



Principal Office: 5250 Lovers Lane, Portage, MI 49002

Phone: 800-676-0423

**Southwest Michigan Behavioral Health
MHL Member Frequently Asked Questions (FAQs)**

1. **What is changing for members receiving Behavioral Health services through SWMBH?** This only applies to behavioral health services for people with Aetna or Meridian MI Health Link (MHL) coverage in Region 4. You are not losing any benefits. The only thing that is changing is that Meridian and Aetna are going to be the main insurance company for most Behavioral Health Benefits instead of SWMBH beginning on January 1, 2023.

2. **What is the impact on my current Behavioral Health services?**

Medicare Behavioral Health Services - MI Health Link	
Service	Impact
Outpatient Therapy (Mental Health)	Aetna/Meridian are working to contract with current providers as they will be managing this directly starting in 2023. If you are not sure if your provider will still be in network, call your health plan Aetna/Meridian.
Outpatient Therapy (Substance Use)	
Psychological Testing	
Psychiatry	
Medication Assisted Treatment (MAT)	
Medicaid Behavioral Health Services - MI Health Link	
Service	Impact
Case Management	Your Medicaid covered services will still be provided by your local Community Mental Health agency. Your provider will not change and SWMBH will still be managing these benefits for you.
Assertive Community Treatment (ACT)	
Community Living Supports	
Skill Building/Supported Employment	
Residential Treatment (Substance Use)	

3. **What changes will I see for my Behavioral Health services?** Mail about your MHL benefits will come from Aetna or Meridian rather than SWMBH. You will start calling Aetna or Meridian for questions about your benefits rather than SWMBH. You will get a new insurance card from Meridian or Aetna with updated contact information.

4. **When is the change taking effect?** January 1, 2023.

5. **Will there be any changes to my current Behavioral Health provider?** If your provider agrees to contract directly with Aetna and Meridian, you should not notice any change. SWMBH is working closely with our contracted providers to sign contracts with Aetna and Meridian. You can ask your Provider if they have contracted directly with Aetna or Meridian. Or you can call the number on the back of your insurance card and ask.

6. **Will any of the changes taking place affect my level of services?** No. Your benefits and entitlements are not changing. The only thing that is changing is who manages those benefits.

7. **Will I get to keep my SWMBH complex care manager?** If you get complex case management through SWMBH, then you will be contacted about it. Most people with MHL do not get complex case management.
8. **Will I get a new insurance card?** Yes. Everyone with MHL will get a new card from either Aetna or Meridian in mid-December. You will throw away your old card and only use the new card. The new card will have all the right phone numbers on the back.
9. **How will I file a complaint about my behavioral health services after January 1?** You will call the number on the back of your new insurance card. Grievances and appeals about MI Health Link services that happened in 2022 will be addressed by SWMBH. Grievances and appeals about MI Health Link services that happen in 2023 will be addressed by Aetna or Meridian.
10. **Who should I call for a Behavioral Health crisis?** Call your CMH crisis line or you can call 988. You can also call the crisis number listed on the back of your most current insurance card. Here are the CMH crisis Lines. Call the one for the county where you live:

Behavioral Health Crisis Lines	
Barry County:	269-948-8041 or 1-800-873-0511
Berrien County:	269-925-0585 or 1-800-336-0341
Branch County:	517-278-2129 or 1-888-725-7534
Calhoun County:	269-966-1460 or 1-800-632-5449
Cass County:	269-445-2451 or 1-800-323-0335
Kalamazoo County:	269-373-6000 or 1-888-373-6200
St Joseph County:	269-467-1000 or 1-800-622-3967
Van Buren County:	269-657-5574 or 1-800-922-1418

11. **Who should I call with any other questions about my MHL behavioral health services and coverage?** You should call the customer service number on the back of your insurance card. The SWMBH Member Services number is 1-800-676-5814 or TTY 711.