





## MICHIGAN GAMBLING DISORDER PREVENTION PROJECT

Southwest Michigan Behavioral Health (SWMBH) was recently awarded a grant from the Michigan Department of Health and Human Services' Michigan Gambling Disorder Prevention Project (MGDPP). The serious consequences of problem gambling are wide-ranging and affect individuals, families, and our communities. SWMBH took the initiative to be a part of the MGDPP to better serve our customers and reinforce our vision of, "An optimal quality of life in the community for everyone."

Gambling is the act of wagering something of value on the outcome of an event involving chance. In Michigan, these games of chance include bingo, raffles, horse racing, lottery, and casinos. While most people can enjoy gambling as a manageable form of entertainment, others develop a habit that negatively affects their physical, emotional, and financial health. According to the National Center for Responsible Gaming, up to three percent of the U.S. population meet the criteria for a gambling disorder. This statistic suggests approximately 300,000 Michiganders suffer from some form of problem gambling.

As a result of the grant award, SWMBH has hired a Gambling Disorder Prevention Specialist. This position will be responsible for the development and coordination of gambling disorder prevention services within our 8-county region. The prevention specialist will work closely with our service providers and local task forces to determine the frequency of problem gambling in our communities, train staff, and raise awareness about the risk factors and negative outcomes associated with gambling disorders. A longer-term goal of the project will be to increase problem gambling treatment services in our region. In doing so, this will improve the outcomes of care for those with may have other behavioral health conditions often seen with gambling disorders and ensure a healthier Michigan.

If you would like to know more about the new Gambling Disorder Prevention program at SWMBH, please call 1-800-676-0423. If you, or someone you know, needs assistance with problem gambling, please call the Michigan Problem Gambling Hotline at 1-800-270-7117.



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Printed with funds received from  
the Michigan Department of  
Health and Human Services

### Did you know?

That you have the right to be treated with dignity and respect?

That you have the right to ask for a description of your provider compensation arrangements upon request?

If you have a hearing impairment or English is not your first language and you would like an interpreter, one will be provided to you at no cost? If you need materials in a format other than English – such as Spanish or Braille – they are available to you upon request from your Customer Service Representative?

If you have special needs/cognitive or physical impairments CMH staff will provide you assistance with filling out and/or understanding paperwork. This includes filing appeals and grievances with the agency?

To get help fast and in a respectful way?

That you may use an advocate (people who will help you) whenever you feel you need one? This may include family members or a community agency.

To choose who will provide you service?

To be free from restraint or seclusion as coercion, discipline, provider convenience, or retaliation?

Minors 14 years old and older may request and receive mental health services up to 12 sessions or 4 months of service without parental consent?

To have a second opinion from a qualified health professional, within our provider network, or out of our provider network, at no cost to you?

*If you have questions about the information provided here, please contact Member Services at Southwest Michigan Behavioral Health or your local Community Mental Health Service.*

### Explanation of Benefits

According to the PIHP/Department of Health and Human Services contract section 6.3.2 Information requirements - “The Contractor is required to provide Explanation of Benefits (EOBs) to 5% of the consumers receiving services. The EOB distribution must comply with all State and Federal regulations regarding release of information as directed by MDHHS will monitor EOB. A model Explanation of Benefits consistent with Technical Requirement P 6.3.2.1.B.ii is attached to this contract. A PIHP may but is not required to utilize the model template.”

Once a year, Southwest Michigan Behavioral Health will send an explanation of benefits to about 5% of our population served. When this is done, we are doing it on behalf of your Medicaid benefits. We will use the address you provided for Medicaid. ***In other words, the address you provided to Department of Human Services will be used to send these to you.*** It doesn't matter what address you have given to your provider or SWMBH. This is the address that will be used. Please make sure this is an address you are okay with receiving this type of information at.

## ABOUT SWMBH...

Southwest Michigan Behavioral Health is committed to providing behavioral health and substance abuse 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 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.

Communication from members after normal business hours are returned on the next business day and communication received after midnight during Monday-Friday with the exception of holidays are responded 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 after 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 <http://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), they contain information about the SWMBH policies and procedures as well as helpful information on topics such as provider responsibilities, consumer rights, utilization management and other helpful material.

## SWMBH NEWEST EMPLOYEES

SWMBH continues to be on the cutting edge as a Managed Behavioral Health Organization and seeks to hire qualified and competent employees. Please help us by welcoming our newest employees to Southwest Michigan Behavioral Health.

Amy Mrazek, Care Management Specialist II

Justin Rolin, Gambling Disorder Prevention Specialist

Christopher Fowler, Patient Care Management Operations Specialist



### GROUPS DON'T RECOVER PEOPLE DO.

For many years addiction treatment professionals have taken a close look at what it means to fully recover and the stigma which is often attached to someone who is diagnosed with a mental health or substance use disorder. In the fifth edition of the basic text of Narcotics Anonymous it begins by stating the last thing to be lost to addiction is the stigma of being an addict. For some people it means being criminalized and demonized by society as someone who cannot or will not stop using to save their lives. For others who believe recovery is possible there seems to be a guideline for what constitutes recovery and how to go about achieving those goals.

Whether you are recovering from a mental health diagnosis or substance use disorder, treatment will look different for you depending on your individual needs. For many this could mean seeking out a therapist with whom you connect. It may not be an entirely a smooth process as you enter this therapeutic alliance with the trusted individual. Often people struggle with attachment and trust issues which can make treatment challenging for the provider and the person who is seeking help. We've learned some things through evidence-based practice about behavioral consequences experienced by the people we try to treat. However, we are hard pressed to find workable solutions that produce positive outcomes for everyone.

The face of addiction and recovery is different for everyone. Groups are just one way that recovery may be approached. Often times people who have had to sit in a group are trying to figure out how they got there and often feeling out of place. Not everyone can adapt to a group setting where you are often required to participate in some way. This dynamic process often resembles the family and ways of relating. Groups can be frightening or a rewarding experience depending on where you are in the process of recovery.

Shame is often a variable that keeps us from living in the present and moving forward. However, when we begin to get to the root of the problem by addressing the thoughts and feelings associated with the behavior, we stand a better chance at connecting and understanding the person and their needs in a way that challenges the individual to live beyond the substance. It is during the process of seeking a better existence people discover who they are and where they are going.

**Disclaimer:** The views and opinions expressed in this article are those of the authors and do not necessarily reflect the official policy or position of Southwest Michigan Behavioral Health.

Kimberly Whittaker  
Customer Support Specialist



# PERFORMANCE IMPROVEMENT PROJECT: DIABETES SCREENING

## UNDERSTANDING THE ISSUE ~

Fast facts about diabetes mellitus

More than 30 million people in the United States have diabetes, and 1 in 4 do not know they have it.

More than 84 million US adults –1 in 3 – have prediabetes, and 90% of persons do not know they have a pending issue.

Prediabetes is a risk factor for type 2 diabetes. Being overweight, being age 45 and older, and being physically active less than 3 times a week are risk factors for prediabetes and type 2 diabetes.

In 2017, the total estimated cost of diagnosed diabetes was \$327 billion.

Centers for Disease Control focuses on preventing type 2 diabetes, reducing diabetes complications and disability, and reducing diabetes-related disparities, which are differences in health across different geographic, racial, ethnic, and socioeconomic groups.

Important clinical data exists to verify the link between atypical (second-generation) antipsychotic medication use and the development of Type 2 diabetes mellitus. The Michigan Department of Health and Human Services (MDHHS), Behavioral Health and Developmental Disabilities Administration, Bureau of Community Based Services has issued a Core Set of Adult Health Care Quality Measures for Medicaid beneficiaries based on recommendations provided by MDHHS' Quality Improvement Council. Performance improvement projects are mandated by MDHHS aligns with the HEDIS measure required of SWMBH.

## PROJECT FOCUS ~

Identify recipients of mental health services 18 – 64 years of age who are diagnosed with schizophrenia or bipolar disorder, who were dispensed an antipsychotic medication and who are not currently diagnosed with diabetes. Assist at least 80% of those who are eligible for this project to receive a diabetes screening test such as a glucose test, or an HbA1c test, as identified by a claim/encounter.

## SUPPORTING ACTIVITIES TO ACHIEVE OUR GOAL ~

A Diabetes Workgroup, with representatives from each Community Mental Health Service Provider and Southwest Michigan Behavioral Health in Region 4, reviews the data available and shares their ideas to strengthen screening activities across the region. Some of the activities include:

- Coordinating with the Primary Care Physicians to obtain a laboratory screening for diabetes unless already performed.

- Sharing the project with prescribing providers across the region and recommending diabetes screening for eligible persons.

- Monitoring beneficiaries to insure they have received proper education and follow-up and care if they have been identified at risk for diabetes.

## PTSD TREATMENT OPTIONS CAN WORK WITH HELP FROM MY HEALTHEVET



June is PTSD Awareness Month, a good time to stop and consider what type of help Veterans may need. PTSD (posttraumatic stress disorder) is a mental health problem that some people develop after experiencing or witnessing a life-threatening event, like combat, a natural disaster, a car accident, or sexual assault.

If you have PTSD, you might also have other health problems, such as depression or traumatic brain injury (TBI), problems with abusing drugs, or other physical health issues. Whether you are getting treatment for PTSD or PTSD and one of these conditions, you need a way to keep track of appointments, medications, and sometimes vital signs. You will also need to have regular communication with your health care team.

My HealtheVet helps Veterans with PTSD manage their health care, access their records, and talk to their providers by logging in with a **Premium** account.

Veterans receiving treatment for PTSD often find using Secure Messaging to be a safe and secure way to communicate with therapists, doctors, and other members of the health care team. When you have questions about medications or treatment, you can more easily follow up with your doctor. You won't have to worry about getting bounced around on the phone.

There are many resources available for Veterans with PTSD. One of the newest online tools from the National Center for PTSD is the PTSD Treatment Decision Aid.

The decision aid helps Veterans and family members learn effective PTSD treatment options, compare different PTSD, and read and watch videos about treatment and how they work. Veterans can build a chart to compare treatments they like the most, and at the end print out a personalized summary they can share with their health care providers. For more information on or how to receive help right away:

Call Veteran Crises Line **1-800-273-8255**

[Chat online with a counselor](#)

Call **911** or visit a local emergency room

Visit <http://www.myhealth.va.gov>.



## COMPLIANCE AND YOU!

SWMBH's Compliance team works hard to monitor and ensure that your health records are treated with the privacy and confidentiality that is required by law, and that your benefits are spent how they should be. Some examples of things we monitor for include:

- A provider billing for services that a customer did not receive;
- A provider delivering and billing for services to a customer that the customer does not need (when those services are not "medically necessary");

Not billing a customer's primary insurance company first, before billing Medicaid.

You can help prevent fraud and abuse by doing the following:

- If you sign a provider's timesheets, make sure all dates of service and service times are correct before you sign;
- Do not share your benefit information with other people so that they can use your benefits.

If you know or suspect any fraud, waste, or abuse you can report it to SWMBH's Compliance team by calling the SWMBH Compliance Hotline at 1-800-783-0914 or email us at [swmbhcompliance@swmbh.org](mailto:swmbhcompliance@swmbh.org)

## PRACTICE GUIDELINES

Southwest Michigan Behavioral Health (SWMBH) is committed to providing behavioral health and substance use services in respect with the required federal rules set forth by the Michigan Department of Community Health (MDCH) using practice guidelines to meet the needs of Medicaid beneficiaries. SWMBH maintains continuous monitoring and fidelity with contract providers to ensure medical necessity criteria is met through a process of utilization management that addresses the adoption, development and implementation of best practice. Practice guidelines are disseminated to all providers of the PIHP/MDHC contract and are a part of the Provider Manual and can be accessed by members and providers on the SWMBH portal at <https://www.swmbh.org/providers/provider-documents-from-swmbh/>. For more information on the Standard of Practice Guidelines contract and agreements for Inclusion, Person Centered Planning, Recovery related services, Housing and Jail Diversion visit SWMBH's online portal or to request a hard copy call Customer Service at 1 (800) 870-3712.



SWMBH is on Facebook. Check us out!!! We'd like to hear from you. Leave a message and let us know how we are doing. For immediate assistance contact Customer Service at (800) 870-3712.

# MENTAL HEALTH STATISTICS IMPROVEMENT PROGRAM (MSHIP)

## SURVEY INFORMATION

The 2018 consumer satisfaction surveys were completed using a telephonic process. The survey tools that were used include the Mental Health Statistics Improvement Program (MHSIP) survey for consumers 18 years of age and older.

The Mental Health Statistics Improvement Program (MHSIP) Consumer Surveys measure concerns that are important to consumers of publicly funded mental health services in (7) different areas including:

- Access
- Quality/Appropriateness
- Outcomes
- General Satisfaction
- Social Connectedness
- Participation in Treatment Planning
- Functioning

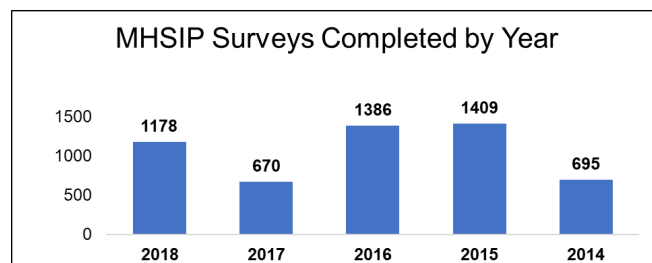
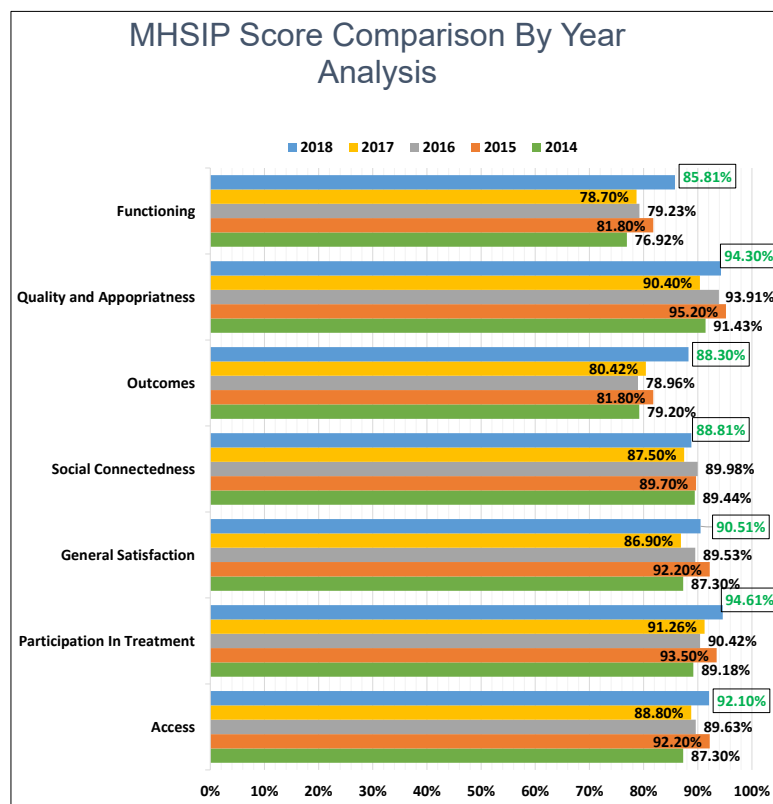
The MHSIP consists of 44 questions.

Use of the MHSIP survey tool is a contractual requirement by MDHHS (42 CFR 438.230).

The primary goal in completing the annual consumer satisfaction surveys is to gain valuable feedback from consumers on the services they have received. After the analysis of the survey scores and consumer feedback is completed, the SWMBH Quality Team presents the data to the primary Regional Committees including the: Regional Consumer Advisory Committee, Regional Utilization Management Committee, Regional Operations Committee, Regional Compliance Committee and the Regional Quality Management Committee, for review and feedback. SWMBH takes the consumer feedback they receive very seriously and works directly with providers and Community Mental Health Service Providers (CMHSP) to help improve Mental Health and Substance Abuse services and programs throughout the 8-county service region. SWMBH's survey preparation and processes have improved tremendously over the past 5 years and that can be directly attributed to the feedback received from the Regional Committees and Consumers we serve.

If you would like further information on the annual consumer satisfaction survey projects, please don't hesitate to contact the SWMBH Quality Assurance Department at: 269-488-8922 or via email at: [jonathan.gardner@swmbh.org](mailto:jonathan.gardner@swmbh.org)

## MHSIP SCORE COMPARISON BY YEAR ANALYSIS



## COMMUNITY EVENTS



Learn to become a first responder and assist someone who may need crises intervention. This 8-hour training course will equip you with the tools to understand how to recognize signs and symptoms when someone is experiencing a mental health crises or substance use disorder. Learn how to access the situation to make sure the person is safe from harm or suicidal thoughts. Learn how to listen non-judgmentally and encourage the person to seek professional help. Training Courses are provided for Adults and Youth. For more information on where to locate a training course near you visit online at <https://www.mentalhealthfirstaid.org/take-a-course/find-a-course/>.

**NAMI 2019 Panel Discussion Groups** 6:00 p.m.-8:00 p.m. at Pathway located at 119 W. Vine St. Kalamazoo, MI.

\*LGBTQ & Legal Services August 1, 2019 6:00 p.m.-8:00 p.m.

\*Substance Abuse Services September 5, 2019 6:00 p.m.-8:00 p.m.

\*Employment Services November 7, 2019 6:00 p.m.-8:00 p.m.

**Branch County Fair** Aug. 4-10, 2019 County Fairgrounds located at 262 S. Sprague St. Coldwater, MI.

**Back to School Bash** August 9, 2019 12:00 p.m.-5:00 p.m. at 117 W. Paterson Ave. For registration details call (269) 349-2641 or visit Family Health Center at the Alcott or Paterson location.

**Berrien County Youth Fair** August 16, 2019 at 7:00 p.m. 9122 U.S Hwy 31, Berrien Springs, MI.

**NAMI Family to Family** 11-week class begins Tuesday, August 20, 2019 through September 29, 2019 Every Second Tuesday from 6:30 p.m. to 8:30 p.m. location 418 W. Kalamazoo Ave. To find a NAMI meeting in your area visit <https://www.nami.org/>.

**Kalamazoo Recovery & Wellness Fair** September 9, 2019 11 a.m.-3 p.m. Arcadia Creek Festival Place 145 E. Water St.

**Mental Health First Aid Training at Gryphon Place** September 9, 2019 8:15 a.m.-4:30 p.m. 245 South 8th St. Kalamazoo, MI.

**Veteran's Mental Health Summit** September 13, 2019 8:00 a.m.-4:30 p.m. at Kalamazoo Valley Community College, 6767 West O Ave. Kalamazoo, MI.

**6th Annual Suicide Prevention Walk** sponsored by Gryphon Place September 28, 2019 8:00 a.m.-12:00 p.m. at Arcadia Festival Creek 145 E. Water St. Kalamazoo, MI.

## COMMUNITY EVENTS CONTINUED

**NAMIWalks** Saturday September 28, 2019 8:00 a.m-10:00am at Belle Isle Park, 2 Inselruhe Ave. Detroit, MI.

**Project Connect** October 4, 2019 10:00 a.m.-3:00 p.m. 316 Charlotte St, Centreville, MI at County Fairgrounds.

**NAMIWalks** Saturday, October 12, 2019 at Davenport University 6191 Kraft Ave. S.E. Grand Rapids, MI.

**Project Connect Veteran Stand Down** at Full Blast on October 18, 2019 9:00 a.m-1:00 p.m. 35 W. Hamblin Ave. Battle Creek, MI.

MDHHS Offers Continuing Educational trainings for all Certified Peer Supports and Peer Recovery Coaches. For more information on trainings in your area of expertise. Contact the office at (517) 335-2279 or send an email to [MSHHS-PeerSupport@michigan.gov](mailto:MSHHS-PeerSupport@michigan.gov). For further details on becoming a Certified Peer Support contact the Community Mental Health Authority in your county.

**This year Southwest Michigan Behavioral Health will partner with Family Health Center located at 117 W. Paterson Street in Kalamazoo to kick-off their Back-to-School-Bash to give children a healthy start on their first day back of school. To learn more about who SWMBH is stop by our visiting booth on August 23, 2019 from 12 p.m.-5 p.m.**



## MENTAL HEALTH AWARENESS

July was designated as Minority Mental Health Awareness Month in 2008 to bring awareness to the unique struggles that underrepresented groups face regarding mental illness in the United States. (US) While the term 'minority' is traditionally associated with racial, ethnic, or cultural minorities within the US, Mental Health America (MHA) is focused on expanding this term to include individuals from a wide range of marginalized and underserved communities, including those who may identify as part of the LGBTQ+ spectrum, refugee and immigrant, religious group and others who are often overlooked. By making this term more inclusive, we are broadening our way of thinking and underscoring the need to address mental health issues with a unique lens while integrating the varied needs of diverse communities. Throughout efforts, we aim to shed light on the multitude of mental health experiences within these communities.

<p><b>Barry County Community Mental Health Authority</b>  <b>Mental Health and Substance Abuse Services</b>  <b>Tina Williams, Customer Services Representative</b>  500 Barfield Drive  Hastings, MI 49058  Agency Phone: (269) 948-8041 or (800) 873-0511  TTY: 711 (MRC)  Fax: (269) 948-9319  Email: <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</p>	<p><b>Berrien Mental Health Authority</b>  <b>Charity Burton, Customer Service Representative</b>  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: <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</p>
<p><b>Pines Behavioral Health (Branch County)</b>  <b>Kammy Ladd, Customer Service Representative</b>  200 Vista Drive  Coldwater, MI 49036  Customer Service Toll-Free: (866) 877-4636  Agency Phone: (517) 278-8404 or (800) 725-7534  TTY: 711 (MRC)  Fax: (517) 278-2129  Email: <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</p>	<p><b>Summit Pointe (Calhoun County CMH)</b>  <b>Dawn Nichols, Customer Service Representative</b>  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: <a href="mailto:dmh@summitpointe.org">dmh@summitpointe.org</a>  <b>Customer Service Hours</b>  M – F 8:00 a.m. – 5:00 p.m.  Excluding Legal Holidays</p>
<p><b>Woodlands BHN (Cass County CMH)</b>  <b>Mary Munson, Customer Service Representative</b>  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: <a href="mailto:marym@woodlandsbhn.org">marym@woodlandsbhn.org</a>  <b>Customer Service Hours</b>  M - F 8:30 a.m. - 5:00 p.m.  Excluding Legal Holidays</p>	<p><b>Kalamazoo Community Mental Health/SA Services</b>  <b>Teresa Lewis, Customer Services Manager</b>  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: <a href="mailto:tlewis@kazooemh.org">tlewis@kazooemh.org</a>  <b>Customer Service Hours</b>  M - F 8:00 a.m. - 5:00 p.m.  Excluding Legal Holidays</p>
<p><b>Community Mental Health &amp; Substance Abuse Services of St. Joseph County</b>  <b>Jessica Singer, Customer Services Coordinator</b>  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: <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</p>	<p><b>Van Buren Community Mental Health Authority</b>  <b>Sandy Thompson, Customer Service Representative</b>  801 Hazen Street, Suite C  P.O. Box 249  Paw Paw, MI 49079  Agency Phone: (269) 657-5574 or (800) 922-1418  711 MRC  Fax: (269) 657-3474  Email: <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</p>



# **SOUTHWEST MICHIGAN BEHAVIORAL HEALTH CUSTOMER ADVISORY COMMITTEE**

Southwest Michigan Behavioral Health (SWMBH) has established a Customer Advisory Committee to assure that customers are able to provide input for SWMBH. Customers are briefed and provide advice on items that may directly or indirectly affect the quality of the behavioral health services and supports provided within the SWMBH region of Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph, and Van Buren Counties.

Committee members are responsible for, but not limited to:

- Reviewing and providing feedback on documents as prepared for distribution throughout the SWMBH network such as the Customer Handbook and other informational materials

- Reviewing questions asked in questionnaires, surveys, and the like, in which customers will be asked to participate

- Reviewing Satisfaction Survey results and regional plans for change

- Reviewing results of the Performance Improvement Projects and regional plans for change

- Reviewing results of Michigan Department of Health and Human Services (MDHHS) and Health Services Advisory Group (HSAG) reviews and regional plans for change

- Review of any other state or federal documents as requested by SWMBH for feedback

If you currently have Medicaid, Healthy Michigan Plan, or MI Health Link as your form of insurance, are a primary or secondary customer (advocate) of Mental Health/ Intellectual and Developmental Disability or Substance Use Disorder services, and would be interested in learning more about the SWMBH Customer Advisory Committee please contact your local Customer Service Department (contact information included in this newsletter) or SWMBH Customer Service Department at 1-800-890-3712.

## **A STORY OF HOPE**

I was thirty-eight years old and spent twenty years building a career in aviation. All this effort sadly ended by corporate downsizing in early December of 1995. I not only lost the best job I had ever had, I also lost my financial independence and friendships I had developed and maintained over a ten-year period when I lived in Phoenix, Arizona. I loved my career choice as I pursued my career goals and advanced my talents. I have a Federal Aviation Administration issued Airframe & Power Plant Mechanic license, Federal Aviation Administration Private Pilot license, and Federal Communication Commission General Radio license. I attended Western Michigan University by completing coursework, Aircraft Maintenance Technology Spartan School of Aeronautics and eventually earned an Associated degree in Avionics from Ferris State University.

My mind began playing tricks on me almost immediately after I was given notice that my employment would be ending. I had overwhelming feelings of hurt, fear, insecurity, loss and despair which eventually lead to trouble. I began to experience high levels of spiritual thoughts and activity which prompted me to make an appointment with my family physician. My mother eventually traveled from Michigan to Phoenix out of concern and within two days she had to call 911 and have me transported to the hospital because of my behavior. I had never known any family member to suffer from a mental health issue or at least it was never discussed.

After several inpatient hospitalizations and participation in group therapy I learned a lot about my diagnosis. I don't know what I will end up doing with the rest of my life, but I still feel very passionate about many things from before my mental health crises like my faith and politics. One day I hope to become a Peer Support Specialist and share with others the many trial and errors we can sometimes have in our thinking when we do not take care of ourselves. I volunteer and give back in numerous ways where my talents are appreciated and valued. Today I work transporting cars for a car dealership and feel pretty good with being able to still find employment in the service industry.

Eric D.



## **SOUTHWEST MICHIGAN BEHAVIORAL HEALTH BOARD MEETINGS**

(August 2019-December 2019)

**\*\*August 9, 2019 – 9:30am to 11:00am**

**September 13, 2019 – 9:30am to 11:00am**

**October 11, 2019 – 9:30am to 11:00am**

**November 8, 2019 – 9:30am to 11:00am**

**December 13, 2019 – 9:30 am to 11:00am**

All scheduled meetings take place at the Principal Office, unless otherwise communicated.\*

*\*Principal Office Located at 5250 Lover's Lane, Suite 200, Portage, MI, 49002*

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

All SWMBH Board Meetings are subject to the Open Meetings Act 1976 PA 267, MCL 15.261-15.275

12/14/18 Board Approved

**\*\* Alternate Meeting Location?**

## **SOUTHWEST MICHIGAN BEHAVIORAL HEALTH SUBSTANCE USE DISORDER OVERSIGHT POLICY MEETINGS.**

(September 2019-December 2019)

**September 16, 2019 3:00-5:30pm**

**Public Budget Hearing**

**November 18, 2019 4:00-5:30pm**

## **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.

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.



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-teletekst: 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 2018 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.







5250 Lovers Lane, Ste. 200  
Portage, MI 49002

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