

DWIHN's Mission:

We are a safety net organization that provides access to a full array of services and supports to empower persons within the Detroit Wayne County behavioral health system.

Values:

- ❖ We are a person centered, family and community focused organization.
- ❖ We are an outcome, data driven and evidence-based organization.
- ❖ We respect the dignity and diversity of individuals, providers, staff and communities.
- ❖ We are culturally sensitive and competent.
- ❖ We are fiscally responsible and accountable with the highest standards of integrity.
- ❖ We achieve our mission and vision through partnerships and collaboration.



Important Numbers

Detroit Wayne Integrated Health Network

707 West Milwaukee St.
Detroit, MI 48202
www.dwihn.com

General Office
313.833.2500

Centralized Access Center 24-Hour Crisis/Information & Referral

Toll Free: 1.800.241.4949
Local: 313.224.7000
TTY: 1.866.870.2599

Customer Service, Consumer Affairs and Community Outreach

Toll Free: 1.888.490.9698
Local: 313.833.3232
TTY: 1.800.630.1044

Grievances & Appeals
Toll Free: 1.888.490.9698
Fax: 313.833.4280

Family Support Subsidy
Toll Free: 1.888.490.9698
Fax: 313.833.4150

Office of Recipient Rights
Toll Free: 1.888.339.5595
TTY: 1.888.339.5588
Fax: 313.833.2043



How to Access Routine Behavioral Health Services



Who is Eligible for Mental Health Services?

The Detroit Wayne Integrated Health Network (DWIHN) is responsible for behavioral health services to Wayne County's two million residents. DWIHN is a safety net organization that provides a full array of services and supports to adults with mental illness (SMI), individuals with intellectual and developmental disabilities (IDD), children and adolescents with serious emotional disturbances (SED), and people with substance use disorders (SUD) or co-occurring disorders (COD).

Services include:

- Information & Referral
- Crisis Intervention/Suicide Prevention
- Disaster Mental Health Resources
- Consultation & Education

Additionally, DWIHN is responsible for behavioral health services for persons with the following insurances:

- Medicaid
- Children's Waiver
- Children with Serious Emotional Disturbance Waiver
- Habilitation Supports Waiver
- Medicare and Medicaid (MI Health Link)

Steps to Access Routine Mental Health Services

Step 1: DWIHN welcomes you to contact our Access Center to obtain a professional and confidential screening. We are here to assist you with treatment options for your behavioral health needs.

Step 2: An Access Center Representative will provide you with a telephonic screening to determine what available services will best suit your needs.

Step 3: After the screening, the Access Center will determine if you meet criteria for community behavioral health services.

Step 4: If you meet criteria, the Access Center will schedule an appointment for a face-to-face evaluation with one of our behavioral health providers. If you do not meet the criteria, information on community based services may be given to you.

Step 5: Upon enrollment, you will be mailed a confirmation letter and a welcome packet with your appointment information.

Access Center
800.241.4949

Information and Referral

DWIHN provides an array of services through coordination and collaboration with over 120 service providers. The purpose of Information and Referral services is to conduct a brief screening to determine the appropriate level of care for individuals. DWIHN's Access Center will assist you by:

- ❖ Identifying your needs
- ❖ Finding the most appropriate services and resources to meet your needs
- ❖ Linking you to the most appropriate service provider
- ❖ Providing information on mental health and substance use services and how to access them

Disclaimer: DWIHN does not discriminate or exclude people or treat them differently because of race, color, national origin, age, disability or sex.