](#)

Join Our Regional Customer Advisory Committee

Southwest Michigan Behavioral Health (SWMBH) has formed a Customer Advisory Committee. The goal of the committee is to make certain that customers can give input to SWMBH. Members give advice on items which directly or indirectly impacts the quality of the behavioral health services and supports offered within the SWMBH region. The region is made up of Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph, and Van Buren Counties. Committee members are responsible for:

- Reviewing and giving feedback on documents as prepared for use all over the SWMBH network such as Customer Handbook and other informational materials.
- Reviewing questions asked in questionnaires, surveys, and the like, in which customers will be asked to take part.
- Reviewing Satisfaction Survey results and regional plans for change.
- Reviewing results of the Performance Improvement Projects and regional plans for change.
- Reviewing results of Michigan Department of Community Health (MDCH) and Health Services Advisory Group (HSAG) reviews and regional plans for change.
- Review of any other state or federal documents as requested by SWMBH for feedback.

If you currently have Medicaid or Healthy Michigan as your insurance, are a primary or secondary customer (advocate) of Mental Health/Developmentally Disabled or Substance Use Disorder services and would be interested in learning more about the SWMBH Customer Advisory Committee, please contact your local Customer Service Department (contact information included in this newsletter) or SWMBH Customer Service Department at 1-800-890-3712 or customerservice@swmbh.org.

Southwest Michigan Behavioral Health Customer Service Offices

Customer Services is a department made up of staff that are available to answer your questions, talk about your concerns, and make sure that you are receiving the services and supports that you need.

Local Community Mental Health Customer Service offices are available to you to address all grievances, appeals and other issues you may have with your local Community Mental Health or service provider. We have included a list of Customer Service representatives as well as their contact information and hours of operation. Please contact them if you have any questions or issues.

For Substance Use Disorder customers, the Customer Service Department is centrally located within Southwest Michigan Behavioral Health. If you wish to file a grievance, appeal, or have issues with the services/supports provided to you, please feel free to contact the Customer Services Department at Southwest Michigan Behavioral Health at the information provided below. You may also wish to talk with your Substance Use Disorder service provider to address any issues you may encounter.

Our goal is to ensure your service needs are met through dignity, respect, and medically necessary services.

Southwest Michigan Behavioral Health (SWMBH) Member Services Specialist

5250 Lovers Lane, Suite 200

Portage, MI 49002

Customer Services Toll-Free: (800) 890-3712

Agency Phone: (800) 676-0423

TTY: 711 (MRC)

Fax: (269) 441-1234

Email: customerservice@swmbh.org

Customer Service Hours

M – F 8:00 a.m. - 5:00 p.m. Excluding Legal Holidays



Barry County Community Mental Health Authority
Alanna Maurer, Customer Service Representative
 500 Barfield Drive Hastings, MI 49058
 Agency Phone: (269) 948-8041 or (866) 266-4781
 TTY: 711 (MRC)
 Fax: (269) 948-9319
 Email: almaurer@bccmha.org
Customer Service Hours
 M - F 8:00 a.m. - 5:00 p.m. Excluding Legal Holidays

Riverwood Center/Berrien Mental Health Authority
Leanne Adams, Customer Service Representative
 1485 M-139 Benton Harbor, MI 49023
 Customer Service Toll-Free: (866) 729-8716
 Agency Phone: (269) 925-0585 or (800) 336-0341
 TTY: 711 (MRC)
 Fax: (269) 927-1326
 Email: leanne.adams@riverwoodcenter.org
Customer Service Hours
 M - F 8:30 a.m. - 5:00 p.m. Excluding Legal Holidays

Pines Behavioral Health (Branch County)
Kammy Ladd, Customer Service Representative
 200 Vista Drive
 Coldwater, MI 49036
 Customer Service Toll-Free: (866) 877-4636
 Agency Phone: (517) 278-2129 or (888) 725-7534
 TTY: 711 (MRC)
 Fax: (517) 279-8172
 Email: kladd@pinesbhs.org
Customer Service Hours
 M – F 9:00 a.m. - 5:00 p.m. Excluding Legal Holidays

Summit Pointe (Calhoun County)
Amy Vincent, Customer Service Representative
 175 College St.
 Battle Creek, MI 49037
 Customer Service Toll-Free: (800) 632-5449
 Agency Phone: 269-966-1460
 TTY: 711 (MRC)
 Fax: (269) 966-2844
 Email: AVincent@summitpointe.org
Customer Service Hours
 M – F 8:00 a.m. – 5:00 p.m. Excluding Legal Holidays

Woodlands Behavioral Healthcare Network (Cass County)
Regina Wolverton, Customer Service Representative
 960 M-60 East
 Cassopolis, MI 49031
 Customer Service Toll-Free: (800) 323-0335
 Agency Phone: 269-445-2451 or (800) 323-0335
 TTY: 711 (MRC)
 Fax: (269) 445-3216
 Email: reginaw@woodlandsbhn.org
Customer Service Hours
 M - F 8:30 a.m. - 5:00 p.m. Excluding Legal Holidays

Integrated Services of Kalamazoo
Teresa Lewis, Customer Service Manager
 2030 Portage Road
 Kalamazoo, MI 49001
 Customer Service Toll-Free: (877) 553-7160
 Agency Phone: (269) 373-6000 Or (888) 373-6200
 TTY: 711 (MRC)
 Fax: (269) 364-6992
 Email: custserv@iskzoo.org
Customer Service Hours
 M - F 8:00 a.m. - 5:00 p.m. Excluding Legal Holidays

Pivotal (St. Joseph County)
Michelle Crittenden, Customer Service Representative
 677 East Main Street, Suite A
 Centreville, MI 49032
 Customer Services Toll-Free: (855) 203-1730
 Agency Phone: (269) 467-1000 or (800) 622-3967
 TTY: 711 (MRC)
 Fax: (269) 467-3072
 Email: mcrittenden@pivotalstjoe.org
Customer Service Hours
 M - F 8:00 a.m. – 5:00 p.m. Excluding Legal Holidays

Van Buren Community Mental Health Authority
Sandy Thompson, Customer Service Representative
 801 Hazen Street, Suite C
 P.O. Box 249
 Paw Paw, MI 49079
 Agency Phone: (269) 657-5574 or (800) 922-1418
 711 MRC
 Fax: (269) 657-3474
 Email: sthompson@vbcmh.com
Customer Service Hours
 M - F 8:30 a.m. - 5:00 p.m. Excluding Legal Holidays

Southwest Michigan Behavioral Health complies with applicable Federal and State civil rights laws and does not discriminate on the basis of race, national origin, color, sex, disability, religion, age, height, weight, familial status, partisan considerations, or genetic information. Sex-based discrimination includes, but is not limited to, discrimination based on sexual orientation, gender identification, gender expression, sex characteristics, and pregnancy. Southwest Michigan Behavioral Health does not exclude people or treat them differently because of any of these categories.

Southwest Michigan Behavioral Health:

Provides **free** aids and services to people with disabilities to communicate effectively with us, such as:

- o Qualified sign language interpreters
 - o Written information in other formats (large print, audio, accessible electronic formats, Braille, other formats)
- § Provides **free** language services to people whose primary language is not English or have limited English skills, such as:
- o Qualified interpreters
 - o Information written in other languages

If you need these services, contact Customer Services.

If you believe that Southwest Michigan Behavioral Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Customer Services
5250 Lovers Lane, Suite 200
Portage, MI 49002
P: 800-890-3712 (TTY: 711)
F: 269-441-1234
customerservice@swmbh.org

If you are an individual who is deaf or hard of hearing, you may contact the MI Relay Service at 711 to request their assistance in connecting you to Southwest Michigan Behavioral Health. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Customer Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You may also file a grievance electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, D.C., 20201
1-800-368-1019

In order to establish a method for identifying prevalent non-English languages spoken by enrollees and potential enrollees in each PIHP service area the list on the next page is provided. SWMBH provides taglines in the prevalent non-English languages in its particular service area included in the list on the next page.

SOUTHWEST MICHIGAN BEHAVIORAL HEALTH

Resources

Crisis/Suicide Hotlines: 1-800-SUICIDE (1-800-784-2433)

Suicide & Crisis Lifeline: 988 (Call or text)

Suicide Prevention Hotline: 1-800-273-TALK (1-800-273-8255)

Suicide Prevention Hotline for Deaf or Hard of Hearing: 1-800-799-4TTY (1-800-799-4889)

Suicide Prevention Online Chat: www.gryphon.org/services/crisis-services/online-chat

Suicide Prevention Text Line: Text: "Hello" to 741-741

Human Services: (Crisis Situations, food, housing/rent help): 211

Child Abuse and Neglect Parent Helpline: 1-855-942-4357

National Alliance on Mental Illness (NAMI): 1-800-950-6264 or www.nami.org

National Domestic Violence Hotline: 1-800-799-7233, TTY: 1-800-787-3224,
Spanish: 1-800-942-6908

National AIDS Hotline: 1-800-342-AIDS (1-800-342-2437)

Alcoholics Anonymous Hotline: 269-467-1107

Veteran Crisis Line: 1-800-273-8255 press 1 Text: 838-255

Southwest Michigan
Behavioral Health
(SWMBH)
Customer Service

5250 Lovers Lane, Suite 200
Portage, MI 49002

Customer Service Toll-Free:
800-890-3712

TTY: 711 MRC

Email:
customerservice@swmbh.org

Main Phone: 800-676-0423
Fax: 269-441-1234

Monday-Friday
8:00 AM—5:00 PM
Excluding Legal Holidays

Southwest Michigan Behavioral Health Board Meetings 2025

Air Zoo Aerospace & Science Museum
6151 Portage Rd, Portage, MI 49002

June 13, 2025 (9:30am-11:30am)

July 11, 2025 (9:30am-11:30am)

Our Board Meetings are subject to the Open Meetings Act 1976
PA 267, MCL 15.261-15.275

SWMBH adheres to all applicable laws, rules, and regulations in
the operation of its public meetings, including the Michigan
Open Meetings Act, MCL 15.261 – 15.275

SWMBH does not limit or restrict the rights of the press or other
news media.

Discussions and deliberations at an open meeting must be able to
be heard by the general public participating in the meeting.

Board members must avoid using email, texting, instant messag-
ing, and other forms of electronic communication to make a deci-
sion or deliberate toward a decision, and must avoid "round-the-
horn" decision-making in a manner not accessible to the public at
an open meeting.

Connect with us online!

Follow us on Facebook and Instagram to get updates about what is going
on in the region and state. The latest news, including the SWMBH
quarterly Member Newsletter, insights, and behavioral health events and
activities are regularly posted. Follow us on:

Facebook at: <https://www.facebook.com/SWMBH>

Instagram at: www.instagram.com/swmbh2014

View our Website: WWW.SWMBH.ORG



**"Quality and Excellence
through Partnerships"**