

## CMS MEDICARE TELEHEALTH

**CMS has added eleven new services to the Medicare telehealth services list since the publication of the May 1, 2020, COVID-19 Interim Final Rule** with comment period (IFC). Medicare will begin paying eligible practitioners who furnish these newly added telehealth services effective immediately, and for the duration of the PHE. These new telehealth services include certain neurostimulator analysis and programming services, and cardiac and pulmonary rehabilitation services.” The list of these newly added services is available at <https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes>. “To further drive telehealth, CMS is releasing a new supplement to its State Medicaid & CHIP Telehealth Toolkit: Policy Considerations for States Expanding Use of Telehealth, COVID-19 Version.” It is available at <https://www.medicaid.gov/medicaid/benefits/downloads/medicaid-chip-telehealth-toolkit.pdf>.

“The toolkit provides numerous new examples and insights into lessons learned from states that have implemented telehealth changes.”

## TELEHEALTH - TELEMEDICINE

Don't let fear of catching COVID 19 keep you from receiving the Behavioral Health Services you need.

The Michigan Department of Health and Human Services (MDHHS) made some changes to how services can be offered. They now allow some services to be delivered by telehealth. This can help protect your health and the health of your provider. Important services can be provided to you safely through telehealth and are covered by your health insurance.

What is Telehealth? It is the use of a computer, tablet, or phone to take part in a medical appointment. You can stay home and stay safe while getting the service you need. You could participate in therapy, a doctor's appointment or group therapy using telehealth. It is a simple and effective way to receive many healthcare services.

Will my Telehealth appointment be private? Yes! MDHHS requires providers to first get your consent to participate in a telehealth services, they will document this in your medical record. MDHHS also requires that telehealth services MUST have privacy and security measures in place so your telehealth appointment will be private.

What are some benefits of telehealth services? You do not have to leave home or work to get care. You do not have to find transportation to get to an appointment. Telemedicine can protect from exposure to COVID 19. It is good for anyone who cannot easily get to their health care provider You can focus on getting the care you need.

# SWMBH Newsletter

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## HELPFUL INFORMATION YOU NEED TO KNOW ABOUT

Southwest Michigan Behavioral Health is committed to providing behavioral health and substance abuse services in compliance with all federal rules throughout Michigan Department of Health and Human Services (MDHHS). SWMBH does not use financial incentives to encourage barriers to care and services and/or decisions that result in underutilization.

SWMBH does not reward practitioners, or other individuals conducting utilization review for issuing denials of coverage or service. All utilization management decision-making is based only on the existence of coverage and appropriateness of care and service. Clinical decisions are based on the clinical features of the individual case and the medical necessity criteria.

SWMBH uses MCG Medical Necessity criteria. You can find the criteria at this link: <https://www.mcg.com/care-guidelines/behavioral-healthcare/>. Hard copies are available upon request.

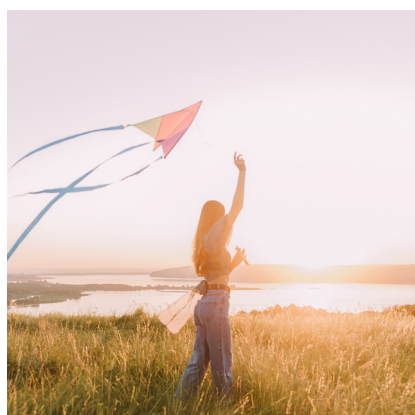
## SPECIAL TRIBUTE

Help us Congratulate!!! Achilles Malta, Regional Coordinator for SUD Prevention Services at Southwest Michigan Behavioral Health for receiving this Special Tribute recognized by the State of Michigan Governor Gretchen Whitmer, Lt. Governor Garlin Gilchrist II and Senator John Bizon.



## PEER SUPPORT CELEBRATION DAY!

Peers from across the State of Michigan can now realize how essential their place is within society and how vital their efforts are to helping other people realize 'We Too Can Recover'. Thank you Governor Whitmer for making October 15th National Day of Peer Support Celebration Day.



## ABOUT SWMBH

Southwest Michigan Behavioral Health is committed to providing behavioral health and substance use services in compliance with all federal rules through Michigan Department of Health and Human Services. SWMBH does not use financial incentives to encourage barriers to care and services and/or decisions that result in underutilization. SWMBH does not reward practitioners, or other individuals conducting utilization review for issuing denials of coverage or service. All utilization management decision-making is based only on the presence of coverage and suitability of care and service. Clinical decisions are based on the clinical features of the individual case and the medical necessity criteria.

Contact from members after normal business hours are returned on the next business day and contact received after midnight Monday-Friday with the exception of holidays are responded to the same business day. Typical hours of operation for member services are from 8:00 a.m. – 8:00 p.m. Monday through Friday.

SWMBH also provides members with a quarterly newsletter no less than three times a year if they have received services within the last 90 days. To obtain a copy of the Customer Communicator Newsletter by mail call us at 1-800-890-3712 or to view our electronic version you can visit our website at <https://swmbh.org>.

### How to reach us:

Customer Service: 1-800-890-3712

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

MI Health Link Ombudsman: 1-888-746-6456

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

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

TTY: 711 (MRC)

Compliance Hot Line: 1-800-783-0914

5250 Lovers Lane, Suite 200, Portage MI 49002

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

[www.swmbh-ccm@swmbh.org](mailto:www.swmbh-ccm@swmbh.org)



Check out the **SWMBH Provider Manual** and **Provider Directory**, on our SWMBH website: [www.swmbh.org](http://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.

## THE CONTINUING COVID-19

The continuing COVID-19 pandemic has created uncertainty every day for parents, teachers, caregivers, and students as communities navigate re-openings, hybrid class structures, virtual learning, outbreaks, and re-closures. As these events continue, depression, anxiety, and fear can also increase in frequency.

Our 2020 Back to School Toolkit helps students, parents, and school personnel navigate the uncharted territory of COVID-19. Due to popular demand, we have also created Spanish-language fact sheets and a worksheet that can be downloaded separately here.

This year's toolkit includes:

- Fact sheets for parents/teachers;
- Fact sheets for children/teens;
- Key messages and statistics;
- Sample drop-in article;
- Sample social media post language and images; and
- Spanish language fact sheets and a worksheet (new this week!)





# MDHHS LAUNCHES MEDIA CAMPAIGN PROMOTING FREE MENTAL WELLNESS COUNSELING



MDHHS launches media campaign promoting free mental wellness counseling  
Campaign acknowledges COVID-19 distress, urges Michiganders “Be Kind to Your Mind”

LANSING, Mich. – Mental health experts at the Michigan Department of Health and Human Services (MDHHS) are launching a statewide media campaign this week urging residents to seek relief from COVID-19-related emotional distress by talking to a trained crisis counselor and learning about other help available. The “Be Kind to Your Mind” campaign promotes the use of Michigan’s free, confidential Stay Well counseling line, and aims to combat stigma associated with seeking help for feelings of depression, anxiety, anger or loss – all common during a disaster like COVID-19.

The Stay Well counseling line debuted on May 13 and is staffed with crisis counselors 24 hours a day, seven days a week. Callers can access the line by dialing Michigan’s COVID-19 hotline at 888-535-6136 and pressing “8” at the prompt. The service is part of a federally funded grant program implemented by the MDHHS Behavioral Health and Developmental Disabilities Administration in partnership with the Michigan State Police.

“Many of us are having a hard time right now,” said MDHHS Director Robert Gordon. “There should be zero shame and zero stigma – just honesty that can help each of us find our own inner strength. ‘Be Kind to Your Mind’ says you can talk about the strain from COVID with trained counselors who are available for free if you call 888-535-6136 and press 8, or visit [Michigan.gov/StayWell](https://Michigan.gov/StayWell).”

According to a recent online survey of 99,000 households conducted by the U.S. Census Bureau, more than one-third of American adults report symptoms of depressive and/or anxiety disorder—triple the rate reported in 2019. Another survey conducted by the Centers for Disease Control in June found more than one in 10 U.S. adults had considered suicide in the past 30 days. That rate was more than double what was reported in 2019.

“Stay Well counselors help people understand their feelings and reactions during a disaster like the COVID-19 pandemic,” said psychiatrist Dr. Debra Pinals, MDHHS’ medical director for behavioral health. “While they are not licensed mental health professionals, they have undergone training provided by the federal Substance Abuse and Mental Health Services Administration on how to help people mentally rebound from disasters.

Pinals said the Stay Well counselors are taught to listen, not judge, and help callers develop coping strategies, review their options and connect with agencies that may help them. All of this can reduce callers’ stress and improve their ability to endure the realities they face, she said.

According to a report prepared by the Behavioral Health and Developmental Disabilities Administration grant team, callers to the Stay Well line are experiencing a range of emotions. They are anxious about contracting the coronavirus, having a loved one contract the virus and keeping their children and/or parents safe. They are discouraged about continued unemployment, worried about going back to work in an unsafe environment, and lonely due to lack of social interaction. Many callers expressed gratitude for being able to talk to someone who was objective and non-judgmental. Language translation is available for non-English-speaking residents who call the counseling line.

“This service is one of the many steps MDHHS has taken to support the public’s behavioral health during these stressful and uncertain times,” said Allen Jansen, MDHHS Behavioral Health and Developmental Disabilities Administration senior deputy director. “COVID-19 has impacted most everyone’s mental health in one way or another, and we are here to help.” To access other mental health resources for coping with the COVID-19 pandemic, visit [Michigan.gov/StayWell](https://Michigan.gov/StayWell).

## 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 1-800-873-0511</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.

## COMMUNITY RESOURCES

Justice in Mental Health Organization Support Groups meet on Monday's 6pm-7pm & Thursday's 10am-11am. For additional support call. 1(888) 278-0296 Access Code: 1576434

Michigan Department of Health and Human Services (MDHHS) will offer Free virtual online trainings to eligible Certified Peer Specialist and Recovery Coach for continuing education and development. For more information contact the Taylor Peele at 1-517-335-2279

MDHHS Peer Support Warmlines are available for referral, one on one per counseling to share the hope of recovery. Help is available by calling 1 (888) 773-7753 between the hours of 10am.-2am. 7 days a week.

Recovery Institute of Southwest Michigan Warmlines are available between the hours of 8:00am-4:30pm. To learn about resources in the community or for one-on-one peer counseling for mental health and recovery. Call (269) 210-7209.

Amid the COVID-19 pandemic, stressful holiday season, and National Veterans and Military Families Month, T-Mobil announced it is making 988 emergency lifeline's mental health support services immediately available to customers for free. T-Mobile is the first major wireless carrier to enable this access for customers.

Customers can seek mental health counseling by dialing the new nationwide 988-emergency lifeline on the T-Mobile network. This will connect them directly—free-of-charge—to the National Suicide Prevention Lifeline to access approximately 180 crisis centers providing real-time, lifesaving mental health services from professionally trained counsellors.

## 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.

**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: [info@swmbh.org](mailto:info@swmbh.org)  
Customer Service Hours  
M – F 8:00 a.m. - 5:00 p.m.  
Excluding Legal Holidays

## CUSTOMER SERVICE OFFICES

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

<b>Barry County Community Mental Health Authority</b> <b>Tina Williams, Customer Service Representative</b>	<b>500 Barfield Drive, Hastings, MI 49058</b> <b>Agency Phone:</b> (269) 948-8041 or (800) 873-0511   <b>TTY:</b> 711 (MRC) <b>Fax:</b> (269) 948-9319   <b>Email:</b> <a href="mailto:Tiwilliams@bccmha.org">Tiwilliams@bccmha.org</a> <b>Customer Service Hours:</b> M - F 8:00 a.m. - 5:00 p.m. (Excluding Legal Holidays)
<b>Riverwood Center/Berrien Mental Health Authority</b> <b>Charity Burton, Customer Service Representative</b>	<b>1485 M-139, Benton Harbor, MI 49023</b> <b>Customer Service Toll-Free:</b> (866) 729-8716 <b>Agency Phone:</b> (269) 925-0585 or (800) 336-0341   <b>TTY:</b> 711 (MRC) <b>Fax:</b> (269) 927-1326   <b>Email:</b> <a href="mailto:charity.burton@riverwoodcenter.org">charity.burton@riverwoodcenter.org</a> <b>Customer Service Hours:</b> M - F 8:30 a.m. - 5:00 p.m. (Excluding Legal Holidays)
<b>Pines Behavioral Health (Branch County)</b> <b>Kammy Ladd, Customer Service Representative</b>	<b>200 Vista Drive, Coldwater, MI 49036</b> <b>Customer Service Toll-Free:</b> (866) 877-4636 <b>Agency Phone:</b> (517) 278-2129 or (800) 725-7534   <b>TTY:</b> 711 (MRC) <b>Fax:</b> (517) 279-8172   <b>Email:</b> <a href="mailto:kladd@pinesbhs.org">kladd@pinesbhs.org</a> <b>Customer Service Hours:</b> M – F 9:00 a.m. - 5:00 p.m. (Excluding Legal Holidays)
<b>Summit Pointe (Calhoun County)</b> <b>Dawn Nichols, Customer Service Representative</b>	<b>140 W. Michigan Avenue, Battle Creek, MI 49017</b> <b>Customer Service Toll-Free:</b> (877) 275-5887 <b>Agency Phone:</b> 269-966-1460 or (800) 632-5449   <b>TTY:</b> 711 (MRC) <b>Fax:</b> (269) 966-2844   <b>Email:</b> <a href="mailto:dmn@summitpointe.org">dmn@summitpointe.org</a> <b>Customer Service Hours:</b> M – F 8:00 a.m. – 5:00 p.m. (Excluding Legal Holidays)
<b>Woodlands Behavioral Healthcare Network (Cass County)</b> <b>Ann Hart, Customer Service Representative</b>	<b>960 M-60 East, Cassopolis, MI 49031</b> <b>Customer Service Toll-Free:</b> (800) 323-0335 <b>Agency Phone:</b> 269-445-2451 or (800) 323-0335   <b>TTY:</b> 711 (MRC) <b>Fax:</b> (269) 445-3216   <b>Email:</b> <a href="mailto:annh@woodlandsbhn.org">annh@woodlandsbhn.org</a> <b>Customer Service Hours:</b> M - F 8:30 a.m. - 5:00 p.m. (Excluding Legal Holidays)
<b>Integrated Services of Kalamazoo</b> <b>Teresa Lewis, Customer Service Manager</b>	<b>2030 Portage Road , Kalamazoo, MI 49001</b> <b>Customer Service Toll-Free:</b> (877) 553-7160 <b>Agency Phone:</b> (269) 373-6000 Or (888) 373-6200 <b>TTY:</b> 711 (MRC) <b>Fax:</b> (269) 364-6992   <b>Email:</b> <a href="mailto:tlewis@kazoocmh.org">tlewis@kazoocmh.org</a> <b>Customer Service Hours:</b> M - F 8:00 a.m. - 5:00 p.m. (Excluding Legal Holidays)
<b>Community Mental Health &amp; Substance Abuse Services of St. Joseph County</b> <b>Jessica Singer, Customer Service Coordinator</b>	<b>677 East Main Street, Suite A, Centreville, MI 49032</b> <b>Customer Services Toll-Free:</b> (855) 203-1730 <b>Agency Phone:</b> (269) 467-1000 or (800) 622-3967 <b>TTY:</b> 711 (MRC)   <b>Fax:</b> (269) 467-3072 <b>Email:</b> <a href="mailto:jsinger@stjoecmh.org">jsinger@stjoecmh.org</a> <b>Customer Service Hours:</b> M - F 8:00 a.m. – 5:00 p.m. (Excluding Legal Holidays)
<b>Van Buren Community Mental Health Authority</b> <b>Sandy Thompson, Customer Service Representative</b>	<b>801 Hazen Street, Suite C, P.O. Box 249, Paw Paw, MI 49079</b> <b>Agency Phone:</b> (269) 657-5574 or (800) 922-1418 <b>TTY:</b> 711 (MRC)   <b>Fax:</b> (269) 657-3474   <b>Email:</b> <a href="mailto:sthompson@vbcmh.com">sthompson@vbcmh.com</a> <b>Customer Service Hours:</b> M - F 8:30 a.m. - 5:00 p.m. (Excluding Legal Holidays)

## CLINICAL PRACTICE GUIDELINES 2020

In recent years, the process of developing clinical practice guidelines has experienced significant re-imagining by national organizations to increase rigor and improve transparency. The American Psychiatric Association (APA) and other professional medical associations have been updating their practice guidelines to meet these new quality standards. Southwest Michigan Behavioral Health adopts Clinical Practice Guidelines that are objective, evidence-based, and based on nationally recognized standards of care. With that in mind, Southwest Michigan Behavioral Health has adopted the new clinical practice guidelines developed by the American Psychiatric Association. The guidelines are posted in our online Provider Manual at this link: <https://www.swmbh.org/providers/provider-documents-from-swmbh/>

The newly adopted guidelines include:

- Alcohol Use Disorder APA Clinical Practice Guideline
- Alcohol Use Disorder APA Guideline Training
- Psychiatric Evaluation APA Clinical Practice Guideline
- Psychiatric Evaluation APA Guideline Summary
- Schizophrenia APA Clinical Practice Guideline
- Schizophrenia APA Guideline Summary

“Clinical practice guidelines are systematically developed statements to assist practitioner and patient decisions about appropriate health care for specific clinical circumstances.” (Institute of Medicine, 1990) They contain recommendations based on evidence from the published medical literature. They are intended to assist in clinical decision making, but they are not requirements or fixed protocols. They are not intended as a substitute for the advice of a physician or other knowledgeable health care professional or provider. Southwest Michigan Behavioral Health, in accordance with NCQA-MBHO accreditation standards, uses clinical practice guidelines to help practitioners and members make decisions about appropriate healthcare for specific clinical circumstances. Guidelines have been updated with the practitioners, members and best practices in mind. We recommend that all providers become familiar with these guidelines and make treatment decisions supported by the guidelines whenever possible.

## SCREENING TOOLS

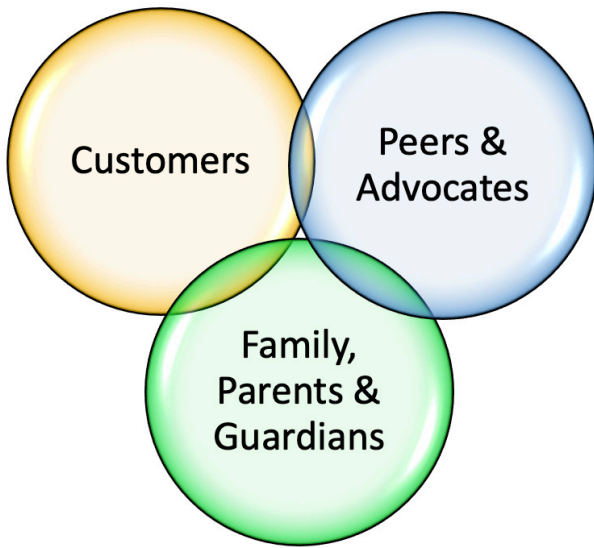
**Behavioral Health Screening Programs:** We are committed to providing a comprehensive integrated process that ensures persons served by SWMBH and its provider network receive high quality, timely, medically necessary, and clinically appropriate behavioral healthcare in the most cost effective manner with uniform benefit application. SWMBH’s Behavioral Health Screening program utilizes two nationally recognized instruments to accomplish this: the Level of Care Utilization System (LOCUS) and the American Society of Addiction Medicine Patient Placement Criteria (ASAM-PPC).

The LOCUS is a widely-used level of care tool in which a clinician assesses through a screening interview in a standard and consistent way a customer’s mental health and/ or addiction needs across six dimensions. The dimensions cover Risk, Functioning, Co-Morbidity, Stress, Support, Treatment History, and Engagement. Once scored, the LOCUS provides a recommendation for the level of care a customer should receive and determination of continued care needs.

Under the ASAM-PPC, clinicians evaluate each customer’s severity along 6 biopsychosocial dimensions: Acute Intoxication and/or Potential for Withdrawal; Biomedical Conditions or Complications; Emotional, Behavioral, or Cognitive Conditions and Complications; Readiness to Change; Potential for Relapse; and Recovery Environment. A fixed combination rule then indicates which level of care is most likely to succeed for that customer, ranging from early intervention to medically managed hospital inpatient therapy. This instrument also gives clinicians a way to standardize treatment planning, integrate care, and drive continued service planning to ensure our customers are receiving the right services at the right time.



## STAKEHOLDERS



**What:** We are looking for individuals who either receive services or are family members/advocates from the SWMBH regional counties to provide feedback/ input and/or participate with:

- regional or county-based projects and initiatives
- participate in regional and state events

We are looking for individuals to assist us with providing their opinion, experience, or time, sporadically as the need presents itself.

**When:** We would contact you for feedback and participation in various projects or events in the region as needed during the year. This could include:

- short to long term committee participation
- one-time or sporadic feedback/input

**Where:** Participation may be virtual or in-person depending on the type of project or event. This could include:

- telephonic contact
- electronic contact such as email or websites

If you would like to learn more about this opportunity or would like to become a member of this stakeholder group, please call our general Customer Service line at 1-800-890-3712.

## FINDING BALANCE

Sometimes, emotions play too large a role in our decision making. We jump to a conclusion without considering the consequences.

Other times, we're too logical, and we ignore important emotional factors.

You can use the idea of "wise mind" to practice a new way to combine both methods.

Want to learn more about this practice and help find balance in your life? Sign-up for myStrength.

1. Go to [www.mystrength.com](http://www.mystrength.com), and click the Sign-up button.
2. When asked for an Access Code, enter SWMcommunity
3. Complete the sign-up process with a brief Wellness Assessment and personal profile.

### Finding a Balance

Sometimes, emotions  
play too large a role in  
our decision making.



## PTSD TREATMENT: A WAY THROUGH IT

### Hope on the Horizon

Even if you are struggling with anger, anxiety, frustration, sadness, or other complex emotions and thoughts after a trauma, we want you to know -- there's hope.

### myStrength and Professional Help

Even if you decide to seek professional support, myStrength can be a useful aid. Many people use myStrength while they're getting professional support. It can help get the most out of treatment and manage time between sessions.

Want to learn more about PTSD Treatment? Sign-up for myStrength.

1. Go to [www.mystrength.com](http://www.mystrength.com), and click the Sign-up button.
2. When asked for an Access Code, enter SWMcommunity
3. Complete the sign-up process with a brief Wellness Assessment and personal profile.



Solutions are out there.

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. Southwest Michigan Behavioral Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Southwest Michigan Behavioral Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Member Services Specialist.

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:

Member Services Specialist  
5250 Lovers Lane, Suite 200  
Portage, MI 49002  
P: 800-890-3712  
TTY: 711  
F: 269-441-1234  
[info@swmbh.org](mailto:info@swmbh.org)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, we are 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 electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone.

U.S. Department of Health and Human Services  
200 Independence Avenue SW., Room 509F, HHH Building  
Washington, D.C., 20201  
1-800-368-1019, 1-800-537-7697 (TDD).  
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

You have the right to get this information in a different format, such as audio, Braille, or large font due to special needs or in your language at no additional cost.

"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)."

"ACHTUNG: Sollten Sie **deutsch** sprechen, steht Ihnen ein Sprachenhilfe-Service kostenlos zur Verfügung. Sie können uns unter folgender Telefonnummer erreichen: +1-800-890-3712 (TTY: 711)."

"请注意: 如果您说中文, 您可以利用我们免费提供的语言帮助服务。详情请致电 1-800-890-3712 (TTY: 711) 。"

"OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-890-3712 (TTY- 711)."

"UWAGA: Jeśli mówi Pan/Pani **po polsku**, oferujemy bezpłatną pomoc językową. Proszę zadzwonić pod numer 1-800-890-3712 (TTY/tel. dla niesłyszących: 711)."

"VINI RE: Në qoftë se flisni **shqip**, keni në dispozicion shërbim falas për t'ju ndihmuar me gjuhën. Telefononi 1-800-890-3712 (TTY-teletext: 711)."

"ATTENZIONE: Si parla **italiano**, servizi gratuiti di assistenza linguistica, sono a vostra disposizione. Chiamare 1-800-890-3712 (TTY: 711)."

"TALA: Kung kayo ay nagsasalita ng **Tagalog**, ang serbisyo ng tulong sa wika (language assistance services), ay available upang magamit ninyo, nang walang bayad. Tumawag sa 1-800-890-3712 (TTY: 711)."

"ध्यान दें: यदि आप **हिन्दी** बोलते हैं, तो आपके लिए भाषा सहायता सेवाएँ मुफ्त में उपलब्ध हैं। 1-800-890-3712 (TTY: 711) पर कॉल करें।"

"주의: 귀하가 **한국어**를 할 경우, 한국어 언어 지원 서비스를 무료로 사용할 수 있습니다. 1-800-890-3712 (TTY 문자 전화기: 711)로 전화하십시오."

"LƯU Ý: Nếu quý vị nói **tiếng Việt**, các dịch vụ hỗ trợ ngôn ngữ được cung cấp cho quý vị miễn phí. Vui lòng gọi số 1-800-890-3712 (TTY: 711)."

"**আপনার দৃষ্টি আকর্ষণ করছি:** আপনি যদি বাংলাভাষী হ'ন এবং যদি আপনার ভাষাগত সাহায্যের প্রয়োজন হয়, তাহলে নিখরচায় সাহায্য পেতে ফোন করুন: ১-৮০০-৮৯০-৩৭১২ (TTY: 711) 1-800-890-3712 (TTY: 711)."

ご注意: 日本語で対応しているアシスタンスサービスを無料でご用意しております。

1-800-890-3712 (TTY: 711)へお電話下さい。

«ВНИМАНИЕ! Если вы говорите на **русском** языке, вам предоставляется бесплатное языковое обслуживание. Звоните по тел.: 1-800-890-3712 (телефон с текстовым выходом: 711)».



## RESOURCES

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

**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-SAFE (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

**MI Health Link Ombudsman:** 1-888-746-6456

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

*The 2020 MI Health Link Handbook is available. Contact Customer Services (800-676-5814) for your copy or download it directly at: [www.SWMBH.org](http://www.SWMBH.org)*

**Southwest Michigan Behavioral  
Health (SWMBH)  
Member Services Specialist  
5250 Lovers Lane, Suite 200  
Portage, MI 49002**

**Customer Service Toll-Free:  
(800) 890-3712**

**Agency Phone:  
(800) 676-0423  
TTY: 711 MRC**

**Fax:  
(269) 441-1234**

**Email: [info@swmbh.org](mailto:info@swmbh.org)**

**Customer Service Hours  
M – F 8:00 a.m. – 5:00 p.m.  
Excluding Legal Holidays**



### 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.