

## Mission

*"SWMBH strives to be Michigan's preeminent benefits manager and integrative healthcare partner, assuring regional health status improvements, quality, value, trust, and CMHSP participant success."*

## Values

- Customer Driven
- Person-Centered
- Recovery Oriented
- Evidenced-Based
- Integrated Care
- Trust
- Integrity
- Transparency
- Inclusive
- Accessibility
- Acceptability
- Impact
- Value
- High Quality Services
- Risk Management
- Culturally Competent & Diverse Workforce



Southwest Michigan Behavioral Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

" ATENCIÓN: Si habla **español**, hay servicios gratuitos de asistencia con el idioma para usted. Llame al 1-800-890-3712 (TTY: 711)."

"انتبه: إن كنت تتحدث العربية، فتوجد خدمات مساعدة لغوية، مجانية، ومتاحة لك. اتصل بـ 1-800-890-3712 (رسالة مبرقة: 711)."

Southwest Michigan Behavioral Health  
5250 Lovers Lane, Suite 200  
Portage, MI 49002

[www.SWMBH.org](http://www.SWMBH.org)

SWMBH Main Line/  
Provider Authorizations:  
1-800-676-0423

Fax:  
1-269-441-1234

MI Health Link Member Services:  
1-800-676-5814

MI Health Link  
24 hour Access/Crisis:  
1-800-675-7148

Customer Service:  
1-800-890-3712

SWMBH Substance Use Disorder Access  
Line:  
1-800-781-0353

TTY:  
711 (MRC)

Compliance Hot Line:  
1-800-783-0914

Complex Case Management Referral:  
[SWMBH-CCM@swmbh.org](mailto:SWMBH-CCM@swmbh.org)



## Complex Case Management



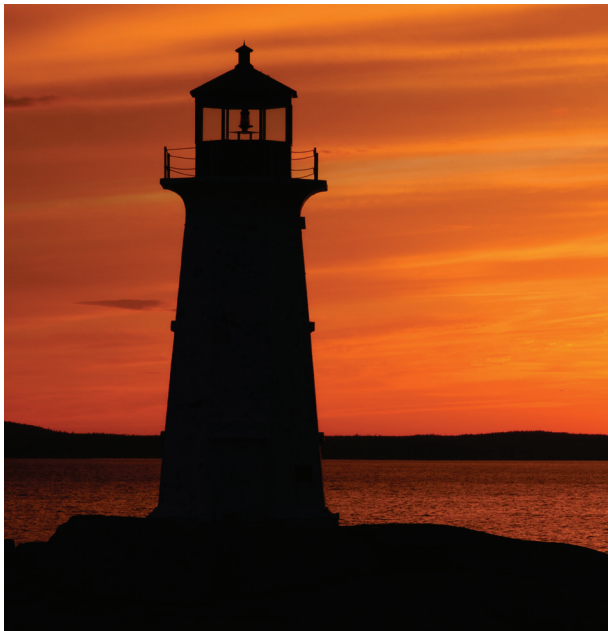
## Vision

*"An optimal quality of life in the community for everyone."*

**SWMBH Customer Services:**  
**1-800-890-3712**

## Welcome to Southwest Michigan Behavioral Health

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 intellectual/developmental disabilities, and individuals with substance use disorders. As the manager of services, SWMBH will make sure that services are given 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.



## What is Complex Case Management?

Complex Case management is available to members who have co-morbid behavioral health and physical conditions and needs. Complex Case Management offers SWMBH members the opportunity to talk with a Registered Nurse in order to:

- Assess physical and behavioral health needs
- Establish member-centered goals to address needs
- Identify barriers and solutions to help achieve goals
- Identify additional community resources that are available



## Purpose of Complex Case Management

The purpose of Complex Case Management is to:

- Help organize and coordinate services for members with complex physical and behavioral health conditions
- Work through physical and behavioral health obstacles or barriers
- Navigate often confusing multiple service pathways
- Secure necessary physical health, behavioral health, and community services.

The overall goal of Complex Case Management is to help members move towards optimum health, improved functional capability, and a better quality of life.

### Philosophy

*"Quality and Excellence through Partnerships"*

## Criteria for Enrollment

The criteria for enrollment includes, but is not limited to:

One or more Behavioral Health diagnoses and at least one of the following criteria:

- 2 or more psychiatric inpatient (IP) admissions in the past 6 months
- High Emergency Department (ED) use
- 4 or more chronic medical diagnoses
- A combination of IP admissions/high ED use along with a less severe mental illness

Criteria for SUD/Withdrawal Management/Residential Treatment:

- 2 or more withdrawal management or substance use disorder (SUD) treatments in the past 12 months
- 2 or more chronic medical conditions