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FROM THE DESK OF EXECUTIVE DIRECTOR, BRAD CASEMORE

Dear Valued Member,

Welcome to a new year and a new decade. Let me first express my respect and gratitude to our regional Service Providers and Plan Members. Our region had a very successful year – please see SWMBH Successes and Accomplishments by visiting our website <https://www.swmbh.org/>. These successes are largely due to our skilled and competent Provider agencies and staff. Financially, SWMBH ended fiscal year 2019 with use of roughly \$777,000 of our Internal Service Fund (ISF) to cover excess expenses. An ISF is like a savings account for the PIHP. This was far better than expected at the beginning of the fiscal year. This allows us to still have an ISF funded at about 50% of the maximum of what's allowed. Credit to SWMBH's Community Mental Health Service Providers (CMHSP) for this result without a negative impact to programs and services or elevated grievances, appeals or fair hearings.

There were many other tests for the region and the state including Section 298. As you surely know, the Michigan Department of Health and Human Services announced in October that the 298 integrated Pilots are canceled.

In December 2019 MDHSS Director Gordan announced the states plan to move to Specialty Integrated Plan (SIP) structure. This plan would be for special populations served who have serious mental illness, substance use disorders and intellectual and developmental disabilities. The new integrated behavioral health and physical health plans, will include licensed managed care organizations and provider partners as needed. It will also consider other types of plans including Public-led, Provider-led and public-private partnerships options. SWMBH and regional CMH organizations have been actively involved in these conversations with MDHHS and other stakeholders and will continue to be alert in our efforts to keep you informed about incoming information.

Brad Casemore, CEO

GOVERNOR ANNOUNCES SUCCESSOR

Governor Gretchen Whitmer announced Friday February 7, 2020, the following appointment to the Mental Health Diversion Council.

Bradley P. Casemore, of Battle Creek, is the chief executive officer of Southwest Michigan Behavioral Health. He holds a Master of Health Services Administration and a Master of Social Work from the University of Michigan. Mr. Casemore is appointed to represent adult service agencies and/or providers from a local community mental health service program (CMHSP), for a term commencing February 7, 2020 and expiring January 30, 2024. He succeeds Ross Buitendorp whose term expired January 30, 2020. The Mental Health Diversion Council is an advisory body to the Governor within the Department of Health and Human Services charged to advise and assist in the implantation of a diversion action plan and provide recommendations for statutory, contractual or procedural changes to improve diversion from prisons and jails.



SWMBH Newsletter

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



On Friday February 7, 2020 SWMBH hosted Joneigh Khaldun, M.D. Michigan's Chief Medical Executive and MDHHS Senior Chief Deputy for Health. Dr. Khaldun shared her background, priorities and the Administration's Policy Agenda with us. A number of current issues were discussed including care integration, healthcare data analytics, system reform goals, and the emerging coronavirus situation. Dr. Khaldun toured the agency and expressed her gratitude to SWMBH and its participant CMHs for their dedication to persons served, their communities and stakeholders in general.

UPCOMING EVENTS

MDHHS and CMHA "Self Determination Conference"

May 5, 2020 8am-5pm

333 E. Michigan Ave. Lansing Center, Lansing, MI 48933

Annual Peer Conference "Embracing Change Improving Lives"

May 27, 28 & 29, 2020

Lansing Center 355 E. Michigan Ave. Lansing, MI

Annual Spring Conference

June 7th & 8th

Community Mental Health Association.

NAMI Michigan Annual State Conference

June 22-June 24, 2020

111 W. Main St. Midland, MI 48640

MICHIGAN LAW UPDATE

Currently there are talks at the legislative level to repeal the Medicaid Exclusion for people who are incarcerated. The Humane Correctional Health Care Act (HR 4141 and S 2305) Legislation would extend Medicaid eligibility to inmates who are currently in public institutions by cancelling the Medicaid exclusion altogether.

Encourage your representative and senators to support these bills that can significantly impact people with behavioral health challenges where people get the necessary treatment.



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 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 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.

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.

- | | |
|--|---|
| ◆ Natalie Spivak, Chief Information Officer | ◆ Angie Messinger, Community Health Worker |
| ◆ Nina Siagkris, Care Management Specialist II | ◆ Katie Drench, Care Management Specialist II |
| ◆ Tori Lawrence, MSW Intern | ◆ Kris Badra, Care Management Specialist II |
| ◆ Shelley Cizio, Compliance III Specialist | ◆ Doug Stewart, Integrative Healthcare Specialist |

WHAT DOES THE NATIONAL CORE INDICATORS (NCI) REVEAL ABOUT GUARDIANSHIP STATUS OF PEOPLE WITH IDD?



By Valeria Bradley and Dorothy Hiersteiner, Human Services Research Institute, National Association of State Directors of Developmental Services.

The decision to place someone under guardianship is most often motivated by a desire to protect the interests of the individual with a disability, but the consequences for that individual may be profound. Research on the negative impacts of guardianship indicates that it can be detrimental to the person's quality of life, causing feelings of helplessness, hopelessness, and inadequacy. Research also shows that being subject to guardianship, and the subsequent loss of autonomy and self-determination, can result in decreased functioning and can affect physical and mental health.

SPOTLIGHT ON MICHIGAN SSI/SDI OUTREACH, ACCESS AND RECOVERY

During FY 2019, Michigan made several significant changes with their SOAR program that have been successful. First, Michigan Department of Health and Human Services (MDHHS) used PATH funding to create four full-time, SOAR-dedicated positions. Three of the positions created are Regional SOAR Navigators that provide overall training/TA to support implementation of SOAR in local communities. The navigator team's efforts have significantly increased the number of individuals being trained and remaining active in SOAR, contributed to better SOAR outcomes, increased MDHHS's knowledge of local needs/challenges related to SOAR, improved local awareness of SOAR, and strengthened relationships with SOAR partners. Michigan also continues to have SOAR-funded positions through Michigan Department of Corrections (MDOC), St. Joseph Health System, and local foundations. In addition, Michigan transitioned to OAT which has resulted in more consistent, accurate SOAR data collection. Reports have also been utilized more frequently and information has been valuable to inform program direction and planning. SOAR Regional Navigators in Michigan regularly use OAT reports to determine training needs, develop impact reports that reflect the economic value of SOAR-assisted applications on the state's economy, and to help identify which providers are actively assisting with applications. Finally, Michigan began implementing a quarterly cohort training model and certification process that has resulted in a training process that offers more support and structure to trainees, the ability to recruit more interested individuals for training, and ensures fidelity to the SOAR model by active SOAR practitioners. –SAMSHA

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

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 911 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.

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.

SWMBH VETERAN NAVIGATOR'S MISSION, VISION AND VALUES

Mission

The Veteran Navigator, in partnership with community partners provides opportunities, services and programs that promote a healthy, safe and stable environment for Veteran's and Military families in the publicly-funded behavioral health system.

Vision

Through collaboration and coordination, create and maintain an effective environment to increase capacity in the publicly funded behavioral health care system to encourage a proactive approach to the delivery of quality behavioral health service to Veteran's, Members of the military, and their families.

Values

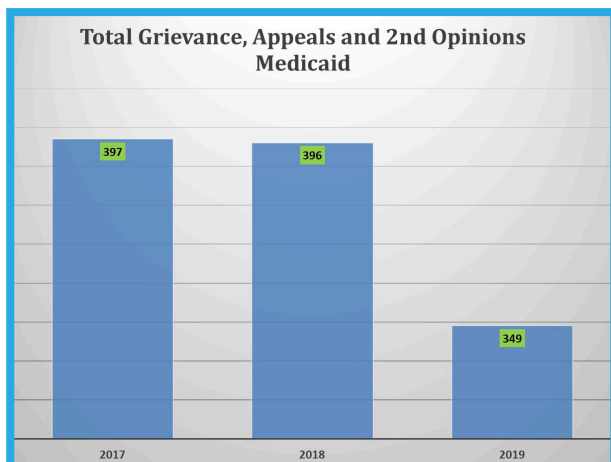
Safeguard, respect and encourage the behavioral health wellbeing of Veteran and Military families. Collaborate and coordinate with others to meet the special needs of Veteran's and Military families. Develop relationships between publicly funded behavioral health care system and the V.A. and finally to support Veterans and Military family members' self-sufficiency through responsive, innovative and accessible publicly funded behavioral health care to assure optimal quality of life.

If you or a family member of a Veteran are in need assistance or would like to learn more about SWMBH's Veteran Navigator, Contact Mike Hoss at 1-800-890-3712.

State Medicaid Waivers: The Centers for Medicare and Medicaid Services (CMS) under the current Administration has often focused on providing states more options to tailor their public health coverage programs. In 2020, CMS will continue negotiating with states to approve and implement waivers that include provisions such as overriding the institutions for mental disease (IMD) exclusion in Medicaid, enforcing the federal mental health parity law, incorporating alternative payment models, implementing work requirements for Medicaid enrollees, and funding their Medicaid pro-grams via block grants.

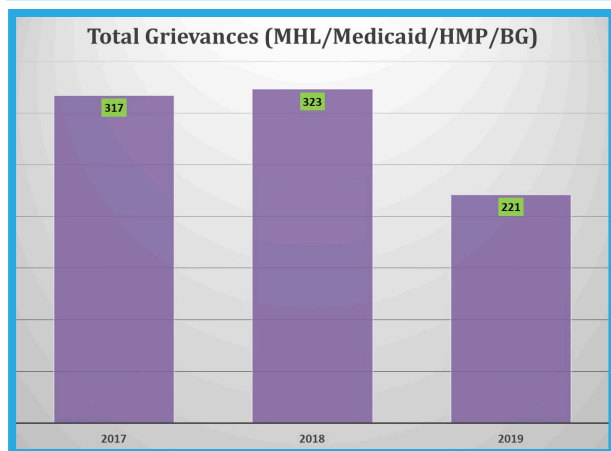
WHAT'S HAPPENING IN CUSTOMER SERVICE?

BY HEATHER WOODS

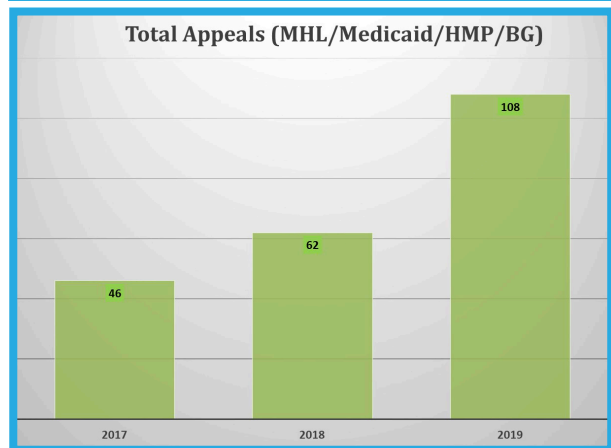


Let's talk about some trends from our regional grievance and appeals. Looking at the table to the left, we see less overall reported grievance and appeal data for 2019, when we compare to 2017 and 2018 for our region. But, in the last year, we have also changed how we track data, especially grievances (or complaints).

We used to log general customer service requests as "inquiries" in our grievance data. Starting in 2019, we are no longer including this in our numbers. We are now only tracking specific concerns about your services or staff that you report to customer services.

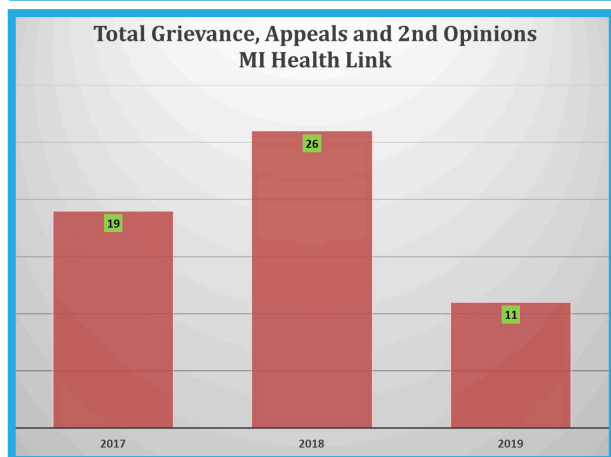


If you look at the two charts to the left you will see that while grievances have lowered, we have had a significant increase in re-reported appeals. We have almost doubled the number of appeals re-viewed. This means that you, our members, are becoming more comfortable with asking us to review our decisions when you disagree. Thank you for continuing to talk with us about your services and your needs.



We had a total of 13 appeals go to a Medicaid State Fair Hearing in 2019. This means that 13 people disagreed with the local appeal results and then asked to have an Administrative Law Judge review the case.

MI Health Link saw a similar trend in overall lower reporting of grievances and appeals (chart to the left). This could also be due to the changes in data reporting. MI Health Link had 5 local appeals, 4 grievances, and 2 Fair Hearings.



Customer Service staff continue to work to make your services and agency experience positive for you. We encourage you to keep talking with us about your services, your concerns, and your preferences for care.

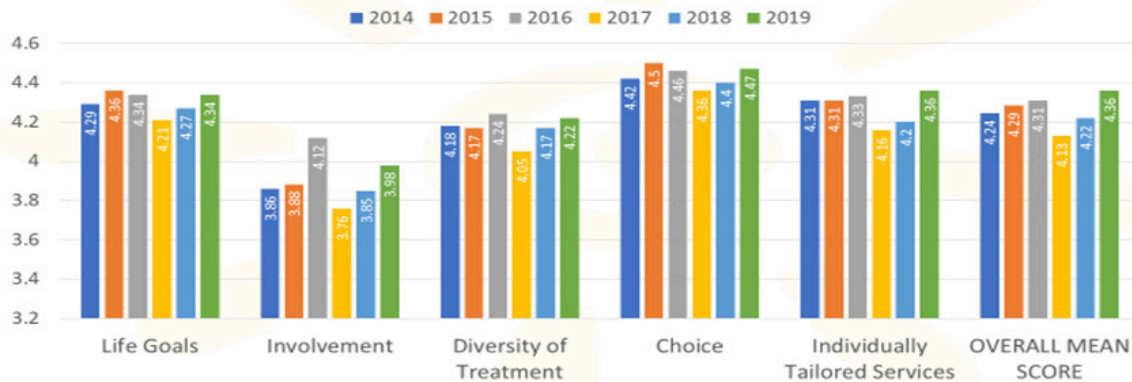
QUALITY ASSURANCE AND PERFORMANCE IMPROVEMENT NEWS

Customer Satisfaction Surveys

RSA-r

SWMBH has selected the Recovery Self-Assessment Recovery (RSA-r) survey instrument, through a committee of consumers, to measure recovery as required by the Application for Participation. The survey was distributed on paper as it has been in the past to consumers who received services for their substance abuse disorder(s) from Monday, September 23rd through Friday, November 15th, 2019. SWMBH provided survey results/analysis to interested organization.

RSA-r 2014 - 2019 Yearly Trend Analysis



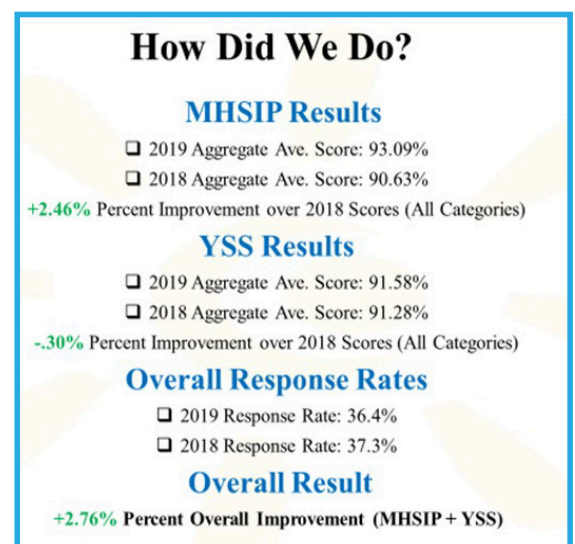
MSHIP/YSS

In order to assess quality and outcomes of services provided to our customers, SWMBH has conducted a customer satisfaction/outcome survey, using the Mental Health Statistics Improvement Program (MSHIP) and the Youth Services Survey for Family (YSS-F) survey tools. The MHSIP Consumer Survey measure concerns that are important to consumers of publicly funded mental health services in (7) different categories including:

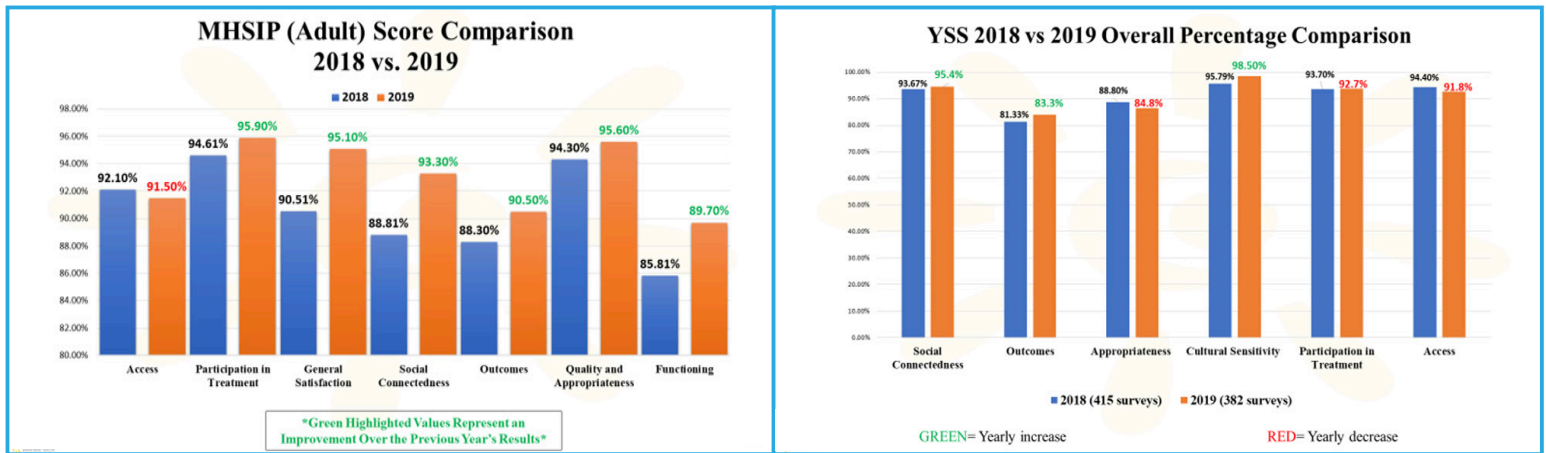
1. Access
2. Quality/Appropriateness
3. Outcomes
4. General Satisfaction
5. Social Connectedness
6. Participation in Treatment Planning
7. Functioning

A modification of the MHSIP survey for adults, the Youth Services Survey for Family (YSS-F) assesses caregivers' perceptions of behavioral health services for their children aged 17 and under. The YSS creates (6) domains that are used to measure different aspects of customer satisfaction with public behavioral health services including:

1. Access
2. Appropriateness
3. Outcomes
4. Social Connectedness
5. Cultural Sensitivity
6. Participation in Treatment



The survey feedback was collected through confidential phone interviews provided by SWMBH business associate Barnes Research between the dates of November 4th, 2019 and December 23rd, 2019. Please see regional survey results below.



SOUTHWEST MICHIGAN BEHAVIORAL HEALTH BOARD MEETINGS SCHEDULE

(JANUARY 2020 - DECEMBER 2020)

<i>April 10, 2020</i>	<i>9:30 am to 11:30 am</i>
<i>*** May 8, 2020</i>	<i>9:30 am to 10:30 am</i>
<i>*** May 8, 2020 - Board Retreat</i>	<i>10:30 am - 3:00 pm</i>
<i>** June 12, 2020</i>	<i>9:30 am to 1:00 pm</i>
<i>** July 10, 2020</i>	<i>9:30 am to 11:00 am</i>
<i>August 14, 2020</i>	<i>9:30 am to 11:00 am</i>
<i>**** September 11, 2020</i>	<i>9:30am to 11:00 am</i>
<i>October 9, 2020</i>	<i>9:30 am to 11:00 am</i>
<i>November 13, 2020</i>	<i>9:30 am to 11:00 am</i>
<i>December 11, 2020</i>	<i>9:30 am to 11:00 am</i>

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

The Principal Office is located at 5250 Lover's Lane, Suite 200, Portage, MI, 49002

www.SWMBH.org

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

**** Alternate Meeting Location**

***** Sherman Lake YMCA Event & Retreat Center, 6225 N. 39th St. Augusta, MI 49012**

****** KVCC The Grove Center, 7107 Elm Valley Dr. Room B1100 Kalamazoo, MI 49009**

Board approved 12/13/19

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 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

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 পতে ফোন করুন: ১-৮০০-৮৯০-৩৭১২ (TTY: 711) 1-800-890-

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**



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.