

Mission

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

Values

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



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

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

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

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

www.SWMBH.org

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

Fax:
1-269-883-6670

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

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

Customer Service:
1-800-890-3712

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

TTY:
711 (MRC)

Compliance Hot Line:
1-800-783-0914



Vision

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

SWMBH MI Health Link Customer Services:
1-800-676-5814

Welcome to Southwest Michigan Behavioral Health

Southwest Michigan Behavioral Health (SWMBH) is the Prepaid Inpatient Health Plan (PIHP) for eight Michigan counties, and is in partnership with the Community Mental Health (CMH) agencies of these counties. SWMBH, in partnership with the CMH's and local providers, provides mental health services to adults with severe and persistent mental illness, children with severe emotional disturbance, individuals with intellectual/developmental disabilities, and individuals with substance use disorders. As the manager of services, SWMBH will make sure that services are given to you based on your needs and goals and are within the guidelines set by the state of Michigan. SWMBH strives to ensure that you and your family members are treated with dignity and respect.



Service Areas

- Barry County
- Berrien County
- Branch County
- Calhoun County
- Cass County
- Kalamazoo County
- St. Joseph County
- Van Buren County

Advantages of MI Health Link Program

MI Health Link offers an integrated approach to health care. Both Southwest Michigan Behavioral Health and your ICO-Aetna or Meridian work collaboratively to provide you medical and behavioral health care. The MI Health Link program is offered to individuals who:

- Have full Medicare and full Medicaid
- Are 21 years of age or older
- Live in one of SWMBH's eight service areas

MI Health Link offers many benefits to enrollees. Some of these benefits include:

- Care Coordination
- An extensive provider network offering mental health services and substance use disorder treatment
- Community-based services such as: Community Living Supports, ACT Team Services, and Case Management
- Services with in-network providers are available at no cost to members
- Outpatient Services include: therapy and psychiatric medication management

MI Health Link Ombudsman Program (MHLO)

The MHLO role is designed to:

- Empower you and provide support in resolving problems with your health care, behavioral health care, and long-term services and supports;
- Help you to investigate and work to resolve problems with your health plan;
- Address concerns such as:
 - ▶ Difficulty reaching or working with Care Coordinators
 - ▶ Confusion about coverage and rights
 - ▶ Trouble identifying providers
 - ▶ Requests for additional services or supports

You can reach MI Health Link Ombudsman at 1-888-746-6456, Mon-Fri 8am-5pm or help@mhlo.org