

## SWMBH UPDATES

### Financial News

As of this writing, for the first time in Southwest Michigan Behavioral Health's (SWMBH) history, we expect the use of much of our Internal Service Fund. The Internal Savings Fund is like a savings account for the region. We will have to use about \$22 million from this fund. This will require entry into the risk corridor with Michigan Department of Health and Human Services (MDHHS) for approximately \$6 million for fiscal year ending September 30, 2024. Most PIHPs are in a similar situation for fiscal years 2024 and/or 2025. Multiple factors have driven this result. On the Medicaid income side, rates for fiscal years 2022, 2023, and 2024 were badly lacking. Also, extra COVID-era federal funds have ended. In spring 2023 Medicaid redeterminations were started again. This caused large losses of Medicaid enrollees over the past year. Enrollees were also moved to lesser paid Medicaid categories. On the expense side, need and demand was reduced during the pandemic. It came back in full force over the last 18 months. This combined with more pressure on provider wages, salaries, and benefits have been and continued to be of note. If fiscal year 2025 Medicaid rates are lacking again, we will be in a risk share with MDHHS again. SWMBH has been active in educating and calling for greater attention and funding for the system.

### Regional Planning

SWMBH is in the process of settling fiscal years 2025 – 2027 Strategic Plan. As a first step in the process we have been updating SWMBH Board Ends, Ends Interpretations and Ends Metrics with our founding CMHSP Boards. In Policy Governance the Board defines its expectations about the proposed effects to be produced, the intended recipients of those effects, and the intended worth (cost-benefit or priority) of the effects. This combined with our recent Environmental Scan, Key Informant Interviews and Partner CMH CEO requests inform the Strategic Plan which will soon be made widely available.

### Opioid Settlement Funds Deployment Support

It is widely known that the state, counties, other municipalities and SWMBH each have access to opioid settlement funds for regional purposes over the next 15 years. Less well known is how much money is available and how to access it. As the state-designated Community Mental Health Entity, SWMBH has legal roles and authority in substance use disorder prevention and treatment planning, policy, programs, and performance across our region. We will soon provide information on a structure and process to support opioid settlement funds deployment in an organized, effective, and efficient manner respecting the priorities and autonomy of municipalities in our region. Per fiscal year 2025 DHHS budget boilerplate, SWMBH is to receive \$1m of state opioid settlement funds for regional uses with our counties and other municipalities and SAPT providers. Stay tuned for more information.

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Human Services*

## 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 decisions that result in underutilization. SWMBH does not reward practitioners, or other individuals conducting utilization review for issuing denials of coverage or service. All utilization management decision-making is based only on the presence of coverage and suitability of care and service. Clinical decisions are based on the clinical features of the individual case and the medical necessity criteria.

Contact from members after normal business hours are returned on the next business day and contact received after midnight Monday-Friday except for holidays are responded to the same business day. Typical hours of operation for member services are from 8:00 a.m. – 5:00 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

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

Compliance Hot Line: 1-800-783-0914

TTY: 711 (MRC)

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)



## PROVIDER DIRECTORY

Check out the **SWMBH Provider Manual** and **Provider Directory**, on our SWMBH website: [www.swmbh.org](http://www.swmbh.org). The website contains information about SWMBH's policies and procedures, as well as helpful information on the following topics: customer rights, utilization management and other helpful material.

## Medicaid Health Plan Changes Starting October 1, 2024

The Michigan Department of Health and Human Services (MDHHS) has awarded Comprehensive Health Care Program contracts for Michigan's Medicaid health plans, which serve nearly 2 million Michigan residents receiving coverage through Medicaid and the Healthy Michigan Plan.

The five-year contracts include three, one-year optional extensions and go into effect Tuesday, Oct. 1, 2024. Contracts continued to be awarded based on the state's 10 Prosperity Regions. All nine of Michigan's current Medicaid health plans submitted proposals and were awarded. While we have retained the same nine Medicaid health plans as our previous contract, there are some changes to their service areas:

Regions	Total Plans Current	Total Plans 10/1/24	Current Plans	10/1/24 Plans	Changes
<b>Region 4 – West Michigan Prosperity Alliance</b> <b>Barry County</b>	6	6	Blue Cross Complete, McLaren, Meridian, Molina, Priority Health, United Healthcare	Blue Cross Complete, McLaren, Meridian, Molina, Priority Health, United Healthcare	None
<b>Region 8 – Southwest Prosperity Region</b> <b>Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph, Van Buren</b>	6	4	Aetna, McLaren, Meridian, Molina, Priority Health, United Healthcare	Aetna, McLaren, Meridian, United Healthcare	(-) Molina and Priority H

With these changes, there will be impacts for beneficiaries who are currently enrolled with a health plan leaving a region. MDHHS has developed plans for ensuring individuals whose health plan is leaving a region are properly notified and can transition to another plan that will hold a contract within their county of residence. As we prepared for this, we had the following goals in mind: (1) allowing for beneficiary transition that will involve choice; and (2) creating an environment with as little disruption as possible, aiming for no interim period of fee for service. We believe this will allow for an opportunity to better serve beneficiaries and provide appropriate transitions of care.

Beneficiaries whose plan will be leaving a region will receive a notification letter from the Department's enrollment broker, with mailings beginning on August 26, 2024. Mailings will conclude in early September. The letters will be printed on yellow paper and includes detailed instructions on how to choose a new health plan. Beneficiaries should have responded by September 17, 2024, prior to the auto-assignment process starting on September 18, 2024, for new health plan coverage effective on October 1, 2024.

## CEO New Appointment

Bradley Casemore, CEO SWMBH, MHSA, LMSW, FACHE has been reappointed to the Michigan Health and Hospital Association Behavioral Health Integration Council for another year June 2024 – June 2025. The MHA Behavioral Health Integration Council guides the MHA's policy efforts for behavioral and physical health integration. They develop recommendations addressing access to behavioral health services and foster integration with the greater healthcare delivery system.



Did you know? The National Voter Registration Act of 1993 (NVRA) is meant to increase voter participation by assisting people with disabilities to register to vote. It requires agencies that primarily serve people with disabilities the opportunity to register to vote and aid in registering. Help America Vote Act of 2002 (HAVA), requires states to make voting systems accessible “in a manner that provides the same opportunity to people with disabilities for access and participation” as is provided to non-disabled voters.

To learn more about state and anti-discrimination laws, please click the link for The Americans with Disabilities Act and Other Federal Laws Protecting the Rights of Voters with Disabilities. [https://archive.ada.gov/ada\\_voting/ada\\_voting\\_ta.pdf](https://archive.ada.gov/ada_voting/ada_voting_ta.pdf).

If you are currently in an inpatient facility or hospital you are still able to be registered and vote in your state. Contact your local voter registration website by clicking the link for more information. [Michigan - Nonprofit Vote](#)

### Seasonal Affective Disorder

Many people go through short periods when they feel sad or unlike their usual selves. Sometimes, these mood changes begin and end when the seasons change. Many people feel “down” or have the “winter blues” when the days get shorter in the fall and winter, and feel better in the spring when longer daylight hours return. These changes can affect the way we think, feel, and behave. Seasonal Affective Disorder (SAD) may cause changes to our mood. If you notice changes to your mood during seasonal changes, you may have Seasonal Affective Disorder.

Seasonal Affective Disorder symptoms start in the late fall and winter months. These symptoms go away during the spring and summer. This is known as winter SAD or winter depression. Other people have depressive symptoms during the spring and summer months. This is known as summer-pattern SAD or summer depression. Summer Seasonal Effective Disorder is less common.

The winter pattern should not be confused with the holiday blues, winter blues, or feelings brought on by stress at certain times of the year. The feeling brought on by SAD are related to daylight hours. Stress related to the holidays is more predictable when the seasons change than someone who has a specific disorder.

Helpful treatments for Seasonal Affective Disorder include:

- Light therapy, which involves sitting a few feet away from a special light box within the first hour of waking up each day.
- Antidepressant medicines
- Talk therapy.
- Vitamin D supplements

If you suspect you have feelings of sadness that last longer than two years during any period when the seasons change. You should talk with your local mental health provider.



## Gambling Disorder Prevention Program

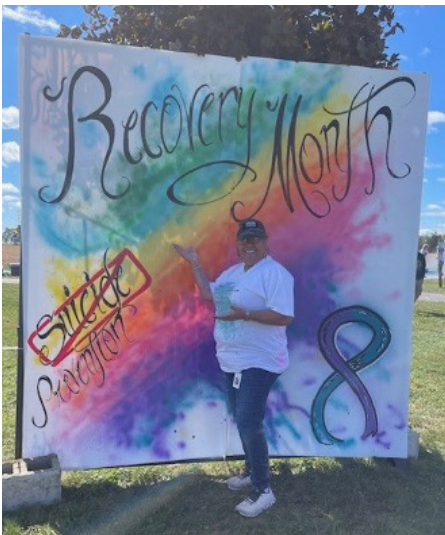


SWMBH's Gambling Disorder Prevention Program offers services to 8 counties in Southwest Michigan. This program tries to stop people from forming a gambling problem. This is done by making sure people have the information they need and access to staff who can help them. This program focuses on reviewing community needs, building a network, and focusing on specific public health plans. SWMBH's goals are to inform people and raise knowledge. SWMBH hopes this will reduce the number of gambling disorders and improve support for those who are affected by gambling-related issues.

If you or someone you love has a gambling problem, please contact the Gambling Prevention Hotline at 1 (800) 270-7117.

Lilly Smithson  
Gambling Prevention Specialist  
Southwest Michigan Behavioral Health

## Celebrating Recovery and Suicide Prevention Month



Recovery & Suicide Prevention Month were celebrated in Cassopolis with a Color Walk. Thank you, Woodlands Behavioral Healthcare Network and United Healthcare for a successful event with over 300 participants. (Pictured) is Antonia Kennedy, Veteran Navigator at Southwest Michigan Behavioral Health.



## Grievance and Appeals

### What is a “Grievance”?

A grievance can be filed verbally or in writing at any time. We want to know your concerns. We want to make sure you get the best care possible. For mental health, file concerns with customer service at your local community mental health service program (CMHSP). If you are a substance use disorder customer, you can file concerns with Southwest Michigan Behavioral Health (SWMBH).

Customer Service will make sure the right people are aware of your concerns. They will help make changes and/or fix the problem if they are able to. You will receive a letter confirming receipt of your concerns. You will get a second letter with the results of your grievance within **90 days of filing**.

### What is a local “Appeal”?

A local Appeal is a process to review an action taken to change your care. This could be a decision to deny, stop, pause, or lower your services. If a change is happening, you will get a written notice about what is happening. An appeal is a local review of the action. You can ask for this if you disagree with the change. You have appeal rights if a service request decision is not made on time. You also have appeal rights if your services do not start within 14 days of the date you agreed to. **You have 60 calendar days from the mailing date of the Adverse Benefit Determination to request an Appeal.**

A decision will be made as quickly as possible, but no longer than 30 calendar days from the date you filed the appeal. You can ask for a fast (“expedited”) appeal if taking the 30 days could seriously harm your health or ability to regain function. Fast appeals are decided within 72 hours from the date and time you filed.

### What is a “State Fair Hearing”?

You can file a request for a state fair hearing if a local appeal is denied or if a decision is not made on time for an appeal.

You must ask the state for this hearing within **120 days** from getting notice of an appeal denial. Customer Service staff can also help you file a request for state fair hearing. Call your local Customer Service staff if you have questions.

You can find more information in our Customer Handbook that you were given when starting services. If you need a new copy, call your local Customer Service staff, or call SWMBH Customer Service at 1-800-890-3712.

*SWMBH and your local CMHSP will provide reasonable assistance to help you fill out forms, link interpreter services and toll-free numbers that have adequate TTY/TTD and interpreter capability.*

## Updates to our Handbook

We are updating our handbook. We need to let you know when we make major changes. You can find our new handbook online or in printed copy on or after January 1, 2025.

- Adding Transition of Care and Second Opinions.
- New state definitions for care.
- Medicaid Health Plan addresses.

If you need help to get a handbook, please call 1-800-890-3712.

## Emergency Services

If you are experiencing a life-threatening or medical emergency, unable to transport yourself to an emergency room, or if you are experiencing a life-threatening or medical emergency after hours, always call 9-1-1 right away.

A “mental health emergency” is when a person is experiencing symptoms and behaviors.

- that can reasonably be expected in the near future to lead him/her to harm self or another.
- his/her inability to meet his/her basic needs, he/she is at risk of harm.
- the person’s judgment is so impaired that he/she is unable to understand the need for treatment and that his/her condition is expected to result in harm to him/herself or another individual in the near future.

You have the right to receive emergency services at any time, 24-hours a day, seven days a week, without prior authorization for payment of care.

If you have a mental health emergency, you should seek help right away. You can call the emergency number for your CMH office, you can go to any hospital that offers emergency care, or you can call 911.

**Emergency Assistance is available 24 hours a day, 7 days a week from CMH:**

<b>Barry County</b>	<b>269-948-8041 or 1-800-873-0511</b>
<b>Berrien County</b>	<b>269-925-0585 or 1-800-336-0341</b>
<b>Branch County</b>	<b>517-279-1193 or 1-888-725-7534</b>
<b>Calhoun County</b>	<b>269-966-1460 or 1-800-632-5449</b>
<b>Cass County</b>	<b>269-445-2451 or 1-800-323-0335</b>
<b>Kalamazoo County</b>	<b>269-373-6000 or 1-888-373-6200</b>
<b>St Joseph County</b>	<b>269-467-1000 or 1-800-622-3967</b>
<b>Van Buren County</b>	<b>269-657-5574 or 1-800-922-1418</b>



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

### Post-Stabilization Services

After you receive emergency mental health care and your immediate needs are met, you may receive ongoing mental health services to make sure your condition continues to stabilize and improve. Examples of post-stabilization services are crisis residential, case management, outpatient therapy, and/or medication reviews. Prior to the end of your emergency-level care, your local CMH will help you to coordinate your post-stabilization services.

## RESOURCES

**Crisis/Suicide Hotlines:** 1-800-SUICIDE (1-800-784-2433)

**Suicide & Crisis Lifeline:** 988 (Call or text)

**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

**Veteran Crisis Line:** 1-800-273-8255 press 1 Text: 838-255



## Medicare Open Enrollment

Mark your calendars — ***Medicare Open Enrollment starts October 15! Medicare open enrollment runs October 15- December 7, 2024.*** Did you know new benefits are coming to Medicare drug coverage next year?

Starting in 2025, all Medicare plans will include a \$2,000 cap on what you pay out-of-pocket for prescription drugs covered by your plan. It's more vital than ever to make sure your drugs are covered.

Also starting next year, you can choose to take part in a program that spreads your out-of-pocket drug costs across the calendar year. You would not pay all at once at the pharmacy. It's called the Medicare Prescription Payment Plan. You can opt in with your plan during the 2025 plan year. Contact your plan for more details.

Remember, Medicare plans can change from one year to the next, and so can your health needs. Preview and compare all your health and drug options and see if you can save!

**For more information, visit [Medicare.gov](https://www.medicare.gov)**

## 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 Services Specialist**

5250 Lovers Lane, Suite 200

Portage, MI 49002

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

Agency Phone: (800) 676-0423

TTY: 711 (MRC)

Fax: (269) 441-1234

Email: [customerservice@swmbh.org](mailto:customerservice@swmbh.org)

#### **Customer Service Hours**

M – F 8:00 a.m. - 5:00 p.m.

Excluding Legal Holidays

*continued on next page...*



**Barry County Community Mental Health Authority**

**Tina Pasman, Customer Service Representative**

500 Barfield Drive

Hastings, MI 49058

Agency Phone: (269) 948-8041 or (866) 266-4781

TTY: 711 (MRC)

Fax: (269) 948-9319

Email: [tiwilliams@bccmha.org](mailto:tiwilliams@bccmha.org)

**Customer Service Hours**

M - F 8:00 a.m. - 5:00 p.m.

Excluding Legal Holidays

**Pines Behavioral Health (Branch County)**

**Kammy Ladd, Customer Service Representative**

200 Vista Drive

Coldwater, MI 49036

Customer Service Toll-Free: (866) 877-4636

Agency Phone: (517) 278-2129 or (888) 725-7534

TTY: 711 (MRC)

Fax: (517) 279-8172

Email: [kladd@pinesbhs.org](mailto:kladd@pinesbhs.org)

**Customer Service Hours**

M – F 9:00 a.m. - 5:00 p.m.

Excluding Legal Holidays

**Woodlands Behavioral Healthcare Network**

**(Cass County)**

**Regina Wolverton, Customer Service Representative**

960 M-60 East

Cassopolis, MI 49031

Customer Service Toll-Free: (800) 323-0335

Agency Phone: 269-445-2451 or (800) 323-0335

TTY: 711 (MRC)

Fax: (269) 445-3216

Email: [reginaw@woodlandsbhn.org](mailto:reginaw@woodlandsbhn.org)

**Customer Service Hours**

M - F 8:30 a.m. - 5:00 p.m.

Excluding Legal Holidays

**Pivotal (St. Joseph County)**

**Michelle Crittenden, Customer Service**

**Representative**

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: [mcrittenden@pivotalstjoe.org](mailto:mcrittenden@pivotalstjoe.org)

**Customer Service Hours**

M - F 8:00 a.m. – 5:00 p.m.

Excluding Legal Holidays

**Riverwood Center/Berrien Mental Health Authority**

**Leanne Adams, Customer Service Representative**

1485 M-139

Benton Harbor, MI 49023

Customer Service Toll-Free: (866) 729-8716

Agency Phone: (269) 925-0585 or (800) 336-0341

TTY: 711 (MRC)

Fax: (269) 927-1326

Email: [leanne.adams@riverwoodcenter.org](mailto:leanne.adams@riverwoodcenter.org)

**Customer Service Hours**

M - F 8:30 a.m. - 5:00 p.m.

Excluding Legal Holidays

**Summit Pointe (Calhoun County)**

**Amy Vincent, Customer Service Representative**

175 College St.

Battle Creek, MI 49037

Customer Service Toll-Free: (800) 632-5449

Agency Phone: 269-966-1460

TTY: 711 (MRC)

Fax: (269) 966-2844

Email: [AVincent@summitpointe.org](mailto:AVincent@summitpointe.org)

**Customer Service Hours**

M – F 8:00 a.m. – 5:00 p.m.

Excluding Legal Holidays

**Integrated Services of Kalamazoo**

**Teresa Lewis, Customer Service Manager**

2030 Portage Road

Kalamazoo, MI 49001

Customer Service Toll-Free: (877) 553-7160

Agency Phone: (269) 373-6000 Or (888) 373-6200

TTY: 711 (MRC)

Fax: (269) 364-6992

Email: [custserv@iskzoo.org](mailto:custserv@iskzoo.org)

**Customer Service Hours**

M - F 8:00 a.m. - 5:00 p.m.

Excluding Legal Holidays

**Van Buren Community Mental Health Authority**

**Sandy Thompson, Customer Service Representative**

801 Hazen Street, Suite C

P.O. Box 249

Paw Paw, MI 49079

Agency Phone: (269) 657-5574 or (800) 922-1418

TTY: 711 (MRC)

Fax: (269) 657-3474

Email: [sthompson@vbcmh.com](mailto:sthompson@vbcmh.com)

**Customer Service Hours**

M - F 8:30 a.m. - 5:00 p.m.

Excluding Legal Holidays



Principal Office: 5250 Lovers Lane, Portage, MI 49002

Phone: 800-676-0423

Southwest Michigan Behavioral Health complies with applicable Federal and State civil rights laws and does not discriminate on the basis of race, national origin, color, sex, disability, religion, age, height, weight, familial status, partisan considerations, or genetic information. Sex-based discrimination includes, but is not limited to, discrimination based on sexual orientation, gender identification, gender expression, sex characteristics, and pregnancy. Southwest Michigan Behavioral Health does not exclude people or treat them differently because of any of these categories.

Southwest Michigan Behavioral Health:

- Provides **free** aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, Braille, other formats)
- Provides **free** language services to people whose primary language is not English or have limited English skills, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Customer Services.

If you believe that Southwest Michigan Behavioral Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Customer Services  
5250 Lovers Lane, Suite 200  
Portage, MI 49002  
P: 800-890-3712 (TTY: 711)  
F: 269-441-1234  
[customerservice@swmbh.org](mailto:customerservice@swmbh.org)

If you are an individual who is deaf or hard of hearing, you may contact the MI Relay Service at 711 to request their assistance in connecting you to Southwest Michigan Behavioral Health. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Customer Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You may also file a grievance electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW., Room 509F, HHH Building  
Washington, D.C., 20201  
1-800-368-1019.

In order to establish a methodology for identifying the prevalent non-English languages spoken by enrollees and potential enrollees throughout the State, and in each PIHP service area the list below is provided. SWMBH provides taglines in the prevalent non-English languages in its particular service area included in the list below.

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. Call us at 1-800-890-3712 (TTY: 711).

[illegible]



**November 5, 2024, is Election Day. Here are a few tips to help you get started. You must be a resident of Michigan to be eligible to vote.**

1. You can register in person by visiting your local City or County Clerk's Office
2. You can register by mail. **Deadline for mail in applications is October 21, 2024, for a mail in application go to <https://mvic.sos.state.mi.us/>.**
3. You can register online by clicking the link below <https://mvic.sos.state.mi.us/Voter/Index/#yourclerk>. To request an absentee ballot, click the link [Accessible Ballot for Voters with Disabilities \(omniballot.us\)](https://mvic.sos.state.mi.us/Voter/Index/#yourclerk)
4. You can register at the local Michigan Secretary of State
5. You can register at local Department of Health and Human Service Office

If you decide to register to vote in person or online. Here's what you will need to complete the application process.

- Your Michigan driver's license or state id
- Proof of current residency (utility bill, bank statement or other government document)

If you do not have a photo id you can still register to vote by signing an affidavit.

**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**

## **SOUTHWEST MICHIGAN BEHAVIORAL HEALTH BOARD MEETINGS 2024**

**Air Zoo Aerospace & Science Museum  
6151 Portage Rd, Portage, MI 49002**

**November 8, 2024 – 9:30am to 11:30am**

**December 13, 2024 – 9:30 am to 11:30am**

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

SWMBH adheres to all applicable laws, rules, and regulations in the operation of its public meetings, including the Michigan Open Meetings Act, MCL 15.261 – 15.275

SWMBH does not limit or restrict the rights of the press or other news media.

Discussions and deliberations at an open meeting must be able to be heard by the general public participating in the meeting. Board members must avoid using email, texting, instant messaging, and other forms of electronic communication to make a decision or deliberate toward a decision, and must avoid “round-the-horn” decision-making in a manner not accessible to the public at an open meeting.