



Persons Points of View

Summer 2019
Editor-In-Chief
Michael Shaw

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Who Served:
DWMHA Veteran
Navigator**

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Mental Health Authority Undergoes Name Change

The Detroit Wayne Mental Health Authority is changing its name to the Detroit Wayne Integrated Health Network to more accurately show the direction the organization is taking, which is a more holistic or whole approach to the care it provides to the 75,000 children and adults it serves in Wayne County.

“We are moving toward merging mental and physical health together to provide a fully integrated system of care and we wanted our name to reflect the change as well,” said President and CEO Willie Brooks. “We want people to know we provide services and supports to a wide range of people including children with serious emotional disturbance, those with intellectual and developmental disabilities and individuals with substance use disorder and mental illness.”

What does this name change mean for the people we serve?

- Services will not be impacted
- Where you receive services will not be impacted
- The Authority’s contact information will not be affected
- The name change will not affect payment to your Provider

“The timing is right as we are changing the way we do business by working directly with our Service Providers and offering a more holistic or whole body approach to care,” said Brooks.

The name change is effective October 1, 2019.

Veteran Navigator Salutes Those Who Served

For Veterans, the war at home can be just as perilous as conflicts abroad. Nationally, 20 Veterans complete suicide every day. Of those, 6 received some kind of health care, the other 14 did not.

DWMHA is changing those statistics by hiring a Veteran Navigator who travels throughout Wayne County providing resources such as information on behavioral health services, employment, housing and transportation.

DWMHA Veteran Navigator and US Army Vet, Chris Brown, coordinates with partner agencies and works to build bridges to his fellow servicemen and women, meeting them where they are, from the street corners to the corporate offices.

“There are so many Vets out there who simply don’t know what resources are available or who don’t want to go through the hassle of the paperwork and waiting for hours to be seen by a professional,” said Brown. “Some think this is just the way it is.”

Brown enlisted at age 20 and completed basic training at Fort Knox, Kentucky. He served as a tank vehicle mechanic for four years. After discharge he lost direction. “There was not a lot of guidance and without the military structure and comradery of my unit, I slipped into isolation and depression.”

A friend encouraged him to take advantage of the GI Bill. He attended Eastern Michigan University and worked at the VA Hospital in Ann Arbor. There, he found his direction by helping fellow Veterans.

“There are resources out there but you do need someone who has been through it all to help you and that’s why Michigan has implemented this program which is based on one being implemented in Texas,” said Brown.

“DWMHA serves as a safety net for 75,000 people in Detroit and Wayne County who have mental illness, intellectual and developmental disabilities, children with serious emotional disturbances and those with substance use disorders,” said President and CEO Willie Brooks. “We also need to be known for our work with Veterans who proudly served our country and now we need to serve them, “

Michigan is home to five VA hospitals and 17 Veteran Navigators servicing 6,000 Vets throughout the state. All Navigators serve Veterans and families with resources for mental health, disability, employment, housing, substance use disorders, support groups, transportation and much more. For additional information contact Chris Brown at 313-344-9099 ext. 3509 or cbrown@dwmha.com.



Chris Brown (right) providing resources at a Veterans event in Wayne County

Standing Up: CV Advocacy Subcommittee

Last issue we learned about the Constituents' Voice (CV) Ambassadors program and how people served can spread the word about programs and services. In this issue, we look at ways members can get involved in the democratic process and influence policy for themselves and their community.

That's where the CV Advocacy Subcommittee comes in. The Advocacy group is involved with selecting and training "Community Delegates" who will work with community organizations and legislators to promote member objectives. The group is also promoting activities aimed at increasing voter registration and plans to visit Lansing to meet legislators and host coffee hours in the community to inform others about their rights as citizens.

Through this group, the CV successfully led the 2018 Michigan Primary Candidates Forum which gave people with disabilities and opportunity to speak directly to candidates. In this highly political atmosphere, make sure your voice is heard! Join us for CV meetings every third Friday of the month from 10:00 am to 12:00 pm at DWMHA. For more information email Mshaw1@dwmha.com.



Then-Candidate for Lieutenant Governor Garlin Gilchrist talking with people receiving services at 2018 Michigan Primary Candidate Forum

Speaking Up: Recipient Rights Advisory Committee

The law requires DWMHA to uphold the rights of the more than 75,000 people it serves. Not only do we have the Recipient Rights office to investigate claims, complaints and rights violations, but we go a step further and conduct committee meetings to help protect your rights. This committee is called the Recipient Rights Advisory Committee or the RRAC.

This important committee brings concerned community members together to ensure that services are performed with the utmost care and quality and that people receive services with dignity and respect. The committee also supports the Office of Recipient Rights by reviewing its processes as well as reports to the State and provides guidance in the form of goals and recommendations.

Most participants are people receiving services, or a family member or guardian of someone currently receiving services. "The RRAC is essential to the work we do," said Director of Recipient Rights, Kip Kliber, "Without its voice we are not truly providing person-centered services."

The RRAC meetings are held on the first Monday of every other month from 1:00 PM to 3:00 PM. They are governed by the Open Meetings Act which means all are welcome to attend and provide feedback in the public comment portion of the meeting.

If you want more information or would like to become a committee member, please email "Kip" Kliber, Director of Recipient Rights at kkliber@dwmha.com.

Narcan: Saving Lives

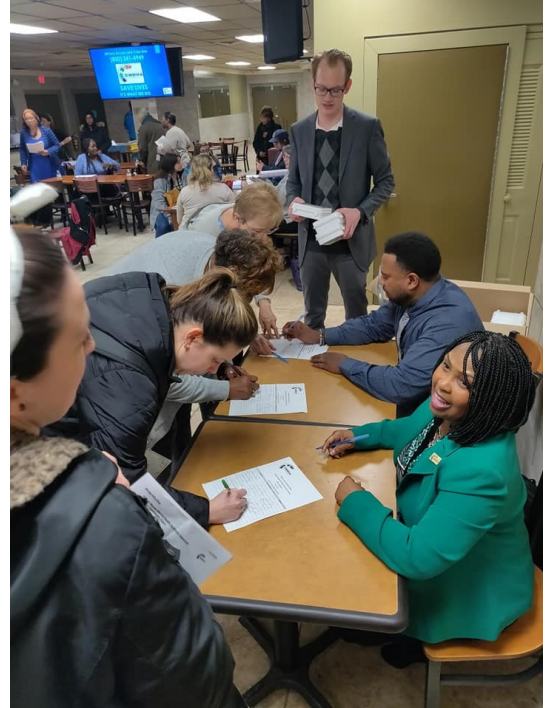
The DWMHA is working harder than ever before to decrease the number of opioid-related deaths in our county. New statistics show deaths are on the rise, from 144 in 2008 to 578 in 2017 in Wayne County alone.

Our Substance Use Disorder (SUD) team continues to inform and educate the community on how to help people who have overdosed by training them on how to administer Narcan, a life-saving antidote.

“We need everyone involved from friends and family to neighbors and coworkers,” said DWMHA President and CEO, Willie Brooks. “That’s why we are empowering our community to save lives with this training,”

DWMHA implemented the program in March 2016 for first responders, clinicians, educators and community leaders – training over 3,500 personnel. Now the trainings have been opened up to individuals and community groups.

Any group can schedule trainings. Each attendee is educated about opioids and its effects on the body. Upon completion they will receive two Narcan kits. You can sign up for these life-saving trainings by calling 313-344-9099 ext. 3103.



SUD Director Darlene Owens with team distributing Narcan Kits



Newly trained students with Narcan Kits



Narcan Kits

Nicole Gowan, attended the Community Mental Health Association Conference on Monday, June 10, 2019 at the Diamond Center at Suburban Collection Showplace in Novi, Michigan. The conference offered useful information, skill tips, hands on examples, raw, heart felt testimonials and was a venue for networking. The main focus was on mindfulness and the holistic approach, trauma informed care regarding mental health, substance use disorders, developmental disabilities, and relationships involving mindfulness skills. I am a firm believer in these skills and have been practicing them for the last 11 years, I encourage everyone to embrace the this course. If you practice mindfulness, you definitely can reduce major depression, anxiety, chronic pain, and gain self-worth and renewed respect for life.

There was an array of workshops at the conference. A representative from the Michigan Department of Health and Human Services (MDHHS) was a presenter. Behavioral health and serving those with developmental disabilities was discussed. Some other topics were: transforming the way one thinks about trauma-informed care, trauma and resilience screening, interventions, criminal justice, homelessness and mental health, psychiatric assessments in emergency departments as well as kids and families and their mental health, physical health, spiritual and economic needs. The last important workshop offered was entitled "The Importance of Self-Care and Mindfulness in our Workplace."



I attended three workshops; one was about human trafficking. This workshop was exceptional, factual, eye opening and informative. Also, there was a two part workshop presented by Sherry Simmons, Director of Fire Mountain Treatment in Georgia. She wrote a book called "Passive Victims to Resilient Warrior" and co-authored another entitled, "Which Way?"

At the second workshop, Sherry brought her mother into the room! It was the most beautiful, real experience we all could have hoped for. It was a daughter and a mother sharing their stories. The mother's story related that she was an orphan and severely abused. They shared how they triumphed over abuse and are warriors today. This two part workshop was just simply wonderful! Sherry's story of "recovery" showed how trauma affects the brain. Her goal was to demonstrate how not to be "passive victims, but resilient warriors".

Educational training conferences are fun and can sharpen skills. One can learn new ideas and approaches. They can make you more effective and even more compassionate in your private, professional and employment life. I hope I always have an opportunity to attend workshops and conferences to better educate myself and spread what I learned into the community. There is so much information, so much networking and connecting with large numbers of people that can make such an impact in your life for the two or three days that one is attending. When you leave, you are empowered and uplifted. You leave after hugging lots of people and exchanging phone numbers. Ahhh... Good energies! Good vibrations!

Did You Know?

Our Area of Responsibility	Members' Rights	For More Details, Contact us at:
Provider Directory	<ul style="list-style-type: none"> To receive a copy of the Provider Directory at the time of enrollment, upon intake, annually and/or upon request To request a copy to be mailed to you at your mailing address or by email 	http://www.dwmha.com/files/5514/6981/4988/DWMHA_ServiceProviderDirectory_Revised-7-29-16.pdf 888-490-9698 800-6301044 (TTY)
Claim Status	<ul style="list-style-type: none"> To track the status of your claims in the claims process 	https://www.dwmha.com/operations/managed-care-operations-mco/claims/ 313-833-3232
Estimated Cost of Services	<ul style="list-style-type: none"> To know the Estimated Cost of Services (ECS) for the services identified in your IPOS within 15 business days of your IPOS Meeting and when your IPOS has been changed To receive an Explanation of Benefits (EOB) and request it at any time 	www.dwmha.com/files/4114/5936/3409/DWMHA_ProviderManual.pdf 888-490-9698
Notice of Privacy Practices	<ul style="list-style-type: none"> To have DWMHA protect and secure all of your health care information that we have created or received about your past, present, or future health care or condition, or health care we provide to you, or payment 	https://www.dwmha.com/library/hipaa-notice-and-policies/
Fraud, Waste, and Abuse (FWA)	<ul style="list-style-type: none"> To report fraud, waste, or abuse within the DWMHA's behavioral healthcare system to DWMHA to be investigated 	https://www.dwmha.com/index.php/download_file/177/ 313-833-3502 or email compliance@dwmha.com
Utilization Management Decision Making	<p>All Crisis Service Vendors and Access Center practitioners and employees who make Utilization Management decisions understand the importance of ensuring that all consumers receive clinically appropriate, humane and compassionate services of the same quality that one would expect for their child, parent or spouse by affirming the following:</p> <ul style="list-style-type: none"> Utilization Management decision making is based only on appropriateness of care, service, and existence of coverage. DWMHA, Access Center, and Crisis Service Vendors, do not reward practitioners or other individuals for issuing denials of coverage or service care. No Physicians nor any other staff making UM decisions are rewarded for issuing denials of coverage or service or reducing the provision of care which is deemed medically necessary. 	https://www.dwmha.com/operations/utilization-management/

Enrollee Rights and Responsibilities

We are committed to maintaining a mutually respectful relationship with our members and providers. The DWMHA Members' Rights and Responsibilities statement is provided to assist you in understanding and exercising your rights while accessing behavioral health care services in Detroit-Wayne County. This statement helps to minimize potential misunderstandings and promote compliance with all applicable statutory and regulatory requirements. Understanding your rights and responsibilities will help you to make informed decisions about your healthcare. These include but are not limited to:

You Have the Right To:

- Be provided with information about enrollee rights, responsibilities, and protections.
- Be treated with respect and recognition of your dignity and right to privacy.
- Be provided with information on the structure and operation of the Detroit Wayne Mental Health Authority (DWMHA).
- Receive information about DWMHA, its services, its practitioners and providers and rights and responsibilities by calling Customer Service and requesting a DWMHA Member Handbook.
- Be provided freedom of choice among network providers.
- A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage and to freely communicate with your providers and without restriction on any information regarding care.
- Receive information on available treatment options.
- Participate in decisions regarding health care, the refusal of treatment and preferences for future treatment decisions.
- Be made aware of those services that are not covered and may involve cost sharing, if any.
- Request and receive an itemized statement for each covered service and support you received.
- Track the status of your claim in the claims process and obtain information over the telephone in one attempt or contact.
- Receive information on how to obtain benefits from out-of-network providers.
- Receive information on advance directives.
- Receive benefits, services and instructional materials in a manner that may be easily understood.
- Receive information that describes the availability of supports and services and how to access them.
- Receive information you request and help in the language or format of your choice.
- Receive interpreter services free-of-charge for non-English languages as needed.
- Be provided with written materials in alternative formats and information on how to obtain them if you are visually and/or are hearing impaired or have limited reading proficiency.
- Receive information within a reasonable time after enrollment.
- Be provided with information on services that are not covered on moral /religious basis.

Enrollee Rights and Responsibilities

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- Receive information on how to access 911, emergency, and post-stabilization services as needed.
- Receive information on how to obtain referrals for specialty care and other benefits that is not provided by the primary care provider.
- Receive information on how and where to access benefits that are not covered under Detroit Wayne Mental Health Authority (DWMHA) Medicaid contract but may be available under the state health plan, including transportation.
- Receive information on the grievance, appeal and fair hearing processes.
- Voice complaints and request appeals regarding care and services provided.
- Be provided with timely written notice of any significant State and provider network-related changes.
- Make recommendations regarding the DWMHA member rights and responsibilities.
- Provide, to the best of your knowledge, accurate and complete information regarding your medical history, including: present and past illnesses, medications, hospitalizations, etc. to DWMHA and its practitioners and providers in order to provide care.
- Follow your treatment plan of care and instructions. The plan of care is to be agreed upon by you and your provider.
- Ask questions about your care. This will help you to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

Note: All DWMHA staff, the Access Center, and Service Provider employees shall acknowledge, uphold and demonstrate knowledge of the above enrollee rights and responsibilities.

DWIHN Responsibilities

DWIHN has the responsibility to:

- Provide you with a written notice of any significant State and Provider network changes at least 30 days before the intended effective date of change
- Make a good faith effort to give you a written notice of termination of your Service Provider within 15 days of receipt or issuance of a termination notice.

Physical and Mental Health

Most people underestimate the connection between lifestyle choices and chronic conditions. About one-fifth (22 percent) of survey respondents correctly recognized that **80 percent or more of the incidence of premature chronic conditions**, as heart disease, stroke and diabetes, are generally caused by modifiable lifestyle choices, such as smoking, lack of movement, and/or poor diet as opposed to being caused by genetic factors. This was a finding from the 2019 UnitedHealthcare Wellness Checkup Survey, which examines people's opinions about health topics and preferences, offering insights to help improve employer-sponsored well-being or disease-management programs. See the activities in **myStrength**, an interactive online health maintenance tool which can aid with making healthy choices. The free **myStrength** app is available at www.myStrength.com. To gain access, our readers can use the access code: **DWMHAc**

Habilitation/Support Waiver Programs (HSW)

- Habilitation/Supports Waiver (HSW) is an intensive home and community based program.
- It provides active treatment and supports, designed to help people with intellectual and developmental disabilities to learn daily living skills.
- The HSW program is designed to help people with intellectual and developmental disabilities remain and actively participate in their community.
- Habilitative services include "Community Living Supports", Out-of-Home non-vocational services (day programs), pre-vocational services and supported employment.
- Supports such as enhanced medical equipment, pharmacy services, Private Duty Nursing (PDN), respite care and other services are also available through the HSW if needed.
- The HSW helps people obtain the skills necessary to function with as much self-determination and independence as possible.
- You can help someone you think would qualify for HSW services by calling Detroit Wayne Mental Health Authority Customer Service (DWMHA) at 313-833-3232 or 1-888-490-9698.

The Quality Performance Improvement Plan

Please check out the DWMHA Quality Improvement Webpage posted on the DWMHA website. Documents for resources include Bulletins, Codes & Updates, Home & Community-Based Services (HCBS) Resources and Quality Improvement Policies & Reports. [http://www.dwmha.com/operations/quality improvement](http://www.dwmha.com/operations/quality%20improvement)

DWMHA Customer Service Department
Keeping you up-to-date since 2007

WHAT'S COMING UP!
September 2019

September is "National Recovery Month"

"Mental Health services and addiction treatments enable those with life challenges to live healthy and rewarding lives. Spread the word that Mental Health is essential to overall health. Treatment is effective, people can and do recover!"

September 6 - DBSA (Depression & Bipolar Alliance) meeting the first and third Friday of each month to discuss issues and steps toward Recovery, 6pm-730pm; Our Place Drop-In Center, 12285 Dixie Street, Redford 48239; call 313 543-3393 for information

September 9 - Public Forum: "Finding Treatment" exploring avenues for accessing treatment including "Hope Not Handcuffs," Western Wayne Rescue Recovery Program, and the role of Peer Recovery Coaches. Free. 630pm-830pm. Summit on the Park, 46000 Summit Parkway, Canton 48187. A Northwest Families Against Narcotics program

September 9 - YOGA, stretch your mind and body. The 2nd and 4th Mondays of each month. Free. 11:30am. Our Place Drop in Center, 12285 Dixie Street, Redford 48239. Info call 313 543-3393

September 14 - Family Health Clinic, every 2nd Saturday of each month. Free dental services, blood work, free healthy food items. 10am-4pm; Islamic Institute of Knowledge, 6345 Schaefer Road, Dearborn 48126

September 16-20 - Peer Support Certification Training, week long training for those members who are employed and want to extend their knowledge of peer support. Registration fee must be paid by your employer. St. Francis Center, 703 E. Main Street, DeWitt, Michigan. Call Steven Henry at MDHHS for application and availability (517) 335-2279

September 17 - Youth MOVE Detroit Advisory Council, for ages 14-25. Help make suggestions and decisions that impact services provided to youth in Detroit and Wayne County. Training opportunities; Free. Every 3rd Tuesday; 5pm-630pm; Children's Center, 79 West Alexandrine, Detroit 48201



New Contact Information

As of October 1, 2019

Detroit Wayne Integrated Health Network (DWIHN)

707 W. Milwaukee St.

Detroit, MI 48202

Customer Service: (313) 833-2500

Tel: (313) 344-9099

TTY: (800) 630-1044

Fax: (313) 833-2156

Website: www.dwinh.org

Hours of Operation: 8:00 am to 4:30 pm

Access Center: 1-(800)-241-4949 (24 Hours/7 Days A Week/365)