

HOLIDAY BASKET GIVEAWAY

On December 16th, The Office of Representative Julie Rogers partnered with SWMBH to provide 100 Holiday Food Baskets for Veterans and/or Veteran families. We were able to give away 99 baskets and one to the Keystone Veteran Transitional Home in Kalamazoo.

We are grateful for all the volunteers who came to help. Various agencies such as the VFW, American Legion, City of Kalamazoo, Kalamazoo County, and Consumer Concrete contributed to the success of this event. A special thank you to Consumer Concrete who provided a fork lift truck enabling us to unload the pallets of food from Hardings in Parchment. It truly was a community effort.

If you should need assistance with securing food for a veteran and their family, please reach out to your local Veteran Service Office (VSO) or Veteran Navigator Toni Kennedy to provide you resources for your area at 269-488-6853.



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Michigan Department of Health and
Human Services*

COOKIE GANT SPIRIT AWARD RECIPIENT

Sandy has been a very strong advocate for mental health awareness for approximately 15 years at Woodlands Behavioral Healthcare Network. Sandy advocates for people with mental health issues, intellectual/developmental disabilities, and for people who suffer with substance use disorder. Sandy wears the mantle of Mental Health Awareness Advocate with pride, because for years her mental illness would not allow her to advocate for herself let alone anyone else.

Sandy has demonstrated resiliency as she was the first Certified Peer Support Staff in Cass County Michigan at Woodlands Behavioral Healthcare Network. Sandy is and has been a member of the following committees for Woodlands Behavioral Healthcare Network for at least 15 years: Recipient Rights Advisory Committee and the Customer/Consumer Advisory Committee, as well as being a Customer/Consumer Advisory Committee member, and a Quality Management Committee member for Southwest Michigan Behavioral Health (Woodlands PIHP Region 4) for the past 3 years.

Sandy is not afraid to tell her story and has written letters to Michigan's Legislature advocating for a variety of issues facing mental health including monies for funding and for supporting mental health. Sandy understands the importance of advocacy and realizes just how far a little encouragement, help and support can go, as Sandy has had her own negative and positive experiences within the mental health system. Sandy has seen great changes in the mental health system yet, believes there is still much work to be done.

Sandy knows that an important part of advocating is helping to bring awareness to the community and has demonstrated that by spearheading Woodlands Booth for Trunk-n-Treat, a community event (October 2023). Sandy also led the charge in the celebration of Mental Health Awareness Month (May 2023) by engaging in a boots on the ground effort to bring mental health awareness to the community at large. Sandy decorated Woodlands' lobby areas, yards, set-up and manned the Woodlands' booth. She and another member passed out many items promoting the importance of mental health awareness. Sandy is never shy about sharing her story and speaking on the importance of inclusion.

Sandy's mantra is Mental Health Awareness Matters, and she is not afraid to say it. Sandy continues to exemplify advocacy for positive changes in the mental health system and notes that she will continue to do so for as long as she is able. Sandy is a proud member of the community in which she lives and wishes that anyone who is in need of mental health services in her community is aware of how and where to receive those services.



PRIVACY AND YOUR HEALTH INFORMATION

You have the right to have information about your behavioral health treatment kept private. If you receive substance use services, you have specific rights related to the confidentiality of substance use records. Southwest Michigan Behavioral Health (SWMBH) has a Notice of Confidentiality and Privacy Practices that describes your rights and how we can use your health information. This Notice is available to you on our website at www.swmbh.org/members/member-documents-from-swmbh. You can also request a copy of the Notice be sent to you by calling SWMBH Customer Services at 800-890-3712 or sending an email to customerservice@swmbh.org. You have the following rights:

- You have the right to review and to get a copy of your health records.
- You can ask us to restrict or limit the way we use or disclose your health information. We do not have to agree to your request except in limited circumstances.
- You can ask us to amend or correct information in your health record. We do not have to agree to your request, but if we do not agree we will tell you why in writing.
- You can request confidential communications.
- You can request a list of who we have shared your health information with. We are not required to track this information for certain types of uses and disclosures.
- You have a right to choose someone to act for you.
- You have a right to get a Notice of Privacy Practices from any provider where you receive services.
- You have a right to file a complaint if you believe your privacy rights have been violated. Some common reasons why SWMBH may use or disclose (share) your health information are to:
 - Help manage your health care treatment
 - Run our organization
 - Pay for your health services
 - Administer your health plan
 - Help with public health and safety issues
 - Do research
 - Comply with the law
 - Comply with your requests under a Release of Information that you signed

If you have questions about the privacy of your health information, you can call SWMBH's Compliance department at 800-783-0914 or send an email to swmbhcompliance@swmbh.org.



WAITLISTS AND PERSON-CENTERED PLANNING

If you are a Medicaid customer, you should not be put on a waitlist for any Medicaid service. Your services should not be denied based on provider availability.

After your assessment, you attend a person-centered-planning (PCP) meeting. After the meeting, an individual plan of service (IPOS) is written. The IPOS states your goals and how the assessed services will help meet your needs. The IPOS should include all your needed services and the dates you agree to start these services. It should also state if you decline or choose to postpone the start of a service. Services must begin within 14 calendar days of the date you agreed to at your PCP meeting.

Any changes to your plan are done (1) by addendum to the current IPOS, or (2) by Adverse Benefit Determination (ABD) notices. ABDs tell you of any denial, partial denial, lowering, stopping, or pausing of your services. These documents give you appeal rights related to any service change.

If you have any questions or concerns about receiving your needed services in a timely manner, please call your local Community Mental Health Agency Customer Service office to file a complaint or appeal. Customer service can also link you to your local Office of Recipient Rights if needed.

SECOND OPINION RIGHTS

You have the right to ask for a “second opinion.” A second opinion means having a second qualified person (such as a clinician or doctor) review your case. This is to figure out if they agree with the decision of the first staff.

The Michigan Mental Health Code gives you some second opinion rights. This covers denials for access to all mental health services at your local mental health agency. This is sometimes called a front-door denial. You can also ask for a second opinion when you are denied for an inpatient mental health hospital stay.

The Code of Federal Regulations also gives you some second opinion rights. These second opinions are related to other service issues. This may include when you do not agree with a diagnosis or prescribed medications. They may relate to specific types of treatment or how therapy is used to address your mental health needs.

For more information or to request a second opinion, please call your local community mental health agency and ask for their customer service team. For substance use customers, call Southwest Michigan Behavioral Health at 1-800-890-3712.



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

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

Barry County Community Mental Health Authority

Tina Williams,

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: tiwilliams@bccmha.org

Customer Service Hours

M - F 8:00 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

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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

TTY: 711 (MRC)

Fax: (269) 657-3474

Email: sthompson@vbcmh.com

Customer Service Hours

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

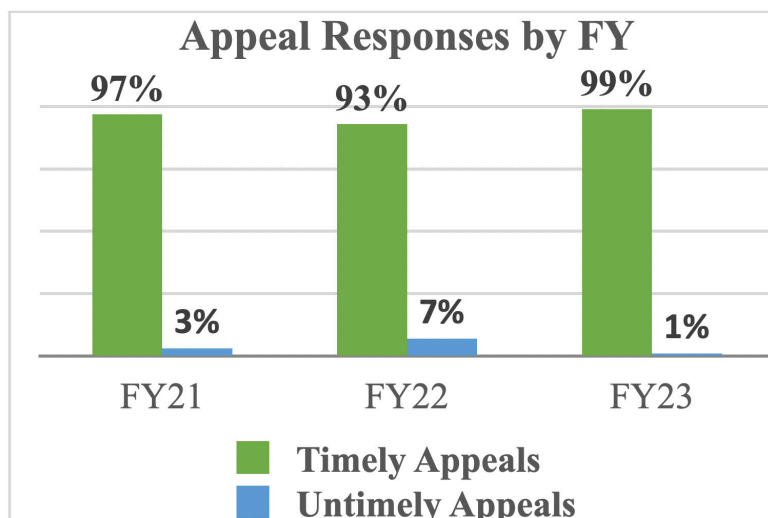
Excluding Legal Holidays

GRIEVANCES AND APPEALS FOR FISCAL YEAR (FY) 2023

From October 2022-September 2023, there were 180 complaints completed by Southwest Michigan Behavioral Health (SWMBH) and local Community Mental Health Services Programs (CMHSPs). Customer service staff managed and responded to concerns an average of 16 days from the original filing date. Most of the reported concerns were about interactions with staff, quality of care or access.

Within this same time, there were 99 appeals filed. Of these appeals, 99% were finished on time. 51% of the appeal cases were found in favor of the customer. There was 1 Medicaid State Fair Hearing filed, but the request was later withdrawn.

If you have any concerns with your providers, please call your local customer service office. Substance use customers can call SWMBH customer service at 1-800-890-3712.



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 \(swmbh.org\)](https://www.swmbh.org/Documents-&Resources) and [Policies & Practice Guidelines \(michigan.gov\)](https://www.michigan.gov/Policies-&Practice-Guidelines).

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.

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:

Barry County	269-948-8041 or 1-800-873-0511
Berrien County	269-925-0585 or 1-800-336-0341
Branch County	517-279-1193 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



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.

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-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

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

FY 2023 BOARD ENDS METRICS SUMMARY REPORT

This document serves to summarize the achievement status of the Board Approved Metrics for completion in FY 2023 (October 1, 2022 through September 30, 2023).

Achieve 95% of Veteran's Metric Performance-Based Incentive Program monetary award based on FY23 MDHHS specifications.	Metric Achieved
Achieve 95% of Increased Data Sharing Performance Bonus Incentive Program (PBIP) monetary award based on MDHHS specifications.	On Track to Achieve
SWMBH will achieve the FY23 Initiation and Engagement State Specified benchmarks and participate in DHHS led data validation activities.	Metric Achieved
SWMBH will submit a qualitative narrative report to MDHHS by November 15, 2023, summarizing prior FY efforts, activities, and achievements specific to Patient-Centered Care activities and programs throughout the PIHP region.	Metric Achieved
Achieve Compliance on Follow-up After Hospitalization for Mental Illness within 30 days (FUH) for beneficiaries six year of age and older and show a reduction in disparity with one minority group.	Metric Achieved
2023 Customer Satisfaction Surveys collected by SWMBH are at or above the 2022 baseline results and performance improvement areas/plans are identified.	On Track to Achieve
Michigan Mission Based Performance Indicator System (MMBPIS) Data, Tracking and Analysis. The PIHP must track and perform analysis to ensure each performance indicator is meeting the minimum performance benchmark/standard.	Metric Partially Achieved
2023 CCBHC Program Customer Satisfaction Surveys collected by SWMBH represent an 85% First Year "in agreement" Satisfaction rate average across all categories measured.	Metric Achieved
2023 Health Service Advisory Group (HSAG) External Quality Compliance Review (EQR) Results and Improvement Strategies - All standards or corrective action plans reviewed, will receive a score of 90%	Metric Achieved
2023 HSAG Performance Measure Validation (PMV) Audit Results and Improvement Strategies- All standards or corrective action plans reviewed, will receive a score of 90%.	Metric Achieved
SWMBH will achieve CCBHC Demonstration Year 1 Quality Bonus Payment Metrics (QBP's), against the States FY23 indicated Benchmarks.	Metric Partially Achieved
SWMBH will retain 60% of (OHH) enrollees, enrolled after 9/30/22. Program Enrollees must maintain 'enrolled' status for at least 6 months.	Metric Achieved
SWMBH will meet or exceed the Behavioral Health Treatment Episode Data Set (BH TEDS) compliance benchmarks established by MDHHS for FY23.	Metric Achieved
SWMBH will meet or exceed FY23 contractual Critical Incident Reporting timeliness and efficiency benchmarks utilizing the new DHHS Customer Management System (CRM).	Metric Achieved



*Principal Office: 5250 Lovers Lane, Portage, MI 49002
Phone: 800-676-0423*

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 identify, 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:
 - Qualified sign language interpreters
 - 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:
 - Qualified interpreters
 - 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.

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. Call us at 1-800-890-3712.

[illegible]

**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

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

SOUTHWEST MICHIGAN BEHAVIORAL HEALTH BOARD MEETINGS 2024

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

February 9, 2024 – 9:30am to 11:30am

March 8, 2024 – 9:30am to 11:30pm

April 12, 2024 – 9:30am to 11:30am

***May 10, 2024 – 9:30am to 10:30am at Bay Pointe Inn**

***May 10, 2024 – 10:30 to 3:00pm Board Planning Session at Bay Pointe Inn**

June 14, 2024 – 9:30am to 11:30am

July 12, 2024 – 9:30am to 11:30am

August 9, 2024 – 9:30am to 11:30am

September 13, 2024 – 9:30am to 11:30am

October 11, 2024 – 9:30am to 11:30am

November 8, 2024 – 9:30am to 11:30am

December 13, 2024 – 9:30 am to 11:30am

***Bay Pointe, 11456 Marsh Rd, Shelbyville, MI 49344**

All SWMBH 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.

PROVIDER DIRECTORY

Southwest Michigan Behavioral Health (SWMBH) is committed to providing members with the most current information about its in-network providers and the array of services available to you. For a list of in-network providers and resources by county visit swmbh.org/providers/provider-directory.