

# Customer Communicator



## INSPIRING MENTAL HEALTH MONTH

***May is mental health month. There are many things you can do to positively impact your mental health.***

***When it comes to mental health, small actions equal big impact.***

- If you are worried about your mental health or are worried about someone you know, there are resources and people out there who are willing to help, no matter what your situation is. If you are concerned, you can contact your local community mental health provider or contact Southwest Michigan Behavioral Health at (800) 890-3712.
- Talking about mental health helps promote acceptance and encourages people to seek help.

***Self-care is important for your mental health.***

- Despite stressors, there are many things that you can do to maintain positive mental health, including self-care.
- When you take care of yourself, your emotional, mental and physical health improves; you become more resilient and can find ways to manage stress in a healthy and positive way.

***We play a part in one another's mental wellness.***

- Language matters. The language we use to talk about mental health can either perpetuate prejudice and discrimination or promote acceptance and compassion. When it comes to mental health, words matter.

***Let's support each other and make it okay to reach out and seek help whenever we need it.***

- If you are worried about your mental health or are worried about someone you know, there are resources and people out there who are willing to help, no matter what your situation is. You can call or text 988 or chat at 988lifeline.org or you can also reach the Crisis Text Line by texting HELLO to 741741.
- Whether we share resources, encourage others to seek help or simply are there for someone when they need us, we instill hope and can help others to reach out when they need it most.

***No matter the situation, there is always help and there is always hope. If you feel you are in need of immediate help. You can Call or Text 988. Help is available 24 hours a day, seven days a week.***

For additional information on where to get help contact your local Community Mental Health Service Provider. You can find a list of service providers on pages 7-8.



**NEW CONTRACTED PROVIDERS**

Barry County:  
Cretsinger Care Homes Ltd.- Pennfield Premier Living North  
Camp Kidwell

Branch County:  
Turning Leaf Behavioral Health Services  
Kind Horizons

Calhoun County:  
Starr Commonwealth

Cass County:  
The Center for Growth and Independence

Van Buren County:  
One Day at a Time Autism LLC



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**CAC VACANCIES**

Southwest Michigan Behavioral Health (SWMBH) has formed a Customer Advisory Committee. This ensures customers and their loved ones have a way to provide feedback and input on decisions and services impacting them or the region. Customers are briefed and advised on items that may directly or indirectly affect the quality of behavioral health services and support provided within the SWMBH region. If you would like to learn more about how to become a member call Customer Service at (800) 890-3712.

**FIND SWMBH ON FACEBOOK AND INSTAGRAM**

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

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

Instagram at: [www.instagram.com/swmbh2014](http://www.instagram.com/swmbh2014)





### 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 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 consistent 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:

- 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.

### YOUR FEEDBACK MATTERS AT SWMBH

Southwest Michigan Behavioral Health (SWMBH) offers surveys each year to hear from members about their care and services. Your feedback helps us understand what is working well and where we can do better. 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.

SWMBH shares the results with Community Mental Health Service Programs (CMHSPs) and SUD providers. Results are reviewed to identify areas for improvement and how to take steps to make services better for everyone.

Want to learn more? You can view full 2025 survey results and details in the Quality Assurance and Performance Improvement Program (QAPI) Evaluation on the SWMBH website.

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



**APRIL IS ALCOHOL AWARENESS MONTH**

**Connecting the Dots: Opportunities for Recover**

**Alcohol Use and Your Health**

- Excessive alcohol use can have immediate and long-term effects.
- Excessive drinking includes binge drinking, heavy drinking, and any drinking during pregnancy or by people younger than 21.
- Drinking less is better for your health than drinking more.
- You can lower your health risks by drinking less or choosing not to drink.
- Why it is important
- Your liver can only process small amounts of alcohol.
- The rest of the alcohol can harm your liver and other organs as it moves through the body.
- Using alcohol excessively on occasion or over time can have immediate and long-term health risks.
- By drinking less alcohol, you can improve your health and well-being.
- Drinking alcohol excessively can negatively affect your health.

**Excessive drinking includes:**

<b>Binge drinking</b>		<b>Heavy drinking</b>	
<b>Women</b>	<b>Men</b>	<b>Women</b>	<b>Men</b>
<b>4</b>	<b>5</b>	<b>8</b>	<b>15</b>
or more drinks	or more drinks	or more drinks	or more drinks
<b>On one occasion</b>		<b>In a week</b>	
			
<b>Any drinking during pregnancy</b>		<b>Any drinking by people younger than 21</b>	
cdc.gov/alcohol			

To learn more about this article visit <https://www.cdc.gov/alcohol/fact-sheets/alcohol-use.htm>. If you suspect you have a drinking problem, you can call Southwest Michigan Behavioral Health and speak with a Licensed Clinician at 1 (800) 781-0353. All calls are confidential.





## JUNE IS AUTISM AWARENESS MONTH

Understanding your child development is serious business for parents. Developmental monitoring is an active, ongoing process of watching a child grow and encouraging conversations between parents and providers about a child's skills and abilities. Developmental monitoring involves observing how your child grows and whether your child meets the typical developmental milestones, or skills that most children reach by a certain age, in playing, learning, speaking, behaving, and moving.

Parents, grandparents, early childhood education providers, and other caregivers can participate in developmental monitoring. CDC's "[Learn the Signs. Act Early.](#)" program has developed free materials, including CDC's [Milestone Tracker](#) app, to help parents and providers work together to monitor your child's development and know when there might be a concern and if more screening is needed. You can use a [brief checklist of milestones](#) to see how your child is developing.

### Developmental Screening

Developmental screening takes a closer look at how your child is developing. Developmental screening is more formal than developmental monitoring. It is a regular part of some well-child visits even if there is not a known concern.

The [American Academy of Pediatrics \(AAP\)](#) recommends developmental and behavioral screening for all children during regular well-child visits at these ages:

- 9 Months
- 18 months
- 30 months

In addition, American Academy of Pediatrics recommends that all children be screened specifically for ASD during regular well-child visits at these ages:

- 18 months
- 24 months

### Signs and Symptoms

- Avoid or does not keep eye contact
- Does not respond to name by 9 months of age
- Does not show facial expressions such as happy, sad, angry, and surprised by 9 months of age
- Does not play simple interactive games like pat-a-cake by 12 months of age
- Uses few or no gestures by 12 months of age (for example, does not wave goodbye)
- Does not share interests with others by 15 months of age (for example, shows you an object that they like)
- Does not point to show you something interesting by 18 months of age

If you suspect your child has signs of autism. Contact your healthcare provider. If you would like to learn more about this article visit <https://www.cdc.gov/autism/diagnosis/index.html>.



**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 getting 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 agency 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](mailto: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  
Cody Davis, 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: [codavis@bccmha.org](mailto:codavis@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](mailto:leanne.adams@riverwoodcenter.org)

**Customer Service Hours**

M - F 8:30 a.m. - 5:00 p.m.

Excluding Legal Holidays



<p><b>Pines Behavioral Health (Branch County)</b>  <b>Leslie Swan, Customer Service Representative</b>                  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: lswan@pinesbhs.org  <b>Customer Service Hours</b>                  M – F 9:00 a.m. - 5:00 p.m.                  Excluding Legal Holidays</p>	<p><b>Summit Pointe (Calhoun County)</b>  <b>Amy Vincent, Customer Service Representative</b>                  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: #customerserviceline@summitpointe.org  <b>Customer Service Hours</b>                  M – F 8:00 a.m. – 5:00 p.m.                  Excluding Legal Holidays</p>
<p><b>Woodlands Behavioral Healthcare Network (Cass County)</b>  <b>Regina Wolverton, Customer Service Representative</b>                  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  <b>Customer Service Hours</b>                  M - F 8:30 a.m. - 5:00 p.m.                  Excluding Legal Holidays</p>	<p><b>Integrated Services of Kalamazoo</b>  <b>Teresa Lewis, Customer Service Manager</b>                  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  <b>Customer Service Hours</b>                  M - F 8:00 a.m. - 5:00 p.m.                  Excluding Legal Holidays</p>
<p><b>Pivotal (St. Joseph County)</b>  <b>Amy Vincent Customer Service Representative</b>                  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: customerservice@pivotalstjoe.org  <b>Customer Service Hours</b>                  M - F 8:00 a.m. – 5:00 p.m.                  Excluding Legal Holidays</p>	<p><b>Van Buren Community Mental Health Authority</b>  <b>Sandy Thompson, Customer Service Representative</b>                  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  <b>Customer Service Hours</b>                  M - F 8:30 a.m. - 5:00 p.m.                  Excluding Legal Holidays</p>



**EMERGENCY SERVICES**

If you are experiencing a life-threatening or medical emergency, unable to transport yourself to an emergency room, or if you are experiencing a life-threatening or medical emergency after hours, always call 9-1-1 right away.

A “mental health emergency” is when a person is experiencing symptoms and behaviors:

- that can reasonably be expected in the near future to lead him/her to harm self or another.
- his/her inability to meet his/her basic needs he/she is at risk of harm.
- the person’s judgment is so impaired that he/she is unable to understand the need for treatment and that his/her condition is expected to result in harm to him/herself or another individual in the near future.

You have the right to receive emergency services at any time, 24-hours a day, seven days a week, without prior authorization for payment of care.

If you have a mental health emergency, you should seek help right away. You can call the emergency number for your CMH office, you can go to any hospital that offers emergency care, or you can call 911.

**Emergency Assistance is available 24 hours a day, 7 days a week from CMH:**

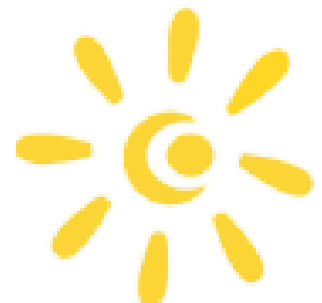
<b>Barry County</b>	<b>269-948-8041 or 1-866-266-4781</b>
<b>Berrien County</b>	<b>269-925-0585 or 1-800-336-0341</b>
<b>Branch County</b>	<b>517-279-1193 or 1-888-725-7534</b>
<b>Calhoun County</b>	<b>269-966-1460 or 1-800-632-5449</b>
<b>Cass County</b>	<b>269-445-2451 or 1-800-323-0335</b>
<b>Kalamazoo County</b>	<b>269-373-6000 or 1-888-373-6200</b>
<b>St Joseph County</b>	<b>269-467-1000 or 1-800-622-3967</b>
<b>Van Buren County</b>	<b>269-657-5574 or 1-800-922-1418</b>



**You can walk-in to any CMH office during business hours and ask for assistance with an emergency.**

**Post-Stabilization Services**

After you receive emergency mental health care and your immediate needs are met, you may receive ongoing mental health services to make sure your condition continues to stabilize and improve. Examples of post-stabilization services are crisis residential, case management, outpatient therapy, and/or medication reviews. Prior to the end of your emergency-level care, your local CMH will help you to coordinate your post-stabilization services.



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](http://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](http://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](mailto: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 2026

All meetings are held at the principle office located at:

5250 Lovers Lane Suite 200 Portage, MI 49002

May 8, 2026 (9:30am-10:30am)

May 8, 2026 (10:30am-3:00pm) Board Planning Session

June 12, 2026 (9:30am-11:30am)

July 10, 2026 (9:30am-11:30am)

August 14, 2026 (9:30am-11:30am)

September 11, 2026 (9:30am-11:30am)

October 9, 2026 (9:30am-11:30am)

November 13, 2026 (9:30am-11:30am)

December 11, 2026 (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 messaging, and other forms of electronic communication to make a decision 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.



**"Quality and Excellence  
through Partnerships"**