

Memo

To: SUD Treatment Providers
From: Darlene D. Owens, SUD Director
cc: Judy Davis, Keisha Burnett, Samy Ganesan, Bernard Hooper, John Pascaretti,
Jennifer Miller, Matthew Yascolt, Ebony Reynolds
Date: July 17, 2020
Re: Wellplace Complaints

SUD Family,

We rely heavily on the services of Wellplace (access center) to schedule and complete intake screenings and referrals. In an effort to enhance that quality of service provided by Wellplace, Detroit Wayne Integrated Health Network (DWIHN) is requesting that SUD Providers submit ONLY one documented example of an instance when the scheduling and screening functions of Wellplace did not meet your expectations.

Please note that general comments or suggestions are not an appropriate response to this request and will not be considered. DWIHN is looking for time specific examples within fiscal year 2020. Please do NOT provide Protected Health Information (PHI) as your submission does not require specific information of that nature and the email is NOT encrypted.

Please send your response to: PIHPPROVIDERNETWORK@DWIHN.org

Thank you,
Darlene

