

TURNING OVER A NEW LEAF

It's that time of year again to become actively involved, whether you are recovering from an economic crunch or a state of wellbeing. The end of the year where we take off and put on, get rid of what is not working by trying something new. Fall is here and there's no better time for turning over a new leaf. As we contemplate our next move and think about where we see ourselves in the next three to five years, let's take a moment to reflect on all that has lead us to where we are today.

"You've come a long way" we often hear. If you think about it certain beliefs you've once held have dissipated. When we thought we could no longer go on any further, we were given this amazing ability and strength called resilience. Sometimes we felt defeated by our tendency to stay in our comfort zones rather than try something new and at other times we sprouted like a flower in the sun.

Recovery is all about the process of budding, unfolding and beginning anew. As leaves transform through a process called photosynthesis through colors we too can change and recharge our energies toward reshaping our futures. This sometimes happens unconsciously. We are creatures of habit so by changing our realities we can begin to live the kind of life we've

always wanted. What are some things that make you happy? Visualize it. Feel it. Reach for it.

Once we are able to admit what we want is attainable, we can start where we are by taking small steps toward some of life's fulfillment. Often we sit and dream of the life we want without much effort on our part to make it become a reality. What did you succeed in doing that you told yourself you were unable to do but proceeded to move forward anyway? And as it turned out, it wasn't as hard as you had imagined it would be. What is your hearts most sincere desire? Usually we can find our passion in our pain. Our adversity to challenges often lead us to recommit to something far beyond our control. However, your thoughts, dreams, goals all belong to you. Now is the perfect time to start where you are, no matter what your circumstances.

I know personally the challenges and feelings of being defeated like nothing will ever change. Take heart and know nothing remains the same. We change every day and are constantly reinventing ourselves into something better. Like the changing of the leaves, we are able to transform our energy into what we'd like to become. Try making a commitment today by placing one foot in front of the other.

It may feel uncomfortable at first because we want to see the results as they are happening. However, if you never take risks and begin the process, you will never know where you can go. What is a vision you have of yourself? What we give our energy to usually grows whether good or bad. By nurturing our basic needs we can grow into the person we desire.

This is the true essence of being changed when we fully concede to our innermost basic needs by being a little more compassionate, loving and forgiving toward ourselves we're able to live out our lives freely and gracefully without much regret. What a wonderful gift we've been given to create something new.

*Kimberly Whittaker, SWMBH
Customer Support Specialist*

SWMBH Newsletter

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HELPFUL INFORMATION YOU NEED TO KNOW ABOUT

Southwest Michigan Behavioral Health is committed to providing behavioral health and substance abuse services in compliance with all federal rules throughout Michigan Department of Health and Human Services (MDHHS). 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.

SWMBH uses Beacon Medical Necessity criteria. You can find the criteria at this link: <https://www.beaconhealthoptions.com/providers/beacon/handbook/clinical-criteria/>. Hard copies are available upon request.

You will find SWMBH's Clinical Practice Guidelines on our website http://www.swmbh.org/images/A._Consumerism_Practice_Guidelines.pdf. SWMBH's three clinical practice APA guidelines are: bipolar, substance use, and major depressive disorder. Hard copies are available upon request.

SCREENING TOOLS

Behavioral Health Screening

Programs: We are committed to providing a comprehensive integrated process that ensures persons served by SWMBH and its provider network receive high quality, timely, medically necessary, and clinically appropriate behavioral healthcare in the most cost effective manner with uniform benefit application. SWMBH's Behavioral Health Screening program utilizes two nationally recognized instruments to accomplish this: **the Level of Care Utilization System (LOCUS)** and **the American Society of Addiction Medicine Patient Placement Criteria (ASAM-PPC)**.

The **LOCUS** is a widely-used level of care tool in which a clinician assesses through a screening interview in a standard and consistent way a customer's mental health and/or addiction needs across six dimensions. The dimensions cover Risk, Functioning, Co-Morbidity, Stress, Support, Treatment History, and

Engagement. Once scored, the LOCUS provides a recommendation for the level of care a customer should receive and determination of continued care needs.

Under the **ASAM-PPC**, clinicians evaluate each customer's severity along 6 biopsychosocial dimensions: Acute Intoxication and/or Potential for Withdrawal; Biomedical Conditions or Complications; Emotional, Behavioral, or Cognitive Conditions and Complications; Readiness to Change; Potential for Relapse; and Recovery Environment. A fixed combination rule then indicates which level of care is most likely to succeed for that customer, ranging from early intervention to medically managed hospital inpatient therapy. This instrument also gives clinicians a way to standardize treatment planning, integrate care, and drive continued service planning to ensure our customers are receiving the right services at the right time.

COMPLEX CASE MANAGEMENT PROGRAM

Designed to help organize and coordinate services for members with complex physical and behavioral health conditions; work through physical and behavioral health obstacles or barriers; navigate often confusing multiple service pathways and secure necessary physical health, behavioral health and community services. The overall goal of Complex Case Management is to help members move towards optimum health, improved functional capability and a better quality of life. Complex Case management is available to members who have co-morbid behavioral health and physical conditions and needs. Criteria for Enrollment includes, but is not limited to:

One or more Behavioral Health diagnoses and at least one of the following criteria:

- 2 or more psychiatric inpatient (IP) admissions in the past 6 months

- High emergency department (ED) use

- 4 or more chronic medical diagnoses

- A combination of IP admissions/high ED use along with a less severe mental illness

Criteria for SUD/Withdrawal Management/Residential Treatment:

- 2 or more withdrawal management or substance use disorder (SUD) treatments in the past 12 months

- 2 or more chronic medical conditions

Complex Case Management offers SWMBH members the opportunity to talk with a Registered Nurse in order to:

- Assess physical and behavioral health needs

- Establish member-centered goals to address needs

- Identify barriers and solutions to help achieve goals

- Identify additional community resources that are available

If you have a customer who is appropriate for the Complex Case Management Program, please contact SWMBH Customer Services at 1-800-890-3712 with your referral.

“Recovery does not imply curing the mental illness, but learning to work within and beyond the limits of the disability so that individuals’ personal rights of friendships, homes, families, satisfying jobs, access to education, and decent pay can become realities”

(Center for Psychiatric Rehabilitation, Boston University.)

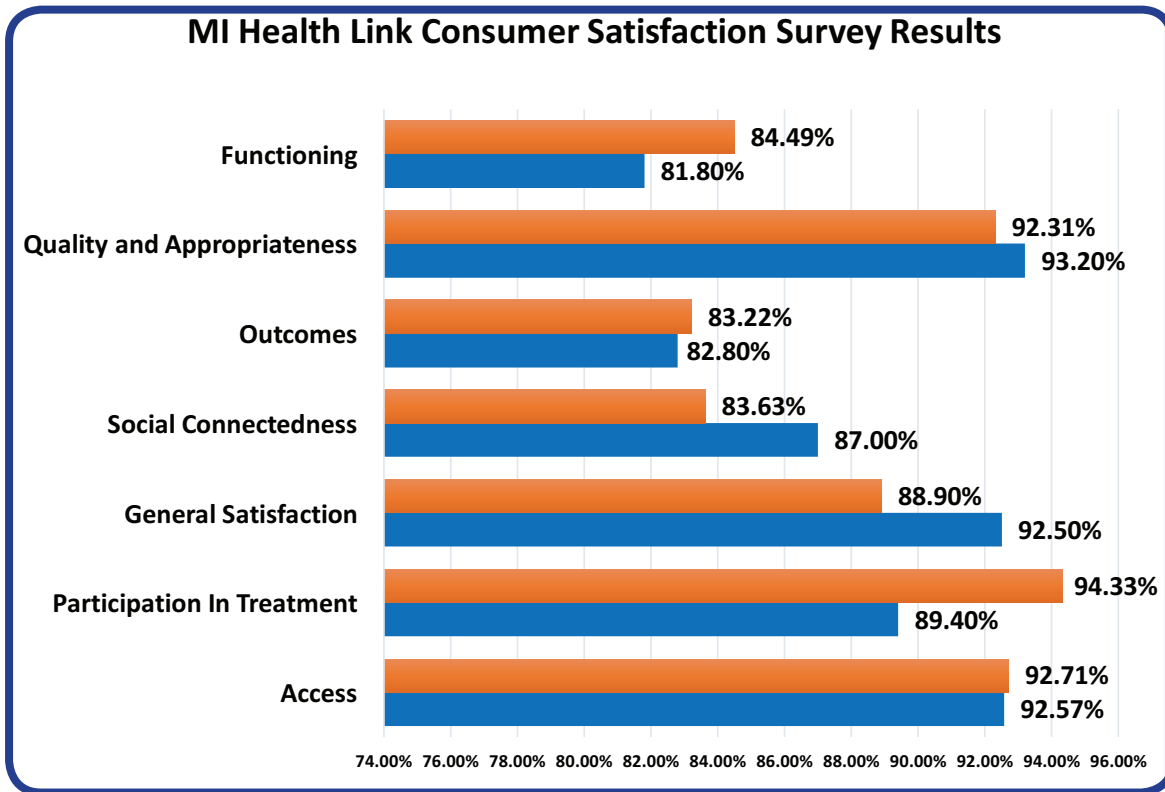
ABOUT HEALTHWISE

Healthwise is a nonprofit organization founded in 1975 with the mission to help people make better health decisions. More than 100 million times a year people like you use Healthwise® information to take an active role in their health. The best formula for making health decisions is to combine the most reliable medical facts with your personal feelings.

Put more simply: Medical Information + your Information = Better Health Decisions. Your decisions influence your overall well-being as well as the quality and cost of your care. By taking an active role in your health, you are likely to be happier with the care you receive and the results you achieve. The field of medicine changes constantly. Each day headlines reveal new ways to diagnose, treat, or prevent health problems. Healthwise® Knowledgebase content is regularly updated to keep pace with the changes in medicine and medical practice. This information does not replace the advice of a doctor.

To learn more go to: <http://www.swmbh.org/index.php/customers> and click on Health A-Z.





The objective of survey was to gather Consumer feedback for insights for guiding quality improvement initiatives and strategic direction. SWMBH uses the nationally recognized Mental Health Statistics Improvement Program (MHSIP) questionnaire for Mentally Ill populations and the Developmentally Disabled adults age 18 and over; and 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. The surveys were conducted by phone from October 26, 2016 through December 9, 2016 for consumers served within the region. A total of 250 adult consumers, who were actively enrolled in services completed the survey.

Results

Satisfaction Survey Details:

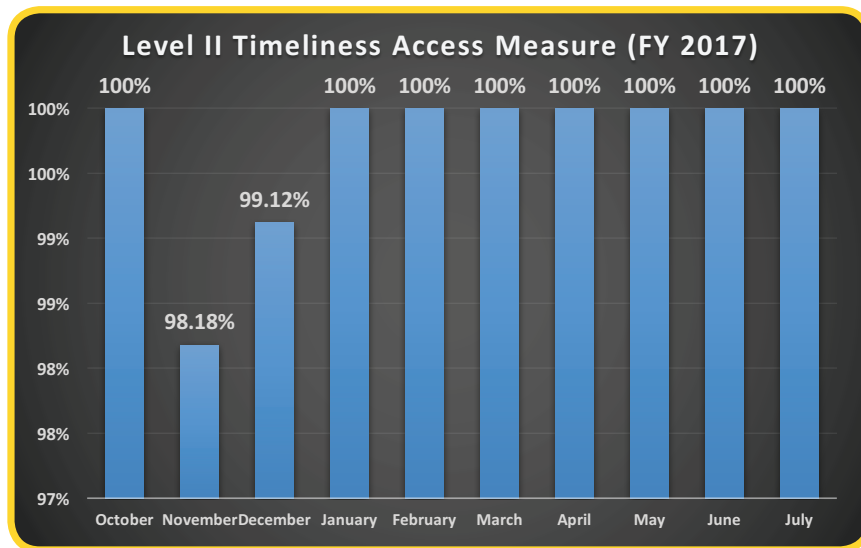
- The Mental Health Statistics Improvement Program (MHSIP) Survey Tool Was Utilized.
- 250 MI Health Link Consumers Were Randomly Sampled Each Year.
- Survey Measurement Period (Oct. through Dec.) in both 2015 and 2016.
- 2015 Average Score = 88.46%.
- 2016 Average Score = 88.51%.

Upcoming Surveys:

If you are contacted regarding one of the surveys below, please consider giving your feedback. All information is kept confidential. We value your feedback and take your answers seriously and your feedback will be used to improve future services and programs.

- 2017 MI Health Link Customer Satisfaction Surveys-October-November 2017
- Mental Health Statistical Improvement Project (MSHIP) and Youth Statistical Survey (YSS) October/November 2017
- Utilization Management Satisfaction Survey-October-November 2017
- Recovery Self-Assessment Revised (RSA-r) December 2017

MI Health Link-Level II Timeliness Access Measure-2017

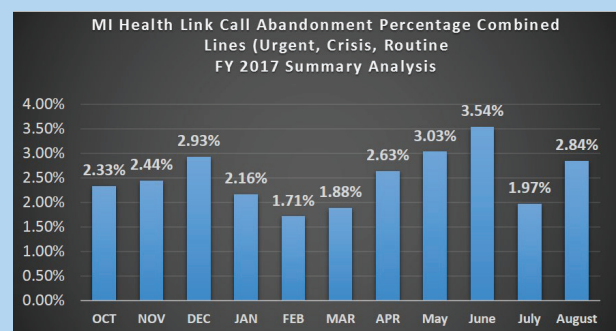
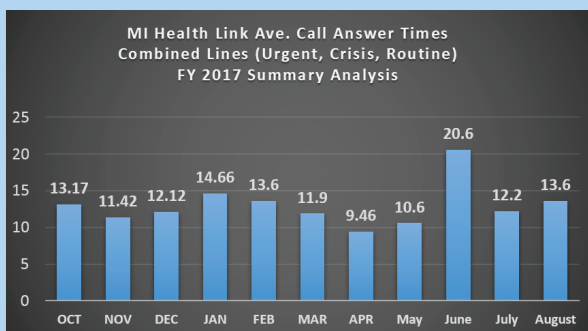
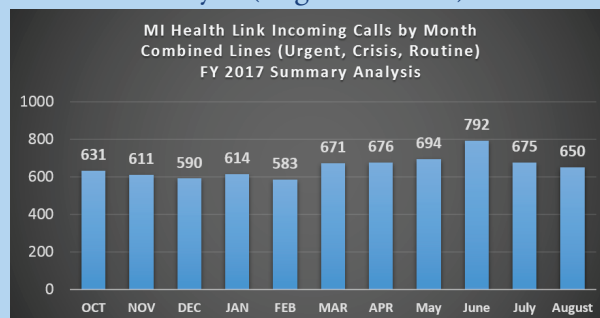
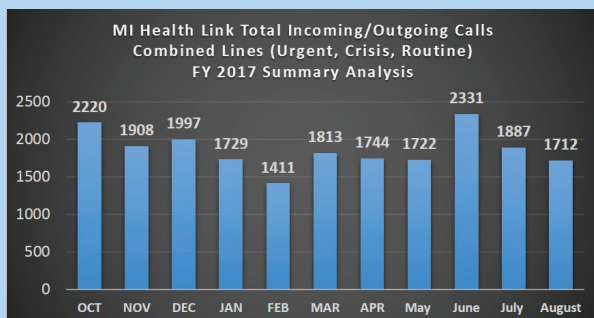


The Level II Assessment identifies level of care and informs treatment decisions for members who need services ranging from community based to specialty care. Southwest Michigan Behavioral Health must authorize treatments/referrals and appointments within 15 days or less.

*99.73% of referrals/appointments that have been scheduled within 15 days or less.

*Report represents both Meridian and Aetna timeliness data.

MI Health Link-Level II Timeliness Access Measure-2017 MI Health Link Call Center Metrics and Analysis (August FY 2017)



National Committee for Quality Assurance (NCQA) and Contract Standards:

- Call Answer Time is: 30 seconds or less
- Call Abandonment Percentage: 5% or below
- Total Call Volume: No standard or target
- The represented averages represent MI Health Link combined call center lines (Member Services, Crisis and Urgent)
- Call Data Source – Cisco Unity Call Reporting System – Supervisor CSQ Reports

IN THE ZONE- GRANTS TO HELP WITH THE OPIOID CRISIS

It seems like every day when you read the headlines you see it mentioned. Listening to the radio now includes public service announcements about it. Even the President is mentioning it. The opioid crisis continues to impact communities across the nation, including Southwest Michigan. As communities from all over the country cope with the consequences of overdoses and increase in individuals using opiates, additional funding for prevention, treatment, and recovery services are being made available. SWMBH has recently been awarded funds from two separate special state grants from the Office of Recovery Oriented Systems of Care (OROSC) at the Michigan Department of Health and Human Services (MDHHS).

The first set of opioid grants awarded to SWMBH focus on three different programs: Prescription Drug and Opioid Overdose Prevention Program, Opioid Overdose Recovery Program, and Drug Court Peer Recovery Support Program. The prescription drug and opioid overdose prevention program will design strategies that address four factors which have contributed to the opioid epidemic: misperception of safety of opioid medications, high household availability of opioid medications, prescribing practices of physicians, and lack of resources for the disposal of household medication.

The opioid overdose recovery program will focus on helping individuals who are seen at emergency departments in Kalamazoo County for an opiate overdose.

The drug court Peer Recovery Support Program will partner with a variety of drug treatment courts in SWMBH's eight county region. This program uses recovery coaches as part of the court system to help connect and coordinate essential services to drug court participants.

The second set of opioid grants, also known as the "State Targeted Response" or "Cures Act" grant, is part of a nation-wide effort by the US government to focus on the opioid epidemic issue. The grant will focus on five different areas that include both treatment and prevention approaches. Prevention efforts will focus on harm reduction interventions (such as the use of Narcan, a medication that reverses an opioid overdose), to decrease overdose deaths, and implementation of a curriculum called Strengthening Families Program (SFP), which targets families that are affected, or are more likely to be affected, by the consequences of substance abuse.

Treatment areas of the State Targeted Response grant will focus on using motivational interviewing at medication assisted treatment programs, placing recovery coaches in emergency departments, and expanding medication assisted treatment services. Finally, SWMBH will expand medication assisted treatment services within our region by adding additional recovery coaches to medication assisted treatment programs, helping to decrease transportation barriers to medication assisted treatment programs, and provide additional funding for medication for those individuals who do not have insurance coverage.

Opioid use disorder is one of the most serious public health challenges facing our nation, state, local communities, family members and individuals. SWMBH recognizes there are many different pathways to recovery and there is no "one size fits all" approach. These grants will provide additional valuable resources for both prevention and treatment services, while simultaneously engaging more individuals in recovery. SWMBH remains committed to working with providers, communities, and individuals to assure that recovery is possible.

Stay tuned and keep an eye out for billboard and social media messages that will be "popping up" in our region.

Every year Substance Abuse Mental Health Services Administration (SAMHSA) recognizes men and woman on the front lines of recovery. Their commitment to recovery values sets them apart as leaders and champions in their communities. The Voice Awards honors leaders from the entertainment industry, behavioral health community, and general public who educate people about behavioral health needs. They are community members, partners and families that come together to share their experience of what it means to recover by maintaining strong, resilient and vibrant communities. Kimberly Whittaker, Customer Support Specialist at Southwest Michigan Behavioral Health (PHIP) was one of the many nominees for this year's 2017 Voice Awards recognized by SAMSHA.

HOME AND COMMUNITY BASED SERVICES UPDATE

On August 10, 2017 the State of Michigan received approval for its plan to ensure that all Michigan specialty service settings that receive Medicaid funding meet the intent of the Federal Home and Community-Based Services (HCBS) Final Rule. The Centers for Medicare and Medicaid (CMS) stated that Michigan's plan was approved as there was evidence to show that the State had clearly outlined the assessment and remediation process. What that means to customers and service providers: surveys and corrective action plans.

Southwest Michigan Behavioral Health (SWMBH) is in the process of sending out compliance and non-compliance letters to our residential and non-residential providers in the region. These letters are a result of the survey process for our Habilitation Supports Waiver (HSW) customers from last year. SWMBH will be working with providers to assist them in coming into compliance. Some of the most common issues that we have seen that need remediation include the following:

- Needing locks on bedroom and bathroom doors for privacy
- Individuals not having the freedom to come and go from the home as they choose
- Lack of lease or Summary of Resident Rights
- Lack of documentation of choice around service provider
- Lack of documentation of choice as it pertains to room-mates and house mates

In addition to working through the non-compliance issues, SWMBH has also started a new round of surveys for those who receive skill building, supported employment or community living support services. We distributed 2087 surveys in July via email. Customers and providers have until November 17, 2017 to complete the survey. It is important to note that a provider is required to do the survey as that is the first step in coming into compliance. The survey is optional for customers.

You can find out more about the HCBS Final Rule and Michigan's transition plan on the MDHHS website.

UPCOMING EVENTS

NAMI of Kalamazoo offers on going Family Support groups on the 2nd Tuesday of every month 6:30-8pm located at 418 W. Kalamazoo Ave. 49007

Victory Baptist Church located at 308 Milham Ave. Portage, MI 49024. The 4th Monday of the month from 6:30-8pm For more information contact Mike Kenney at (269) 806-0275 or visit <http://www.namikzoo.org>.

NAMI of Calhoun offers support group to family members and person with mental illness every 3rd from Monday from 6:30-8pm at the First United Methodist Church located at 111 E. Michigan Ave. Battle Creek, MI.

NAMI of Calhoun Family to Family offers a 12 week course for family and caregivers of people affected by mental illness at the Wright Medical Building at 215 E. Mansion Street in Marshall for more information on family support locations and registration contact Gina at ghaff99432@aol.com.

Support group for family members of persons with mental illness meets every 1st Wednesday from 6:30-8pm at the Wright Medical Building located at 215 E. Mansion St. in Marshall

NAMI of Southwest Michigan offers support group to family members and person with mental illness meets the 1st Monday of each month 7-8:30pm at Grace Lutheran Church located at 404 E. Glenlord Road, St. Joseph, MI.

NAMI Support group for family and person with mental illness 3rd Thursday of each month from 5:30-7pm located at The First Church of God at 2627 Niles Ave (Corner of Botham and Niles) St. Joseph, MI.

Recovery Institute of Southwest Michigan is a peer-run facility of men and women embracing recovery options to fit the needs of individuals seeking recovery. For more information on how to become involved with personal recovery, please call (269) 343-6725 or join us at 1020 South Westnedge Avenue, Kalamazoo 49008. Monday through Friday. 8:00 a.m.-4:30 p.m. Visit our website at www.recoverymi.org.



NAMI and Families against Narcotics joined forces to bring a public awareness panel to members of the community at the Kool Family Center located 200 W. Michigan Ave. Battle Creek, MI where many families and friends gathered to hear the testimony and hope that recovery brings to others. Pictured from left to right are Rosetta, Thereasa, Kristi, Gini, Pastor Murphy, Chuck and Mike. thank you for being pioneers and spreading the good news that recovery is possible.



In honor of celebrating SAMSHA's National Recovery Month, Southwest Michigan Behavioral Health and local community partners joined together to bring recovery live from Bronson Park at the 3rd Annual Recovery and Wellness Fair hosted by Recovery Institute of Southwest Michigan Inc. For more information about how to become involved or volunteering for the fair. Please contact Recovery Institute at (269) 343-6725 or visit our facility at 1020 South Westnedge Avenue. Kalamazoo, Michigan 49008.

Southwest Michigan Behavioral Health had the honor and pleasure of hosting a booth at the Mothers of Hope 10th Annual Ultimate family Reunion at LaCrone Park. SWMBH partnered with community organizations to help bring hope and possibility to hundreds of children and families by providing information and engaging in community by supporting our neighbors on the Northside of Kalamazoo.



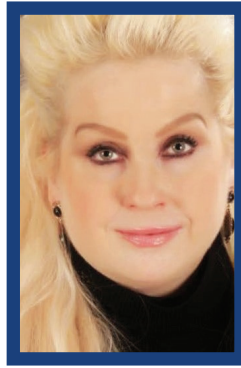
SWMBH STAFF NEWS



Georgie Braithwaite
Veteran Navigator

Georgie joined the United States Army National Guard in 2012 at age 17. She attended training at Fort Leonard Wood, Missouri as a Chemical, Biological, Radiological, and Nuclear Specialist. Georgie is presently a Chemical Officer in the National Guard.

She earned a Bachelor of Science in Psychology from Western Michigan University. During Georgie's clinical internship, she worked in the Department of Veteran's Affairs with a focus on PTSD and substance abuse.

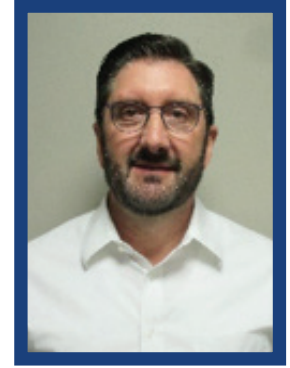


**Sarah Hirsch, LPC, MHSP,
MA, MBA/HCM**
Chief Clinical Officer

Sarah has twenty eight years of clinical, management and executive experience and accomplishments in behavioral health, hospitals and health systems, managed care, integrated care, healthcare data analytics, provider quality, and strategic planning. She holds Master's degrees in Clinical Psychology/ Health Psychology, Marriage-Family Psychotherapy and an MBA in Healthcare Management.

She is a member of Duke University's Integrative Medicine Leadership community, and an influential advocate for healthcare delivery transformation and the development of medical neighborhoods which meet the holistic health, wellness and social support needs for individuals and local communities.

Sarah's knowledge, skills and abilities will complement and extend our region's depth and pace of mutually agreed objectives.



Robert Moerland
Chief Information Officer

Robert Moerland recently joined SWMBH as the Chief Information Officer (CIO). He is a proven senior-level executive, bringing over 20 years of honed business and technical leadership working with organizations of varying size and complexity. His strengths are creating and executing strategies that align technology for a competitive advantage, specializing in transition management to bring value and solutions from technology innovations.

Rob's recent experiences include CIO for Louisiana Public Health Institute (LPHI), located in New Orleans, LA., and as the CIO for Kalamazoo Community Mental Health and Substance Abuse Services (KCMHSAS) when they were a PIHP. Rob has a Bachelor of Science degree in Computer Science from Grand Valley State University, and received a Master's in Information Systems Management from Ferris State University.

SOUTHWEST MICHIGAN BEHAVIORAL HEALTH

CUSTOMER SERVICE OFFICES

Customer Services is a department made up of staff that are available to answer your questions, talk about your concerns, and make sure that you are receiving the services and supports that you need.

Local Community Mental Health Customer Service offices are available to you to address all grievances, appeals and other issues you may have with your local Community Mental Health or service provider. We have included a list of Customer Service representatives as well as their contact information and hours of operation. Please contact them if you have any questions or issues.

For Substance Use Disorder customers the Customer Service Department is centrally located within Southwest Michigan Behavioral Health. If you wish to file a grievance, appeal or have issues with the services/supports provided to you, please feel free to contact the Customer Services Department at Southwest Michigan Behavioral Health at the information provided below. You may also wish to talk with your Substance Use Disorder service provider to address any issues you may encounter.

Our goal is to ensure your service needs are met through dignity, respect, and medically necessary services.

Southwest Michigan Behavioral Health (SWMBH)

Member Triage and Engagement Specialist

5250 Lovers Lane, Suite 200

Portage, MI 49002

Customer Services Toll-Free: (800) 890-3712

Agency Phone: (800) 676-0423

TTY: 71 1(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 SERVICES DEPARTMENTS

| | |
|---|--|
| <p>Barry County Community Mental Health Authority Mental Health and Substance Abuse Services Lynn Bennett, Customer Services Representative 500 Barfield Drive Hastings, MI 49058 Agency Phone: (269) 948-8041 or (800) 873-0511 TTY: 711 (MRC) Fax: (269) 948-9319 Email: lybennett@bccmha.org Customer Service Hours M - F 8:00 a.m. - 5:00 p.m. Excluding Legal Holidays</p> | <p>Berrien Mental Health Authority Melissa Ludwig, 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: mjl@riverwoodcenter.org Customer Service Hours M - F 8:30 a.m. - 5:00 p.m. Excluding Legal Holidays</p> |
| <p>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) 278-8404 or (800) 725-7534 TTY: 711 (MRC) Fax: (517) 278-2129 Email: kladd@pinesbhs.org Customer Service Hours M - F 9:00 a.m. - 5:00 p.m. Excluding Legal Holidays</p> | <p>Summit Pointe (Calhoun County CMH) Amiee Brooks, 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: ajb@summitpointe.org Customer Service Hours M - F 8:00 a.m. - 5:00 p.m. Excluding Legal Holidays</p> |
| <p>Woodlands BHN (Cass County CMH) Mary Munson, 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: marym@woodlandsbhn.org Customer Service Hours M - F 8:30 a.m. - 5:00 p.m. Excluding Legal Holidays</p> | <p>Kalamazoo Community Mental Health/SA Services Teresa Lewis, Customer Services 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@kazooocmh.org Customer Service Hours M - F 8:00 a.m. - 5:00 p.m. Excluding Legal Holidays</p> |
| <p>Community Mental Health & Substance Abuse Services of St. Joseph County Jessica Singer, Customer Services Coordinator 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 Email: mheffner@stjoecmh.org Customer Service Hours M - F 8:00 a.m. - 5:00 p.m.</p> | <p>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 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</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 advised 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:

- A. Reviewing and providing feedback on documents as prepared for distribution throughout the SWMBH network such as the Customer Handbook and other informational materials
- B. Reviewing questions asked in questionnaires, surveys, and the like, in which customers will be asked to participate
- C. Reviewing Satisfaction Survey results and regional plans for change
- D. Reviewing results of the Performance Improvement Projects and regional plans for change
- E. Reviewing results of Michigan Department of Health and Human Services (MDHHS) and Health Services Advisory Group (HSAG) reviews and regional plans for change
- F. Review of any other state or federal documents as requested by SWMBH for feedback

If you currently have Medicaid, Health Michigan Plan, Medicare/Medicaid, or MI Health Link as your form of insurance, are a primary or secondary customer (advocate) of Mental Health/Developmentally Disabled 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**.

NEW SWMBH WEBSITE

The new Southwest Michigan Behavioral Health website launched on September 22nd!

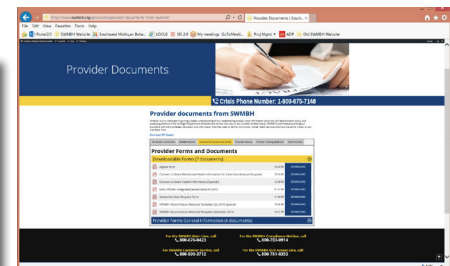
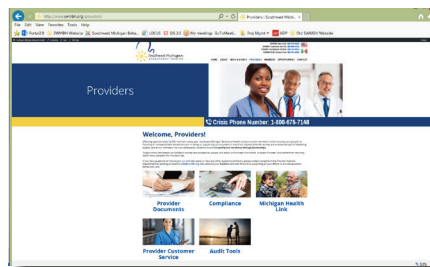
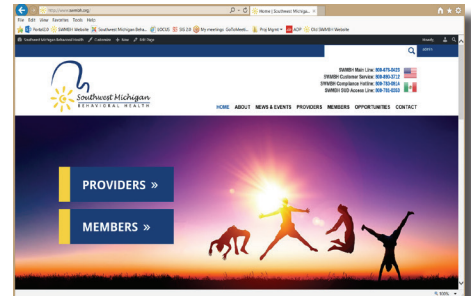
This new site takes advantage of modern web technologies and features an updated look and feel that is more intuitive and easier to navigate.

The website is now easily navigated with menus across the top and specific areas highlighted on the home page. Important SWMBH phone numbers are listed on every page – at the top and bottom of each page. An easy to use site search function is also available across the top of each page on the site.

The Provider page is organized into different sections, and all provider documents are located in the provider document library, categorized so you can easily find the document you are looking for!

Policies, forms, provider manual, and provider training material are all here, easily viewable or downloadable with a click on the section you want!

Check out the new site at <http://www.swmbh.org>



Interprofessional Peer Education and Evidence for Recovery (I-PEER) Program

Provide Peer Supports with opportunities to:

-Complete an internship or work experience in behavioral health in:

- ~Allegan
- ~Barry
- ~Berrien
- ~Branch
- ~Calhoun
- ~Cass
- ~Kalamazoo
- ~Ottawa
- ~St. Joseph

Counties interning with community mental health (CMH) organizations or their providers

OPEN TO:

**Peer Support Specialists
Recovery Coaches
Prospective Peer Supports in behavioral health who are hoping to obtain certification**

PROVIDES:

~Volunteer or use current work in a behavioral health placement with CMH or their providers in Southwest Michigan

~Be eligible for training and employment opportunities

All I-PEER participants will be eligible to:

- **Have access to weekly professional peer supervision with colleagues from all three disciplines**
- **Have access to specialty training including Continuing Education in: Motivational Interviewing, Recovery Orientation, and Evidence-Based Practice Implementation**
- **Participate in focus groups and quantitative research to impact the way recovery gets done**
- **Interested? Contact Ann Chapeau at ann.chapeau@wmich.edu or Jennifer Harrison at Jennifer.harrison@wmich.edu**

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number 1 M01HP313940100 for the Behavioral Health Workforce Education and Training (BHWET) grant in the amount of \$470,000 annually. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

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.

You can walk-in to any CMH office during business hours and ask for assistance with an emergency



INPATIENT PSYCHIATRIC BED SHORTAGE

Statewide, Michigan is and has been experiencing a shortage of acute psychiatric beds in community settings for adults and children. This shortage has resulted in extended wait times with customers sitting in emergency departments sometimes for days. Often, admissions are occurring hours away from a person's home, family, and support system.

Leadership at the Prepaid Inpatient Health Plans (PIHP), Community Mental Health Services Programs (CMHSP), Michigan Department of Health and Human Services (MDHHS), advocacy and other community partners recognize the problem and negative impact on customers, hospitals, public safety, and the families. The leadership group has taken action to address the problem. Most recently the MDHHS formed a work group comprised of a variety of stakeholders who identified five areas that contribute to the bed shortage. The steering workgroup designated five sub-workgroups to work towards problem resolution:



- Physical Plant Sub-Workgroup which will focus on barriers to inpatient psychiatric services that are related to the physical plant of Michigan's state psychiatric hospitals and private psychiatric hospitals.
- Staffing and Team Based Care Sub-Workgroup which will focus on identifying challenges for hiring and retaining adequate, qualified, and appropriately trained staff to support the delivery of inpatient psychiatric services.
- Continuum of Care Sub-Workgroup which will focus on exploring ways to expand the availability of treatment options across the continuum of care in order to allow individuals to receive services in the most appropriate setting for the individual's health and wellness needs. The subworkgroup will also identify strategies for reducing potential barriers to treatment in specific residential settings.
- Interoperability Sub-Workgroup which will focus on examining whether variance in specific clinical and administrative processes across health care providers impedes information sharing and inhibits access to inpatient psychiatric services.
- Financing and Reimbursement Sub-Workgroup which will focus on identifying challenges that current financing and reimbursement methodologies create for delivering inpatient psychiatric services. The sub-workgroup will also support the work of other sub-workgroups by reviewing draft proposals and evaluating the potential impact on financing and reimbursement of service delivery.

The five sub-workgroups are slated to meet through October, 2017 and provide deliverables to the Steering workgroup by the end of October, 2017.

SOUTHWEST MICHIGAN BEHAVIORAL HEALTH BOARD MEETINGS SCHEDULE

(JANUARY 2017--DECEMBER 2017)

January 13, 2017 - 9:30am to 11:00am

February 10, 2017 - 9:30am to 11:00am

March 10, 2017 - 9:30am to 11:00am

April 14, 2017 - 9:30am to 11:00am

May 12, 2017 - 9:30am to 10:30am

*Bay Pointe Inn – 11456 Marsh Rd., Shelbyville, MI

May 12, 2017 – Board Retreat 10:30am-4:30pm

June 9, 2017 - 9:30am to 11:00am

July 14, 2017 - 9:30am to 11:00am

August 11, 2017 - 9:30am to 11:00am

September 8, 2017 - 9:30am to 11:00am

Public Budget Meeting

*7107 Elm Valley Dr., Kalamazoo, MI

October 13, 2017 -- 9:30am to 11:00am

November 10, 2017 -- 9:30am to 11:00am

December 8, 2017 -- 9:30 am to 11:00am

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



SOUTHWEST MICHIGAN BEHAVIORAL HEALTH BOARD ROSTER

Barry County

Robert Nelson

Robert Becker (Alternate)

Calhoun County

Jim Blocker

Kathy-Sue Vette (Alternate)

St. Joseph County

Anthony Heiser

Timothy Carmichael (Alternate)

Berrien County

Edward Meny

Nancy Johnson (Alternate)

Cass County

Robert Wagel

Mary "May" Myers (Alternate)

Van Buren County

Susan Barnes - Secretary

Angie Dickerson (Alternate)

Branch County

Tom Schmelzer - Chair

Jon Houtz

Kalamazoo County

Moses Walker

Patricia Guenther (Alternate)

SWMBH SUD STAFF AND SUPPORT

Bradley P. Casemore, Executive Officer

Brad.Casemore@swmbh.org

269-488-6956

Joel Smith, Interim SUD Services Manager

Joel.Smith@swmbh.org

269-488-6958

Achilles Malta, SUD Prevention Specialist

Achilles.Malta@swmbh.org

269-488-6925

Michelle Jorgboyan, Senior Operations Specialist

Michelle.Jorgboyan@swmbh.org

269-488-6453

SWMBH SUDOPB MEMBER ROSTER

Barry County

Ben Geiger

VACANT

Berrien County

Michael Majerek

Debra Panozzo

Branch County

Randall Hazelbaker-Chair

VACANT

Calhoun County

Steve Frisbie

Kathy-Sue Dunn

Cass County

Tara Smith

Robert Wagel-Vice Chair

Kalamazoo County

Lisa White

Daniel Doehrman

St. Joseph County

Allen Balog

VACANT

Van Buren County

Richard Godfrey

Paul Schincariol

MI HEALTH LINK (MHL)

MI Health Link Program can help provide support in resolving problems with your health care, behavioral health care and long term services and supports; help you investigate and work to resolve problems with your health plan; address concerns such as difficulty reaching or working with Care Coordinator; confusion about coverage and rights; trouble with identifying providers and requests for additional services or supports.

Both SWMBH 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 (Barry County, Berrien County, Branch County, Calhoun County, Cass County, Kalamazoo County, St Joseph County and Van Buren County)



COMPLEX CASE MANAGEMENT PROGRAM

Designed to help organize and coordinate services for members with complex physical and behavioral health conditions. The overall goal of Complex Case Management is to help members move towards optimum health, improved functional capability and a better quality of life. Criteria for Enrollment includes, but is not limited to:

- One or more Behavioral Health diagnoses and at least one of the following criteria:
 - 2 or more psychiatric inpatient (IP) admissions in the past 6 months
 - High Emergency Department (ED) use
 - 4 or more chronic medical diagnoses

A combination of IP admissions/high ED use along with a less severe mental illness

- Criteria for SUD/Withdrawal Management/Residential Treatment:
 - 2 or more withdrawal management or substance use disorder (SUD) treatments in the past 12 months
 - 2 or more chronic medical conditions
- Complex Case Management offers SWMBH members the opportunity to talk with a Registered Nurse in order to:
 - Assess physical and behavioral health needs
 - Establish member-centered goals to address needs
 - Identify barriers and solutions to help achieve goals
 - Identify additional community resources that are available

Continued from page 2...

***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 newsletter 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>.

Check out the **SWMBH Provider Manual** and **Provider Directory**, on our SWMBH website: www.swmbh.org, contains 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.

We use our Quality Assurance Performance Improvement Program to ensure that we are meeting all contractual and regulatory standards that are required of the PIHP. Our quality department monitors, evaluates and works on improving systems and processes for the region. We work to promote and support best practice operations and systems that promote optimal benefits in service areas of accessibility, acceptability, value, impact and risk management for all our customers. To find out what our quality department is up to look for our articles in each of the quarterly newsletters or you can go to our website www.swmbh.org which has our quality activities along with our annual evaluation or call us at 1-800-676-0423 to get more information.

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 Ashley Esterline, Member Triage and Engagement 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:

Ashley Esterline, LLMSW
Member Triage and Engagement Specialist
5250 Lovers Lane, Suite 200
Portage, MI 49002
P: 800-890-3712
TTY: 711
F: 269-441-1234
Ashley.Esterline@swmbh.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Ashley Esterline 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 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, 1-800-537-7697 (TDD).
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

"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، ومناحة لك. اتصل بـ 1-800-890-3712 (رسالة مبرقة: 711)." (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 করছিঃ আপনি যদি বাংলাভাষী হ'ন এবং যদি আপনার ভাষাগত সাহায্যের প্রয়োজন হয়, তাহলে নিখরচায় সাহায্য পতে ফোন করুনঃ 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

The 2016 MI Health Link Handbook is available. Contact Customer Services (800-676-5814) for your copy or download it directly at: www.SWMBH.org

**Member Triage and
Engagement Specialists**
5250 Lovers Lane, Suite 200
Portage, MI 49002

Customer Service Toll-Free:
(800) 890-3712

Agency Phone:
(800) 676-0423
711 MRC

Fax:
(269) 883-6670

www.swmbh.org

Customer Service Hours
M – F 8:00 a.m. – 5:00 p.m.



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 on page 13 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. 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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