

FROM THE SWMBH CEO BRADLEY CASEMORE

Greetings Members,

I hope that you and yours are now well, have been well in the past and remain well. All of you have been affected by the COVID pandemic, some more than others. I want you to know that we at SWMBH and at our CMHs put your health, safety and service needs at the front of all our discussions.

As just a few examples we have:

- Created policy and procedures to increase access to tele-health for behavioral health services
- Enhanced our integrated care team through the addition of a community health worker and a transition navigator
- Supported our providers with approximately \$5 million in stabilization funds and payment arrangements to assure their current and future ability to remain in business, pay their staff properly and assure access to care
- Upgraded our health information application to address Members' physical health care gaps more readily
- Continued and expanded the identification of Members shared with Medicaid Health Plans who can benefit from complex care management and integrated care team formal and informal support

Despite the pandemic we have continued our usual path of continuous improvement here at SWMBH and across the region. A few examples include:

- Successfully began opioid health homes demonstration in the counties of Kalamazoo and Calhoun
- Launching certified community behavioral health homes in Kalamazoo and St. Joseph counties
- Re-committed to our participation in the MI Health Link Medicare / Medicaid demonstration across the region
- Began an external assessment of our MI Health Link program with our two Integrated Care Organizations Aetna Better Health and Meridian Health Plan to identify areas for improvement and create an action plan for those improvements
- Achieved National Committee for Quality Assurance (NCQA) Managed Behavioral Healthcare Organization (MBHO) reaccreditation, the most recognized seal of approval

Please take care of yourselves and your loved ones and let others care for you. You are worthy and you deserve to be as happy and healthy as possible.

Bradley P. Casemore, MHSA, LMSW, FACHE
CEO

SWMBH Newsletter

Table of Contents

From the SWMBH CEO Brad Casemore	1
Customer Service and Grievance/ Appeal Updates	2
About SWMBH	4
CAC Vacancies	4
Emergency Services.....	5
Community Resources.....	6
Customer Service	6
Customer Service	7
COVID School Guidance	8
Approval of COVID Vaccine.....	9
Alcohol & Drug Addiction Recovery Month	10
MOHAR Procedures Update	10
Customer Satisfaction Results	11
Improving Public Health System..	12
Non-Discriminatory Statement.....	14
Resources	16

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CUSTOMER SERVICE AND GRIEVANCE/APPEAL UPDATES

Customer Handbook

You can find our customer handbooks online! Our handbooks are searchable PDF files to help you find the information you need. You can also call us directly for help at 1-800-890-3712.

MI Health Link customers: <https://www.swmbh.org/wp-content/uploads/2021-MHL-Handbook.pdf>.

Medicaid/Healthy Michigan Plan customers: <https://www.swmbh.org/wp-content/uploads/SWMBH-Customer-Handbook-2021.pdf>.

Medicaid/Healthy Michigan Plan Data

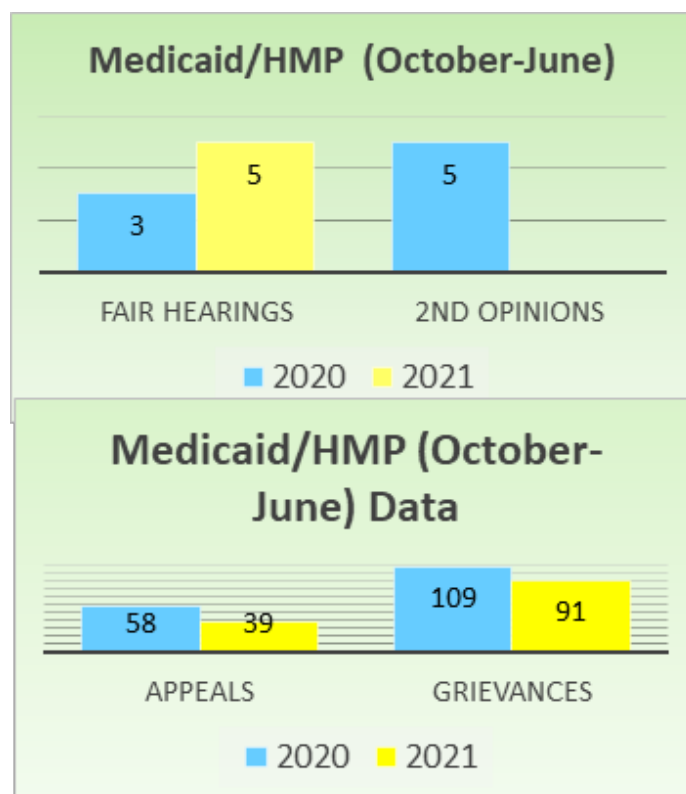
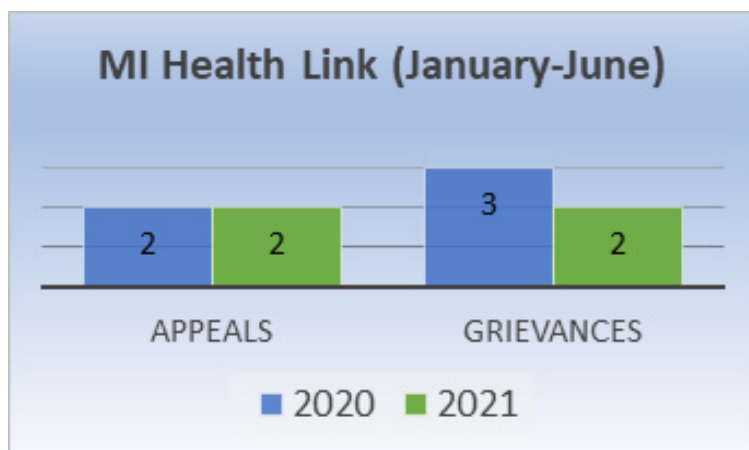
Did the pandemic impact our grievances or appeals?

The two graphs on the bottom right report October-June for the current fiscal year and the same months last year. At this time, the overall number of grievances and appeals is lower than last year at the same time. However, we are still seeing similar trends within the numbers. Most grievances are to request different staff or providers. All reported complaints were resolved within 90 days this year.

Of the 39 appeals reported, 21 fully upheld the original action taken. There were no requests for expedited appeals this year. We have had a slight increase in the number of fair hearings compared to last year.

MI Health Link Data

MI Health Link data is reported based on the calendar year. So, the data compared (table on bottom left) is for the months January-June of 2020 and 2021. Numbers reported for MI Health Link are very similar to last year at this time. In 2021 so far, we have completed 2 grievances and 2 appeals. There have not been any MI Health Link Fair Hearings or 2nd Opinions recorded in 2021 yet. No significant trends noted at this time.



¿Qué es una “Queja”?

Tiene derecho a decir que está insatisfecho con sus servicios, con la agencia o con el personal que proporciona los servicios presentando una “queja”. Puede presentar su queja por teléfono o por escrito. Puede presentar una queja ante el Representante de Servicios de Atención al Cliente, en cualquier momento. Queremos saber si tiene inquietudes, así podremos ayudarle a obtener la mejor atención posible. Su Representante de Servicios de Atención al Cliente se asegurará de que las personas idóneas estén informadas de su queja y realicen cambios o solucionen el problema, si está en sus manos hacerlo. Deberá recibir una notificación por escrito sobre el resultado de su queja en un plazo de 90 días tras haberla presentado. Si recibe servicios de tratamiento por abuso de sustancias, presente su queja ante Southwest Michigan Behavioral Health (SWMBH) por el 1-800-870-3712. Los clientes de MI Health Link pueden llamar al 1-800-676-5814.

¿Qué es una “Apelación” local?

Tiene el derecho de apelar contra cambios en sus servicios si no está de acuerdo con esos cambios. Puede tener acceso a una apelación local cuando obtenga una determinación adversa de beneficios en la que se le deniegue su solicitud de beneficios o se le reduzcan, suspendan o den por terminados sus servicios actuales. Puede recibir una notificación cuando no haya recibido una decisión sobre una solicitud de servicios en un plazo de 14 días o cuando los servicios autorizados en su plan individualizado no hayan comenzado en un plazo de 14 días. También puede tener el derecho a una apelación cuando no haya obtenido una respuesta oportuna a una queja. La apelación se puede presentar por vía telefónica o por escrito dentro de un plazo de 60 días tras la determinación adversa de beneficios. Si lo hace por vía telefónica le pueden pedir que también envíe una declaración por escrito. Una vez presentada la apelación, la decisión debe emitirse en un plazo de 30 días. Puede solicitar una “apelación acelerada” cuando el tiempo requerido para una apelación regular pondría en riesgo grave su capacidad para alcanzar, conservar o recuperar su máxima funcionalidad. Si su apelación se acepta con carácter de “acelerada”, su caso se resolverá en un plazo de 72 horas.

¿Qué es una “Audiencia Justa de Medicaid”?

Puede solicitar una Audiencia Justa de Medicaid solo después de haber recibido una notificación de que la agencia ha completado la apelación local y confirma la decisión o la acción original. Una Audiencia Justa de Medicaid implica que su caso sea escuchado y revisado por un Juez de Derecho Administrativo (*Administrative Law Judge*). Debe solicitar la Audiencia Justa de Medicaid dentro de un plazo de 120 días a partir de la fecha en que se emita por escrito la Resolución de la Apelación. La solicitud de una Audiencia Justa de Medicaid debe hacerse por escrito ante la Oficina de Audiencias y Reglas Administrativas de Michigan (*Michigan Office of Administrative Hearings and Rules, MOAHR*). Llame a su Representante de Servicios de Atención al Cliente para hacer preguntas, pedir una copia del formulario para solicitar una Audiencia Justa o pedir asistencia para presentar la solicitud de Audiencia Justa.

Encontrará más información sobre las Quejas y las Apelaciones en el Manual para el Cliente. Si necesita una copia adicional del manual, póngase en contacto con el Representante de Servicios de Atención al Cliente de su localidad. Southwest Michigan Behavioral Health y nuestras agencias socias ofrecemos asistencia razonable, entre lo que se incluye: revisión de su expediente, ayuda para rellenar formularios y proporcionarle servicios de un intérprete o números telefónicos sin costo que cuentan con funciones TTY/TTD e intérpretes.

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

www.swmbh-ccm@swmbh.org



Check out the **SWMBH Provider Manual** and **Provider Directory**, on our SWMBH website: 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.

CAC VACANCIES

Southwest Michigan Behavioral Health (SWMBH) has established a Customer Advisory Committee to ensure customers have a way to provide feedback and input regarding decision/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 supports 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

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.

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
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.

Barry County Community Mental Health Authority Tina Williams, Customer Service Representative	500 Barfield Drive, Hastings, MI 49058 Agency Phone: (269) 948-8041 or (800) 873-0511 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)
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)
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 (800) 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)
Summit Pointe (Calhoun County) Dawn Nichols, Customer Service Representative	140 W. Michigan Avenue, Battle Creek, MI 49017 Customer Service Toll-Free: (877) 275-5887 Agency Phone: 269-966-1460 or (800) 632-5449 TTY: 711 (MRC) Fax: (269) 966-2844 Email: dmn@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: annh@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: tlewis@kazoocmh.org Customer Service Hours: M - F 8:00 a.m. - 5:00 p.m. (Excluding Legal Holidays)
Community Mental Health & Substance Abuse Services of St. Joseph County Jarrett Cupp, Chief Compliance Officer and Provider Network Management	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: jsinger@stjoecmh.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)

MDHHS ISSUES UPDATED COVID-19 SCHOOL GUIDANCE TO HELP KEEP KIDS AND EDUCATORS HEALTHY

The Michigan Department of Health and Human Services (MDHHS) issued updated recommendations for schools designed to help prevent transmission of COVID-19 within school buildings, reduce disruptions to in-person learning and help protect vulnerable individuals and individuals who are not fully vaccinated.

The guidance has been updated to reflect the most current recommendations by the Centers for Disease Control and Prevention (CDC) on masking and prevention strategies to help operate schools more safely. It includes guidance on assessing risk levels when making decisions about implementing layered prevention strategies against COVID-19.

“We are committed to ensuring Michigan students and educators are safe in the classroom, including those who may not yet be vaccinated,” said Dr. Joneigh Khaldun, chief medical executive and chief deputy for health at MDHHS. “MDHHS is issuing this guidance to help protect Michiganders of all ages. We continue to urge all eligible residents to get the safe and effective COVID-19 vaccine as soon as possible as it is our best defense against the virus and the way we are going to end this pandemic.”

“Our students and staff need to be in schools as much as possible this year,” said State Superintendent Dr. Michael Rice. “Following the informed guidance from national and state health experts will help keep our students and staff healthy and help maximize student learning.”

Prevention Strategies

The most effective way to prevent transmission within school buildings, reduce disruptions to in-person learning and help protect people who are not fully vaccinated is to layer multiple prevention strategies recommended by CDC. All prevention strategies provide some level of protection, and layered strategies implemented at the same time provide the greatest level of protection.

The key strategies recommended by the CDC to keep schools safer are as follows:

1. **Promoting vaccination** against COVID-19 for eligible staff and students. Vaccination has proven incredibly effective as the leading public health prevention strategy.
2. **Consistent and correct mask use**
 - CDC recommends universal indoor masking for all educators, staff, students and visitors to schools, regardless of vaccination status.
 - CDC has recommendations for proper use of masks.
 - CDC’s order requires all persons – regardless of vaccination status – wear masks on public transportation, including school buses.
3. **Physical distancing** CDC recommends schools maintain at least three feet of physical distance between students within classrooms, combined with indoor mask wearing by students, teachers and staff, regardless of vaccination status. When it is not possible to maintain a three-foot physical distance, it is especially important to layer multiple other prevention strategies, such as indoor masking, screening testing, cohorting, and improved ventilation to help reduce transmission risk.
4. **Screening testing** identifies infected people, including those without symptoms who may be contagious, so that measures can be taken to prevent further transmission or outbreaks.

Continued on page 9



COVID-19 SCHOOL GUIDANCE (CONT.)

5. *Ventilation*

- Improving ventilation by opening multiple doors and windows, using child-safe fans to increase the effectiveness of open windows and making changes to the HVAC or air filtration systems.
- Avoiding crowded and/or poorly ventilated indoor activities (e.g., engaging in outdoor activities when possible).
- Open or crack windows in buses and other forms of transportation to improve air circulation, if doing so does not pose a safety risk.

6. *Handwashing and respiratory etiquette:* Promoting handwashing and covering coughs and sneezes.

7. *Staying home when sick and getting tested*

- Encouraging students and staff to stay home if sick or having COVID-19 symptoms.
- Encouraging students and staff, regardless of vaccination status, to get tested for COVID-19 if having symptoms or if they are a close contact of someone who has COVID-19.

8. *Contact tracing in combination with quarantine:* Collaborating with the local health department.

9. *Cleaning and disinfection:* Cleaning once a day is usually enough to sufficiently remove potential virus that may be on surfaces. Disinfecting (using disinfectants on the U.S. Environmental Protection Agency COVID-19 web page) removes any remaining germs on surfaces, which further reduces any risk of spreading infection. CDC has information on routine cleaning to help maintain healthy facilities.

The following factors should be used when determining mitigation strategies:

- Level of community transmission of COVID-19.
- COVID-19 vaccination coverage in the community and among students, teachers and staff.
- Use of a frequent SARS-CoV-2 screening testing program for students, teachers and staff who are not fully vaccinated.
- COVID-19 outbreaks or increasing trends in the school or surrounding community.
- Ages of children served in the school and risk associated with school, extracurricular and social activities.

To learn more about the COVID-19 vaccine, visit Michigan.gov/COVIDVaccine

For more information about COVID-19 in Michigan, visit Michigan.gov/coronavirus.

GOVERNOR WHITMER & DR. KHALDUN ON FULL FDA APPROVAL OF MICHIGAN-MANUFACTURED PFIZER COVID-19 VACCINE

Governor Gretchen Whitmer and Dr. Joneigh Khaldun issued the following statements after the FDA granted full approval to the Pfizer COVID-19 vaccine. To date, over 5.4 million doses of the Pfizer vaccine have been administered in Michigan and 65% of Michiganders have gotten at least their first dose of one of the three safe, effective vaccines. From January to July of 2021, unvaccinated Michiganders accounted for a staggering 98% of COVID cases, 95% of hospitalizations, and 96% of deaths.

“Today, the FDA granted full approval to Pfizer’s safe, effective COVID-19 vaccine, manufactured right here in Michigan,” said Governor Whitmer. “The FDA-approved Pfizer vaccine has already saved countless lives in Michigan and around the world, so if you have already gotten your shots, thank you for doing your part to keep yourself, your family, and your community safe. If you still have not, I hope today’s announcement encourages you to get your FDA-approved vaccine. Speak to your doctor or pharmacist if you have more questions and get your free shot soon. The FDA-approved Pfizer vaccine can protect you against COVID-19 and keep you out of the hospital if you get sick. If we all do our part to protect ourselves and the people we love from COVID, we can continue our economic jumpstart and usher in a new era of prosperity for our great state.”

“The FDA’s approval of this vaccine is an exciting milestone as we continue to battle the COVID-19 pandemic. Michiganders can be very confident that this vaccine meets the high standards for safety and effectiveness as required of approved products by the FDA,” said Dr. Joneigh Khaldun, chief medical executive and chief deputy for health. “While more than 5.2 million Michigan residents 16 and older have already received their first dose, we recognize that for some the FDA approval of a vaccine may now instill additional confidence to get vaccinated. We urge all eligible Michiganders to get vaccinated as soon as they are able. Visit VaccineFinder.org to find a vaccine.”

GOVERNOR WHITMER DECLARES SEPTEMBER AS ALCOHOL AND DRUG ADDICTION RECOVERY MONTH

The Michigan Department of Health and Human Services (MDHHS) and Gov. Gretchen Whitmer are declaring September as Alcohol and Drug Addiction Recovery Month, and joining with community networks to celebrate recovery and raise awareness of recovery-oriented systems of care working to prevent and treat substance use disorders in our state.

“Like other chronic and relapsing diseases, such as diabetes, asthma or heart disease, substance use disorder can be managed successfully,” said Governor Whitmer. “This Alcohol and Addiction Recovery Month, we recommit ourselves to providing Michiganders struggling with substance use disorders with multiple points of care -- from expanded telehealth services to medication assisted therapies. When Michiganders with mental health or substance abuse disorders seek help, they deserve to be met with the knowledge and compassion that anyone can recover and manage their conditions successfully.”

Substance use disorder is a chronic, often relapsing brain disease that causes compulsive drug seeking and use, despite harmful consequences to the individual and those around them. The United States is amid an opioid epidemic, with opioid overdoses killing nearly 48,000 people per year. An opioid can be a prescription drug, or an illicit substance, such as heroin. The use of tobacco, alcohol, prescription opioids and illicit drugs is costly to our nation, exacting approximately \$820.5 billion dollars annually, and growing, in costs related to crime, lost work productivity and health care. In the long-term, substance use disorder may lead to mental and physical effects such as paranoia, psychosis, immune deficiencies and organ damage that will require treatment to resolve. In 2019, over 1.3 million people in Michigan, age 12 and older, had abused an illicit drug in the past month and 615,000 individuals aged 12 and older in Michigan needed treatment for illicit substance or alcohol use – 7.3 % of the population.

“Recognizing Alcohol and Drug Addiction and Recovery Month allows us to celebrate those who have successfully been able to manage their disease and also highlight the need to provide resources, dignity and treatment to those who are affected by a substance use disorder,” said Dr. Joneigh Khaldun, MDHHS chief medical executive and chief deputy for health. “It’s important to educate Michiganders on how recovery is possible, welcomed and celebrated not just in the present but for the rest of their lives.”

A person’s treatment and recovery are built on his or her strengths, talents, coping abilities, resources and inherent values. It addresses the whole person and their community, and is supported by peers, friends, and family members. Support for telehealth services has enabled thousands of Michiganders to engage safely in substance use disorder prevention, treatment and recovery support services that would have otherwise been inaccessible.

MICHIGAN OFFICE OF ADMINISTRATIVE HEARINGS AND RULES POLICY AND PROCEDURES EFFECTIVE JUNE 23, 2021

1. All currently scheduled and requested in-person hearings shall be converted to telephone or videoconference hearings, with proper party notifications.
2. All currently scheduled and requested in-person hearings that cannot be converted to telephone or videoconference hearings shall be adjourned or otherwise scheduled after September 7, 2021, with proper party notifications.
3. Except as provided in paragraph 4, all future hearings shall be scheduled for participation by the administrative law judge and the parties by telephone or videoconference.
4. For those case types in which the hearings process may be seriously hindered if conducted by telephone or video conference, such hearings shall be scheduled for in-person after September 7, 2021, on a limited basis and held consistent with all relevant mitigation and social distancing guidelines.
5. Unless already authorized for electronic filing using an electronic filing system, or specifically authorized by an administrative law judge or executive director order, all documents filed with MOAHR will be accepted by email filing for all administrative hearing case types.
6. An e-mail filing shall be sent to an approved MOAHR group e-mail box rather than an individual staff person, contain the case docket number, and be copied to all other parties, attorney and representatives to the matter.

CUSTOMER SATISFACTION RESULTS

To assess the quality and outcomes of services provided to our customers SWMBH conducted a customer satisfaction/outcome survey. This measured performance on critical areas of importance to customers; the survey feedback was collected through confidential phone interviews and email surveys provided by SWMBH business associate Kiaer Research during October 26th, 2020, and December 18th, 2020.

The objective of the survey was to gather consumer feedback for insights for guiding quality improvement initiatives and strategic direction. SWMBH used the nationally recognized Mental Health Statistics Improvement Program (MHSIP) questionnaire for Mentally Ill populations and the Developmentally Disabled adults aged 18 and over as well as the companion Youth Satisfaction Survey for Families (YSS-F) questionnaire (used by 42 states and territories) for consumers between age 5 and 18 years of age.

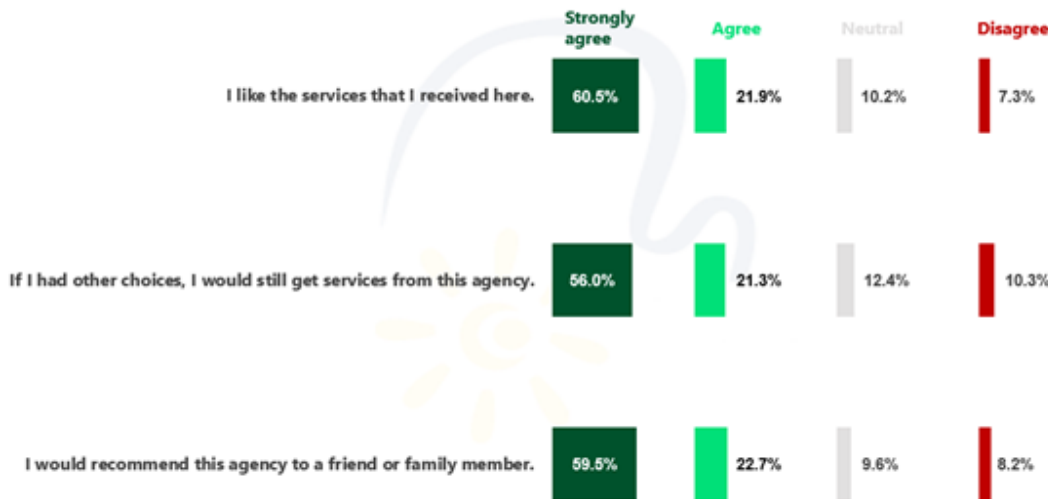
MHSIP: Total sample size of 1,243 (734 phone, 509 email survey)

YSS: Total sample size of 425 (217 phone, 208 email survey). This was the highest response rate since the survey collection began in 2014.

Key takeaways include:

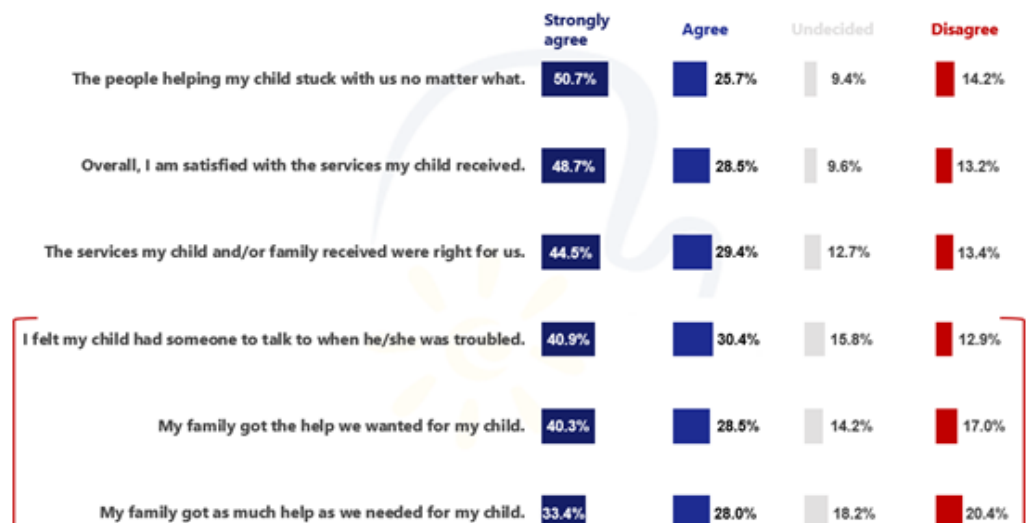
General CMHSP satisfaction was consistent across all items

And positive – a majority of MHSIP respondents **strongly agree** with each item measuring satisfaction



CMHSP appropriateness hindered by access to staff

YSS items relating to staff availability and amount of help received got lowest **strongly agree** ratings



IMPROVING THE PUBLIC HEALTH SYSTEM

1. Build upon the strengths of Michigan’s nationally recognized county-based public mental health.
 - Longstanding strong performance against the state-established and nationally recognized performance standards
 - Nation-leading de-institutionalization success-moving care to the community
 - High rankings against national standards of behavioral health prevalence and access to services
 - Proven ability to control cost over decades
 - Designed and implemented hundreds of healthcare integration initiatives
 - Use of a large number of evidence-based and promising practices
2. Focus on areas where continual advancement is needed and for which concrete solutions exist and can be readily strengthened and expanded

Area where system Advancement is needed	Concrete approach to system advancement
IMPROVE ACCESS to comprehensive set of state-of-the-art mental health services to all community members (including those with private insurance, Medicaid, Medicare and uninsured)	SUPPORT the implementation of Michigan’s Certified Community Behavioral Health Centers (CCBHC) in the initial pilot sites and then scale up statewide
	RESTORE STATE GENERAL FUND DOLLARS cut from the CMH funding reserved to serve person not enrolled in Medicaid
	Support and Expand first episode psychosis (FEP) treatment approach-already piloted in Michigan communities
Improve access to inpatient psychiatric care and residential alternatives to hospitalization	SUPPORT the creation and expansion of Psychiatric Residential Treatment Facilities (PRTF)
	SUPPORT inpatient psychiatric hospitals and wards with physical plant and staffing changes , helping hospitals better serve persons with complex mental health needs
ADDRESS behavioral Health workforce shortage	INCREASE capitation payment to public mental health system to allow for competitive wages and benefits for direct support professionals
	EXPAND federal (National Health Services Corps) and state loan repayment programs to attract psychiatrist, social workers, psychologists, and other clinician to underserved Michigan communities
PROVIDE WHOLE PERSON CARE , Especially to those with complex needs	SUPPORT expansion of Behavioral Health Homes (BHH) and Opioid Health Homes (OHH)
	Support full funding and expansion of hundreds of existing health care integration efforts led by the public mental health system and primary care partners
IMPROVE Access to and coordination of CRISIS SERVICES	SUPPORT creation and expansion of Crisis stabilization Units (CSU) - recently contained in statue
	SUPPORT and fully implement Michigan Crisis and Access Line (MiCal)

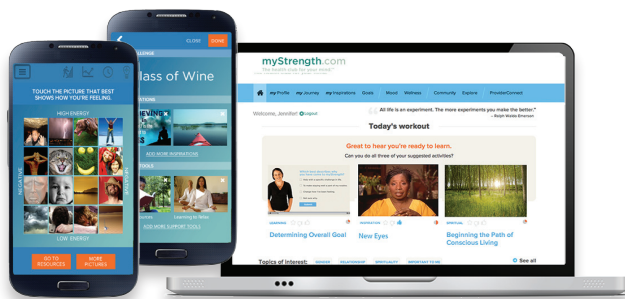
Personal Support for You!

Southwest Michigan Behavioral Health introduces **myStrength**

We all struggle with our moods at times. Anxious or depressive thoughts can weigh us down. Some of us may struggle with drugs or alcohol. Seeking help and focusing on your mental health is important.

Now you can use web and mobile tools to help you get better and stay mentally strong.

myStrength is confidential—just for you. It offers personalized resources to improve your mood. Learning to use myStrength's tools can help overcome the challenges of drug and alcohol abuse.



myStrength's proven web and mobile resources can help strengthen your mind, body and spirit.

SIGN UP TODAY

1. Visit www.myStrength.com
2. On the myStrength.com home page, click on "Sign-up."
3. Enter the appropriate **Access Code** from the list below.
4. Complete the myStrength sign-up process with a brief Wellness Assessment and personal profile.
5. **Go Mobile!** Using the access code below, get the myStrength app for iOS and Android devices at www.mystrength.com/mobile

- | | | |
|-------------------------------------|---------------------------------------|--------------------------------------|
| <input type="checkbox"/> SWMBarry | <input type="checkbox"/> SWMCalhoun | <input type="checkbox"/> SWMStJoe |
| <input type="checkbox"/> SWMBerrien | <input type="checkbox"/> SWMCass | <input type="checkbox"/> SWMVanBuren |
| <input type="checkbox"/> SWMBranch | <input type="checkbox"/> SWMKalamazoo | <input type="checkbox"/> SWMBH |



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FPF-MPC1-SWMBH

“
What **myStrength**
users are saying
”

It's nice to have self-guided help that is so accessible.

I love how personal myStrength is for me.

myStrength gives back some of the 'light' I had lost.

The mood tracker is fantastic!

I love that myStrength is available 24 hours a day.



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

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, 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
info@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.

Serving Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph and Van Buren Counties

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

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

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

**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**

16 *SWMBH Newsletter*

SOUTHWEST MICHIGAN BEHAVIORAL HEALTH BOARD MEETINGS

- For calendar year 2021 Board meetings will be held remotely due to MDHHS Executive Orders on inside gatherings requirements.
- Members of the public may attend electronically by <https://global.gotomeeting.com/join/515345453> or by dialing 1-571-317-3116 access code: 515 345 453.
- Members of the public may contact members of the Board to provide input or ask questions on any business that will come before the Board by contacting Michelle Jacobs at michelle.jacobs@swmbh.org prior to the meeting, or by commenting during the Board meeting Public Comment section as identified by the Board Chairman.
- Members of the public with disabilities who require special accommodations should contact Anne Wickham at anne.wickham@swmbh.org well before the meeting occurs.
- Members of the public are not required register or otherwise provide their name or other information as a condition of participation, other than mechanisms to permit participation in the public comment period.
- Members of the public are to be excluded from participation in a properly convened and held closed session of the Board.

November 12, 2021 – 9:30am to 11:00am

December 10, 2021 – 9:30 am to 11:00am

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.

Board approved 12/11/20



5250 Lovers Lane, Ste. 200
Portage, MI 49002