

**Winter
Edition
2022**



Persons Point of View

**Editor-In-Chief
Michael Shaw**

CEO Corner

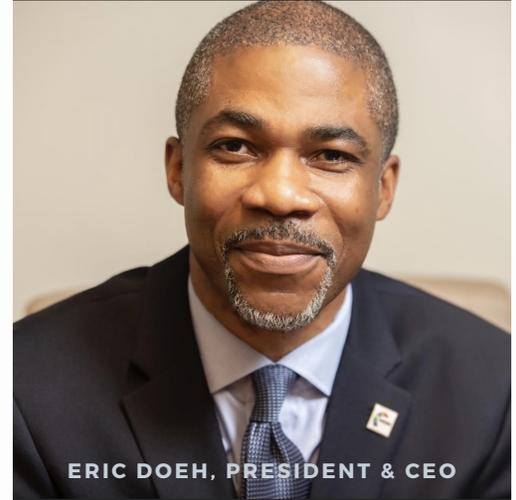
Police Ride-Along

Ask the Doctor

Poetry Corner

CEO CORNER

Happy New Year to all of you. I hope you had an enjoyable holiday season and are ready to make 2022 a year to remember. The CEO Corner is a new addition to the Persons Point of View newsletter and serves as a great opportunity to share new initiatives and programs that the Detroit Wayne Integrated Health Network (DWIHN) is implementing.



The first major campaign this new year is called, “Mental Health Care-No Child Left Behind.” In light of all that has

happened over the past two years, DWIHN is putting a stronger emphasis on children’s services. We will extend our scope and resources to reach the over 285,000 school-aged children in Wayne County. In the coming months look for increased messaging on billboards, in the media and social media presence on this very important subject.

Another major initiative this year is our Crisis/Care Center that will efficiently meet the needs of the people we serve. We are at the precipice for change within our state; and the time is now for us to invest in our community and service delivery organization to provide true holistic care. DWIHN’s infrastructure of integrated services will provide quality healthcare for people; this includes the Care Center so that we can provide complete wraparound services in times of crisis.

DWIHN’s Care Center will provide much needed behavioral health services and supports to anyone in crisis, help for those who need a helping hand, assistance to families whose loved ones are in need and hope for our young people requiring urgent mental health services. Located in the heart of Detroit, the Care Center is slated to begin construction this Spring and will be open to the public in early 2023.

In addition, we are expanding access to services with community mobile outreach units in Wayne County neighborhoods and completing the last phase of our System Transformation by bringing in Self-Directed Services. We have the support of the Michigan Department of Health and Human Services (MDHHS) and we will seize this opportunity to lead our region to support the people we are committed to serving.

Thank you for allowing DWIHN to serve you. *Eric*

Stories From Our Members

Turning Point Clubhouse By Herry C.



Hello, my name is Herry C. I am from Turning Point Clubhouse. I come to the clubhouse every day and am on the Turning Point Advisory Board. I also go to school on Mondays and Tuesdays. On Wednesdays and Thursdays, I participate in class on Zoom at the clubhouse. I go to church. On Saturdays, I clean the church and give out food to the community. Sundays before service, I serve coffee and donuts to the people at church. I help the Pastor out in whatever needs to be done for the church. I enjoy all those things and my birthday is coming up on February 6, 2022.

Did You Know?

DWIHN has a blog that is all about members, their success stories and how community mental health has helped them. Check it out.
<http://www.dwihn.org/blog>

Everyone Should Do This! By Ray Schulz



I went on a four hour "Ride Along" with a Redford Police officer, and this is something that everyone should do. The "Ride Along" was part of a 10-week program. It was like being on the other side of the door. I could see what they had to do and think about as they try to protect us.

They have amazing computers in their cars. From the car, the police can check a license plate to see if it belongs to the car it is on. I had to wear a vest for my safety, but everything went nice and smooth.

I learned a lot of great information, like it is good to observe my surroundings at all times. If you see something, call the police. Don't take the law into your own hands. It is like we are helping the police. At the end of the "Ride Along," I received a Certificate of Recognition.

THE COME BACK

BY MR. SHELDON HILL

I had 18 years in long-term recovery. I am the founder of Citywide Mentoring, 501c3, a Motivational Speaker, Certified Peer Support Specialist, and Certified Recovery Coach, and in 2021 I chose to go back to active drug and alcohol addiction.

Being non-medication compliant, it opened the door for me to relapse. No words can explain how I suffered by reverting back to bad habits by staying out for weeks on end, and driving under the influence. I endangered not only my life but others. I practically lived in crack houses and even went back to selling drugs to sustain my habit. Very simply, I was living a shameful life as a derelict once again.

I was hospitalized three times for suicidal behavior. I wanted to die, but my God had other plans for my life so he spared me and gave me a second chance. I am now experiencing "THE COME BACK" to being a man "GOD" can and will use for his greater purpose.

I went to residential treatment for 30 days to detox, and found out that I had been smoking cocaine mixed with Fentanyl.

Drug dealers have now started adding Fentanyl to all the other drugs and not telling anyone that they're doing it.



If you're even THINKING about using again, you might want to keep this in mind. You don't know what you're ingesting. We never did have a real knowledge of what we were using. Now it's worse because they are intentionally adding fentanyl to most of the drugs.

I thank God, one day at a time. I must also thank many people for standing by me and encouraging me to "COME BACK" to reality and live my best life. This includes, family, friends and business associates. I give special acknowledgement to Walter Epps who has supported myself and others in recovery for the last 15 years. I have 90 days clean.

There are many ways to get the help you need if you're thinking about using alcohol and drugs again, or if you are just having a hard time with life right now. Contact DWIHN at 1-800-241-4949. We lose when we use! I'm closing with my favorite personal quote: "My success is mandatory, not optional and it's my responsibility."

MENTAL HEALTH CAR - NO CHILD LEFT BEHIND

BY MICHAEL SHAW

Our President and CEO, Eric Doeh, stated recently in one of our DWIHN staff meetings that he would like 2022 to be a year in which DWIHN focuses on helping children. With that said, we would like to inform our readers who may not already know that we have a separate department within the organization, devoted to children and youth. That Department is called “Children’s Initiative.” Within that department, there are staff trained to provide information and



supports to children and their parents. At DWIHN, we have staff specifically trained and dedicated to provide services to children with autism, children with serious emotional disturbances, and those with other challenges.

Youth United is an organization within DWIHN that works with adolescents and young adults. It offers participants a chance to express themselves and share their opinions and views with each other and the community. It is important to remember that children are not small adults. They are still growing. It is our job to nurture and support them, and help them face the daily challenges that they will certainly encounter. We at "DWIHN," are committed to these goals. We are interested in finding out what you, our readers think we could do better to support and improve services we offer children. Please send your comments and suggestions to dcoulter@dwihn.org.

Sign Up Today!

1. Visit www.myStrength.com.
2. Click “Sign Up.”
3. Enter Access Code: **DWIHNC**
4. Complete the myStrength sign-up process
5. Download the myStrength app for iOS and Android



Poetry Corner

Honestly

by Mary Ann Bozenski

**Haven't you heard?
Honesty is the word.
Self-deception and lies,
More than unwise.**

**To heal and grow
One has to let go.
Give up the old ways
Get ready for better days.**

**Pray to be strong,
Know right from wrong.
Learn new ways to cope,
Have a life filled with hope.**

**Look deep inside
There's nothing left to hide.
Share what you feel
So important to be real.**

**Blessings you shall know,
Day by day it will show.
Live the life meant to be
Be sure to do it honestly.**



Chicken Noodle Soup

(Source: Lori Evans of Christian Fitness via CTN):

Dice and Sauté 1 medium onion and 2-4 carrots. Add 1-2 cloves of garlic or a tablespoon of minced garlic.

Add this to a large pot with about 48 ounces of chicken broth (about 4 cans, low sodium) along with a Bay Leaf. Add cut pieces of one skinned and boned rotisserie chicken. Let simmer for about an hour.

Add a cup of egg noodles the last 10 minutes. Remove the Bay Leaf and Serve with Corn Muffins, Texas Toast or Rolls. (Freeze in individual containers for easy retrieval.)

Mini Pot Pies

Fun to make with Kids!! (Source: Pampered Chef)

Preheat oven to 375 degrees. Use a regular or oversized muffin pan. Spray muffin cups with PAM.

Mix 1.5 cups can, frozen or left-over veggies (mix peas, carrots, potatoes, etc.) 1 cup chopped meat. Again, this could be leftovers (chicken, turkey, beef) 1 can (8 oz.) condensed cream soup (celery, onion, mushroom, etc.)

Dough: use 2 cans of Pillsbury dough strips or Crescent Rolls. Place in the bottom and sides of the muffin cups.

Fill cups with veggie mixture. Bake for 16-18 minutes or till the dough is a deep golden brown. ENJOY!! (Freeze in individual containers for easy retrieval.)

S.O.U.L.S. CHAT – MY PERSPECTIVE

By Nicole Gowan, DWIHN Constituents' Voice Co-Chair and Ambassador

I can hardly believe it's been nearly two years since we all had to learn to sequester ourselves away to stay safe from the first wave of Covid-19. In 2020, it was quickly recognized by DWIHN staff and Constituents' Voice leadership that our members were isolated out of necessity. No adult I know wants to revisit those early days of the COVID shutdown. That frightful time that made us all stop and take inventory while we spent endless days without contact from others.

S.O.U.L.S., an acronym that means: S-supported, O-outreach, U-understanding, L-life's, S-situations, was created to help us deal with the challenges posed by isolation. May 2020, DWIHN launched its first S.O.U.L.S Chat meeting, conversations that helped participants cope with the uneventful, yet daunting strangeness of having to stay put in their homes. Those Wednesday night chats forged some very fond relationships among participants. There were about 9-10 regular folks who would faithfully join the chat. Regardless of whether people came due to curiosity, other interest, or even loneliness, S.O.U.L.S chatters welcomed each other with openness, kindness and acceptance.

Within months, we expanded to a second night with S.O.U.L.S. Faith Talks on Mondays from 6:30 pm – 7:30 pm. I was

a regular co-host of both. and have enjoyed various nights of inspiring conversations!

Special S.O.U.L.S. chats have been held on holidays, giving people the opportunity to have contact with others during seasons that can sometimes be difficult. I enjoyed the Christmas celebration this past December when participants shared holiday traditions.

The chats have proven to be an inspiring hour of time to learn so much. I hope more people will look at joining the S.O.U.L.S. Chats on Monday and Wednesday evenings. It's a way to get away, meet new people, learn new things, and be connected virtually.

As Clarence Ruff, a regular S.O.U.L.S. Chat participant stated: "This Faith S.O.U.L.S. Chat group has given me the opportunity to exchange the grace of faith pronounced, to receive the gift from our Creator, and to fellowship with like-minded people in faith and good works. I've been allowed in this forum to express love, unity and security on one accord, which is the truth. As we journey through the rigors of life, it means a lot to me to show and receive respect and dignity to all and from all. Thanks Faith S.O.U.L.S. Chat."

DID YOU KNOW THAT DWIHN IS ON SOCIAL MEDIA?

By Michael Shaw

That's right! You heard it! DWIHN uses social media to inform and educate the community about what we are doing! Visit us at www.dwihn.org, go to the bottom of the home page, look for the images below:



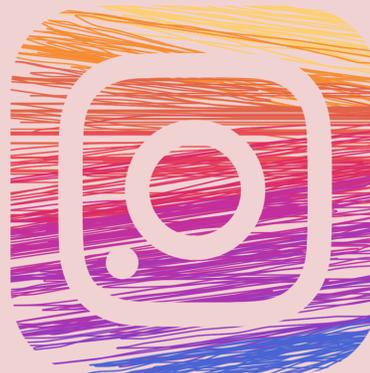
- The "f" image links to our Facebook
- The bird image links to Twitter
- The camera image links to our Instagram
- The video links to our YouTube
- The "in" links to LinkedIn

We post current, relevant information and offer visitors the opportunity to leave comments and react to our posts. For example, on our Facebook page, we've posted information about Suicide Prevention, Crisis Intervention Training for local police, information from the National Alliance on Mental Illness (NAMI) and their NAMI Walks, our distribution of Personal Protection Equipment (PPE) to our providers, clubhouses and drop-in centers, and others.

The efforts of the ARC Detroit, the Detroit Office of Disability Affairs, and Disability Rights Michigan in providing

free COVID-19 testing, vaccinations, boosters, and other free health screening are just a small sample of what's there. On our YouTube page, you can see the video version of the What's Coming Up Calendar, a monthly virtual magazine, presented by members we serve, which informs about the upcoming events, activities, and meetings of interest.

There are also videos presented by our President and CEO, Eric Doeh and other DWIHN staff, videos on Access to Care, opioid and alcohol abuse, and recording of our Town Halls held in the community. There's too much to list it all here, so I suggest that if you are interested in seeing what's there, access our social media! DWIHN social media is managed by the DWIHN Communications Department.



YOUR EXPERIENCES ARE IMPORTANT TO US

By: Margaret Keyes-Howard, DWIHN Member Experience Coordinator

Over the years, DWIHN has created new opportunities to receive feedback from our consumer-members, (i.e., people who receive services from the provider network system). Whether we collect data by looking at programs and/or treatment of care through quality audits, reviews of grievances/complaints, satisfaction surveys, or other methods, our objective is to analyze the information collected.

We seek to examine the various experiences that members encounter when, for instance, a member may call a provider, go in for an appointment, have a zoom or telephone appointment, receive mail from a provider, or get services of any nature from any of our contracted providers. For instance, these providers or representatives could be our own call center staff or other provider agency staff from the various clinics, inpatient, outpatient or residential organizations. In other words, we at DWIHN, are interested in all the potential “touch points” where you, a member, may encounter care or services.

As we develop more initiatives, we are going to use more peers, that is, members with lived-experience, to collect data. They will be conducting surveys, focus groups and other research to address areas where we can delve into some curious points, that may help you as a member of the Detroit Wayne Integrated Health Network family to receive more essential responses to your various needs and concerns. The data collection team will be collecting this data to develop meaningful action to make your recovery care and treatment at all touch points more positive, more helpful, welcoming and recovering-oriented. We hope you will share in the journey when asked to lend your opinion or voice when the data collectors ask you to participate, as this is a means of advocating for yourself and the entire system of care.

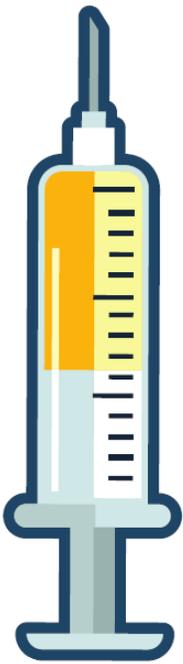
DWIHN will provide more information about this data collection in future publications of Persons Point of View Newsletter, through CV programming, and through the Member Experience team in the coming months. For more information about data collection opportunities or other ways to participate in this member experience initiative, contact Margaret Keyes-Howard at mkeyes@dwihn.org

ASK THE DOC



COVID-19 and Mental Health

Who Can Get a Booster Shot



<p>IF YOU RECEIVED Pfizer-BioNTech</p>	<p>Who should get a booster:</p> <ul style="list-style-type: none"> Everyone 12 years and older 	<p>When to get a booster:</p> <ul style="list-style-type: none"> At least 5 months after completing your primary COVID-19 vaccination series 	<p>Which booster can you get:</p> <ul style="list-style-type: none"> Pfizer-BioNTech or Moderna (mRNA COVID-19 vaccines) are preferred in most* situations Teens 12–17 years old may only get a Pfizer-BioNTech COVID-19 vaccine booster
<p>IF YOU RECEIVED Moderna</p>	<p>Who should get a booster:</p> <ul style="list-style-type: none"> Adults 18 years and older 	<p>When to get a booster:</p> <ul style="list-style-type: none"> At least 5 months after completing your primary COVID-19 vaccination series 	<p>Which booster can you get:</p> <ul style="list-style-type: none"> Pfizer-BioNTech or Moderna (mRNA COVID-19 vaccines) are preferred in most* situations
<p>IF YOU RECEIVED Johnson & Johnson's Janssen*</p>	<p>Who should get a booster:</p> <ul style="list-style-type: none"> Adults 18 years and older 	<p>When to get a booster:</p> <ul style="list-style-type: none"> At least 2 months after receiving your J&J/Janssen COVID-19 vaccination 	<p>Which booster can you get:</p> <ul style="list-style-type: none"> Pfizer-BioNTech or Moderna (mRNA COVID-19 vaccines) are preferred in most* situations

- Boosters have remained increasingly important as the highly contagious Omicron variant continues to spread quickly. While a booster sometimes is an exact replica of the initial vaccine, it can also be tweaked. With COVID-19, this is key because the vaccine could then be tailored to target particular variants of the virus.
- The current vaccines are still effective against the variants we are now seeing, particularly for protecting against serious illnesses that would require hospitalization or cause death. But if the virus evolves further and there is a worse variant, the vaccine could be modified
- The mRNA technology, which the Pfizer and Moderna vaccines use, is easy to change to match variants, and they can be quickly produced at scale. It is normal for virus-fighting antibodies—such as those that are stimulated by a COVID-19 vaccine—to wane over time. Monitoring antibody levels in the blood is one way to measure vaccine efficacy and research has found that protection remains high for six months after the second shot of a Pfizer or Moderna vaccine.



COVID-19 and Mental Health

However, some studies have shown a decline in antibody levels among vaccinated individuals beyond that point.

- If you felt ill or had any of the rare but largely harmless reactions to your initial COVID-19 vaccination, you may be leery of the idea of a third dose, in case it causes a similar or worse reaction. But according to the FDA, the most commonly reported side effects by individuals who received a booster dose included pain, redness, and swelling at the injection site; fatigue; headache; chills; and muscle or joint pain. Swollen lymph nodes in the underarm were observed more frequently following the booster dose than after the second dose. The FDA has been examining information about the risk of myocarditis (inflammation of the heart muscle) and pericarditis (inflammation of the outer lining of the heart) following vaccination with mRNA vaccines and has determined the benefits of a booster outweigh the risk of either condition.
- Case counts from the previous surge of the delta variant — considered more lethal than omicron — had been falling in early December before omicron emerged and ignited a new surge that has been the worst yet of the pandemic. The number of new cases have been reaching a record high during the pandemic.
- Michigan's hospitals are treating a record of over 5,000 confirmed or suspected COVID-19 patients, as omicron continues to rise through the state. For hospitals, the latest surge has put pressure in two directions: increasing the number of COVID-19 patients — now at a record high 27 percent of all occupied beds — and the staff who are contracting the virus.
- Public health experts say that the models predict the peak of the surge could come at the end of January, and the most pessimistic model shows hospitalizations could reach around 8,000 in Michigan.
- The new school guidance from the MDHHS says that you should isolate for five days if you test positive for COVID. Then, if you don't have symptoms, you can return to school as long as you are wearing a well-fitted mask for six to 10 days.

ASK THE DOC



COVID-19 and Mental Health

<h3>School Quarantine Guidance</h3> <p>What to do when students or staff are exposed to COVID-19 in a school setting, but do not have symptoms.</p> <p>Students and staff experiencing symptoms should not attend school activities.</p> <p> Michigan.gov/Coronavirus</p>	<p><i>Students and staff should monitor for symptoms throughout quarantine period (days 1-10). If symptoms develop, test immediately. Day "0" is day of last close contact with a COVID-19 positive student, teacher or staff.</i></p>			
	<table border="1"> <tr> <td> <p> Up to Date on Vaccines No Need to Quarantine</p> </td> <td> <p>Actions to Take</p> <p>Students and staff without symptoms do not need to quarantine. They should monitor for symptoms and wear a well-fitted mask for 10 days.</p> </td> </tr> <tr> <td> <p> Not Up to Date on Vaccines Need to Quarantine</p> </td> <td> <p>Home quarantine for days 1-5 and test on day 5; and "Mask to Stay" for days 6-10.</p> <p>OR</p> <p>"Test to Stay" for days 1-6 AND "Mask to Stay" for days 1-10.</p> <p>OR</p> <p>Home quarantine for days 1-10 if unable/unwilling to mask.</p> </td> </tr> </table> <p><small>*Mask to Stay: The consistent and correct use of a well-fitting mask when around others in school and public places **Test to Stay: Test every other day for six days following the exposure and consistent and correct use of a mask</small></p> <p>Students and staff who test positive for COVID-19 should not attend school and should isolate at home for five full days after symptom onset (or five days after the positive test if they do not have symptoms). They may return to school on day six if they have no symptoms and can wear a mask for five additional days.</p> <p>MDHHS continues to recommend universal masking in all K-12 school settings.</p>	<p> Up to Date on Vaccines No Need to Quarantine</p>	<p>Actions to Take</p> <p>Students and staff without symptoms do not need to quarantine. They should monitor for symptoms and wear a well-fitted mask for 10 days.</p>	<p> Not Up to Date on Vaccines Need to Quarantine</p>
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COVID-19 Testing Resources:

- [Home COVID tests to be covered by insurers](#)
- [Where to get COVID test in Michigan, what to do with at-home test results](#)

Need help getting vaccinated? Disability Rights Michigan advocates can represent people with disabilities, family members, or caregivers who want a vaccine and cannot get one.

Mental Health Help:

- Behavioral health – which includes mental health, substance use, and more – is a key part of your overall well-being. The COVID-19 pandemic has left many people feeling anxious or depressed. The DWIHN website offers a free and anonymous assessment to help you determine if you or someone you care about should connect with a behavioral health professional. <https://screening.mentalhealthscreening.org/DWIHN>
- Another excellent digital tool to support mental health is myStrength, an app with web and mobile tools designed to support your goals and wellbeing. myStrength's highly interactive, individually-tailored resources allow users to address depression, anxiety, stress, substance use, chronic pain and sleep challenges, while also supporting the physical and spiritual aspects of whole-person health. Visit the DWIHN website to learn more.

"I Feel Much Better Now" by Kelly Bonifas

My name is Kelly Bonifas. I live with my parents in Wayne County and work at Services to Enhance Potential (STEP) in a thrift store. I like to make jewelry for fun. My favorite thing to make are earrings using safety pins and fish hooks. I like to wear them, but sometimes I donate them to my store. Customers really like how I make the earrings. They think they are really cool. In my free time, I like to go shopping with my best friend. We have a good time together buying things and eating take-out food.

Last year, I was going through some issues, and I went on to the S.O.U.L.S. Chat Line. I met Nicole Gowan during the Wednesday call. She helped me a lot. I go to S.O.U.L.S. on Monday nights too. Margaret Keys-Howard helps me a lot. She got me into painting. I also do that for fun now. Since doing S.O.U.L.S., I really feel pretty well. I talk to helpful people on S.O.U.L.S. We check on each other, and have each other to talk to. I also decided to become a Peer Mentor because of the help from Robert Spruce. He helps all the Peer Mentors get training and internships.



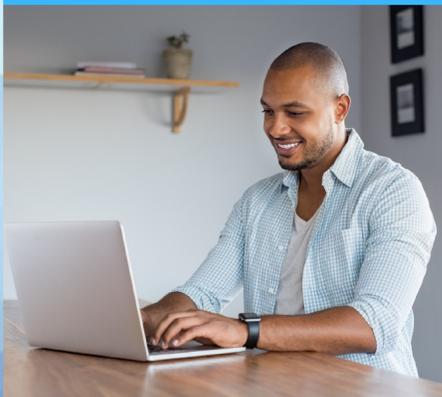
S.O.U.L.S. CHAT

Supportive. Outreach. Understanding. Life-Situations

FAITH TALK MONDAYS

6:30P-7:30P

New Zoom Meeting
Meeting ID: 965 7269 1450
Passcode: 267835
Dial in: 877- 853- 5247 US



CASUAL TALK WEDNESDAYS

6:00P - 7:00P

New Zoom Meeting
Meeting ID: 965 7269 1450
Passcode: 267835
Dial in: 877- 853- 5247 US

<https://dwihn-org.zoom.us/j/96572691450?pwd=OHdVamJJWG9rbFZzUnl4NlITY2loUT09#success>

Member's Rights

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://dwihn.org/files/7115/6986/6624/2020_Provider_Directory.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 	http://dwihn.org/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 	http://dwihn.org/files/4114/5936/3409/DWM_HA_Provider_Manual.pdf 888-490-9698
Notice of Privacy Practices	<ul style="list-style-type: none"> To have DWIHN 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 	http://dwihn.org/library/hipaa-notice-and-policies/
Fraud, Waste, and Abuse (FWA)	<ul style="list-style-type: none"> To report fraud, waste, or abuse within the DWIHN's behavioral healthcare system to DWIHN to be investigated 	http://dwihn.org/files/2015/6458/3594/Fraud - Waste and Abuse Policy.pdf 313-833-3502 or email compliance@dwihn.org
Utilization Management Decision Making	<p>All DWIHN staff, 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. DWIHN, 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. Follow all MDHHS procedures for the <i>required</i> annual Medicaid enrollment and inform DWIHN of any changes in insurance status. 	http://dwihn.org/operations/utilization-management/

Enrollee Rights and Responsibilities

We are committed to maintaining a mutually respectful relationship with our members and providers. The DWIHN 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.

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 DWIHN;
- Receive information about DWIHN, its services, its practitioners and providers and rights and responsibilities;
- 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;
- Be informed of the availability of an independent, external review of the UM final determinations;
- 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 Con't

- 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 are not provided by the primary care provider;
- Receive information on how and where to access benefits that are not covered under DWIHN 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;
- Timely written notice of any significant State and provider network-related changes;
- Make recommendations regarding the DWIHN member rights and responsibilities.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as specified in other Federal regulations on the use of restraints and seclusion.
- To request and receive a copy of your medical records, and request that they be amended or corrected.
- A second opinion from a network provider, or arrange for you to obtain one outside the network, at no cost to you.

Note: The State must ensure that you are free to exercise your rights, and that the exercise of your rights does not adversely affect the way DWIHN and its network providers or the State agency treat the you. **Note:** *All DWIHN staff, the Access Center, and Service Provider employees shall acknowledge, uphold and demonstrate knowledge of the above enrollee rights and responsibilities.*

Your Responsibilities

- To keep appointments as scheduled or phone in advance to cancel.
- To follow your treatment plan or ask for a review of your plan.
- To let your therapist know of any changes in your condition, including any side effects of medication.
- To seek help in times of crisis.
- To keep violence, drugs, abusive language and damaging behavior away from the treatment setting in respect for others.
- To be aware of program rules and abide by them.
- To be an active participant in your treatment.
- To ask questions if you do not understand.
- To share with staff, your experience of our services, what we do well, and what we could do better.
- To provide, to the best of your knowledge, accurate and complete information regarding your medical history, including: present and past illnesses, medications, hospitalizations, etc. to DWIHN, its practitioners and providers in order to provide care.

Enrollee Rights and Responsibilities Con't

- To follow your treatment plan of care and instructions. The plan of care is to be agreed upon by you and your provider.
- To 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.
- Follow all MDHHS procedures for the required annual Medicaid enrollment and inform DWIHN of any changes in insurance status.

DWPHN Responsibilities

- To provide quality behavioral health services;
- To assess and evaluate behavioral health requests in a timely manner;
- To give you a choice of providers to the extent that is possible;
- To offer you a second opinion if you request one;
- To provide you with information about your behavioral health services and your rights;
- To provide you with a written Notice of Action, when advising you of termination, reduction, denial, suspension or limit the authorization of services that you have requested and/or have been receiving;
- To provide you with information about DWPHN's operations organizational structure, annual reports, etc. upon request and to notify you annually that this information is available;
- To protect the rights of individuals receiving services;
- We are required by law to maintain the privacy and security of your personal health information;
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information. We must follow the duties and privacy practices described in the notice of Privacy Practices and give you a copy;
- We will not use or share your information other than as described in the Notice of Privacy Practices unless you tell us we can in writing;
- You can change your mind at any time about the sharing of information, but this request should be made in writing to ensure it is documented in your request.
- 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.

Note: All DWPHN staff, the Access Center, and Service Provider employees shall acknowledge, uphold and demonstrate knowledge of the above enrollee rights and responsibilities. The State must ensure that you are free to exercise your rights, and that the exercise of your rights does not adversely affect the way DWPHN and its network providers or the State agency treat the you. Note: All DWPHN staff, the Access Center, and Service Provider employees shall acknowledge, uphold and demonstrate knowledge of the above enrollee rights and responsibilities.

Did You Know...

Effective September 2021, the state began offering another local dispute resolution option for individuals receiving Behavioral Health Services. It is called Mediation. Mediation is a way to provide another avenue for members as well as our provider network to come to a resolution in areas where there may be a disagreement or conflict.

Mediation does not take the place of DWIHN's ability to address a member's Appeal, Grievance or Recipient Rights complaint. It is important to note that only the member or their legal guardian can request mediation services. If you are interested in learning more about the Mediation process, please contact:

The Mediation Helpline at 1-844-3-MEDIATE (1-844-363-3428)

In accordance with reporting requirements for the Detroit Wayne Integrated Health Network, below is a list of providers and programs that have either closed or been terminated as of January 7, 2022

CORRECTION: Community Living Services (CLS) closed its administrative office in Wayne "to the public". The organization is not close as indicated in the last edition.

CORRECTION: Children's Center is not closing on a date to be determined as printed in our last edition. Children's Center, however, did close its CCC Program in October 2021.

Date Closed	Provider Name	Address
3/31/2021	The Fowler Center, Inc.	2315 Harmon Lake Rd., Mayville, MI. 48744
1/7/2022	Homes of Opportunity Inc.	6062 Yale, Westland, MI. 48185
1/11/2022	Development Centers Inc., North Central Campus	17141 Ryan Rd., Detroit, MI. 48212
1/11/2022	Jabez Recovery Management Services	9045 Lasalle Blvd., Detroit, MI. 48206; 2755 Collingwood, Detroit, MI. 48206
1/12/2022	Oakridge Home	1993 Marlowe, Canton, MI. 48187
1/27/2022	Laurel Drive	18901 Laurel Drive, Livonia, MI. 48152
2/18/2022	Homes of Opportunity	13390 Cogswell St., Romulus, MI. 48174
2/20/2022	Community Opportunity Center	19480 Mayfield #104, Livonia, MI. 48150
2/20/2022	Excellent Inc.	20200 Stratford Rd, Detroit, MI. 48221



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

Customer Service: (313) 833-3232

Main: (313) 344-9099

TDD: (800) 630-1044

Fax: (313) 833-2156

24-Hour Helpline: (800) 241-4949

www.dwihn.org

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