

**Fall Edition  
2024**



# **Persons Points of View**

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and CEO**

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2024**



## **NEW PRESIDENT AND CEO ANNOUNCED BY MARGARET KEYES-HOWARD, STAFF**

The Detroit Wayne Integrated Health Network (DWIHN) Board of Directors confirmed the hiring of a new President and CEO at the Board Meeting on October 16, 2024. Mr. James White, the now former Detroit Chief of Police was chosen from among seven final candidates for the position after a rigorous search.

James White was born and raised in Detroit. He has had a long and distinguished career with the Detroit Police Department (DPD). He was appointed the Chief in June 2021. In addition to his experience at DPD, Mr. White has expressed a passion for the community at large. He is earnestly concerned with the mental health needs of the citizens of Wayne County and is ready to address gaps in care and services that the county is currently facing. He has a Master of Science in Psychology and became a licensed mental health counselor in 2018. White began his new job with DWIHN on November 18th.



**JAMES WHITE  
NEW PRESIDENT AND CEO OF  
DWIHN**

DWIHN Executive Vice President of Operations, Mr. Manny Singla, served as interim head of the organization during the transition period. He was appointed to the position by the Board of Directors when the President and CEO position was vacated by the Eric Doeh in July.

The DWIHN team and staff of the Persons Points of View (PPOV) newsletter welcomes Mr. James White to the DWIHN family and looks forward to beginning a new vision of systemic efficiency and care for the people we serve.



## LEADERSHIP APPRECIATION-A COLLECTIVE THANKS BY MARGARET KEYES-HOWARD, STAFF

The Constituents' Voice (CV) is the Advisory Committee to the DWIHN President and CEO. CV members work with some intricacy through the Customer Service Department Member Engagement Unit by listening, dialoguing, recommending and advising the CEO about current matters of systematic and policy importance to our members. During the brief time in which Mr. Manny Singla took on the position of Interim CEO, he engaged with the committee on various issues. His patience and calmness brought comfort during the uncertainty that accompanied the leadership vacancy. His reassurance to members and the community was exemplary. The CV would like to thank Mr. Singla for "stepping-up" and inspiring hope during this time. Thank you, Manny, you are appreciated. We are very grateful for your work and contributions during the leadership transition.



**MANNY SINGLA**  
**EXECUTIVE VICE PRESIDENT**  
**OF OPERATIONS**



# DREAMS COME TRUE AWARDS LUNCHEON 2024

## BY LINDA BURTON, STAFF

This year, the Constituents' Voice (CV) Dreams Come True Mini Grant Luncheon was held on September 25, 2024, at the Considine Center in Detroit. This event honored the awardees of the Mini Grant for 2024. 11 awardees were awarded \$500 each. They came from various cities throughout Wayne County.

The Dreams Come True Mini Grants are awarded annually to Wayne County residents, who are receiving services from a DWIHN provider. People interested in applying can do so during the application acceptance period.

The Mini Grant winners for 2024 are:

**Daniel G.**, will use the grant to take a PowerPoint class at a community college. He hopes the training will aid him in writing children's books.

**Brady M.**, will use the grant to purchase an iPad mini, so he can effectively communicate with his peers.

**Trace G.**, will use the grant to purchase a membership at a recreation center where he can swim.

**Gracie C.**, will use the grant to buy a portable hot tub for her physical therapy exercises.

**Sonnie D.**, will use the grant to purchase materials to knit blankets, scarves, hats and other items. She plans to donate some items to organizations.

**Herry C.**, will use the grant to take a Certified Peer Support Specialist (CPSS) education course.

**Deborah H.**, will use the grant to buy arts and crafts materials to create artwork and designs.

**Kendra G.**, will use the grant to pay for approved trainings so she can take the State exam to get a CNA license.

**Teneshia W.**, will use the grant to pay for a photo shoot to market a new dress collection.

**Jamir J.**, will use the grant to purchase materials to create artwork for clothing.

**Kayla W.**, will use the grant to launch a pilot meditation program in a local high school.

Special thanks goes out to DeMaria Building Company for their continuous generosity and support. They donated \$15,000, some of which was used to fund the mini-grants.

Thanks also goes out to the CV Empowerment team and Member Engagement for a job well done. See you next year!!



# WHY IT IS IMPORTANT FOR PEOPLE WITH DISABILITIES TO VOTE

## BY MICHAEL SHAW, STAFF

There is an old saying: “The squeaky wheel gets the oil.” This may be true, not only in mechanics, but also in politics. Many, if not most politicians are concerned first and foremost with winning their electoral race. They tend to promote the causes that they feel most of their electorate supports and avoid or outright oppose causes that are unpopular among their constituents. Persons with disabilities are an important part of the electorate. The CDC indicated that in 2022, over 70 million Americans reported that they had a disability which, is about 1 in 4 persons. This is larger than any ethnic minority group in the U.S.

In a democracy, the best way to be heard is at the ballot box. Voting for politicians who represent your interests is key. Organizations such as AARP, the NAACP, NAMI, the ARCs, and others know that important issues facing their constituents such as Social Security, Medicare, equal educational and employment opportunities, suicide prevention, protecting the rights of the developmentally disabled, etc. may be affected positively or negatively by whomever wins an election. Granted, all disabilities aren’t the same. Different subgroups such as the mentally challenged, persons with mobility difficulties, persons with hearing or vision loss, etc. may have different needs. Nevertheless, most disabled persons can and should vote. If you, as a disabled person, let it be known that you have voted in the past and intend to vote in the future, most politicians will take notice. Just like any other constituent, you can make your interests known and let politicians know that they need to earn your vote by representing your interests and doing something for you while they are in office. Groups with similar interests can unite and form important voting blocks. If you have a disability, consider joining others and vote for the candidates that indicate that they care about you and the issues you are facing.





## WELLE TRAINING EXPERIENCE BY DELORA WILLIAMS, STAFF

I completed the Welle Training, formerly known as N.A.P.P.I., on September 5 - 6, 2024. Welle is a behavioral safety management program which helps reduce and/or prevent workplace violence through verbal de-escalation. This training model is based on trauma-informed care, positive behavioral support, and the recovery model.

The Master Trainer, Carmita Williams-Brown, MSW, discussed the S.M.A.R.T. Non-Physical Principles, which entail:

S= Stay One Step Ahead

M= Move One Step at a Time

A= Always Make it Safe

R= Refocus the Attention

T= Together with T.L.C

Using these S.M.A.R.T principles may help if one is encountering an individual with aggressive behaviors, i.e. pacing, screaming, throwing equipment, and/or threatening others.

This training has taught me to be more aware of my surroundings, how to assess behaviors, and to respond appropriately, potentially reducing violent incidents in the workplace.

I encourage all healthcare professionals to take this training, especially those who have direct contact with adults and children with mental health and/or substance use disorders.

Learning the Welle principles and these safety techniques and engagement practices has helped me to feel safer, more valued, and respected.

# WELLE



## NAMI WALK 2024 BY MICHAEL SHAW, STAFF

The National Alliance on Mental Illness (NAMI) is a non-profit organization dedicated to the promotion of good mental health. It has chapters throughout the U.S. and holds annual fundraising Walks. NAMI has 16 regional Michigan chapters. NAMI Detroit serves the Metro Detroit area. NAMI Michigan, the 5K (3.2 mile) Walk that DWIHN participated in this year was held on September 21, 2024 at the University of Detroit-Mercy. 73 teams participated with a combined total of 777 participants. Team DWIHN, was one of the largest with 68 members.

NAMI Michigan's 2024 fundraising goal is \$200,000. It has raised \$147,609 thus far. Team DWIHN has participated in several NAMI Walks and has raised thousands of dollars for the organization over the years. This year, Team DWIHN raised \$1,350.00.

NAMI spends the money on educational programs that serve veterans, families, guardians, caregivers, students, and others. It provides classes in English and Spanish. NAMI Basics is a class designed to help youth under 22 years of age who may be experiencing mental health challenges. NAMI Family-to-Family is an evidence-based program designed to help families cope with various difficulties. NAMI Homefront is a program designed to help veterans. NAMI is also at the forefront of suicide prevention initiatives throughout Michigan and the U.S. One of the goals of these initiatives is to offer hope to those contemplating suicide and help families who may have someone who is either thinking about suicide or has unfortunately taken their own lives.





## **EMPOWERING MEN'S HEALTH BY DWIGHT HARRIS, STAFF**

On September 21, 2024, I had the privilege of co-hosting a men's forum focused on mental and physical health. It was proudly sponsored by the DWIHN and its Member Engagement unit. The event was held at the Little Rock Considine Community Center. Its success was a testament to meticulous planning, teamwork, and a shared vision to prioritize men's wellness.

The theme "Circle of Strength – Men Helping Men and Wellness for Him." aimed at tackling challenges facing men, fostering collective responsibility and community engagement. A distinguished panel of speakers delivered powerful messages.

The crowd was great. A diverse group of people attended. The feedback was engaging and uplifting. Keith Bennett spoke about "Generational Legacy and Mental Health." Dr. Eddie Connor's topic of conversation was "Masking Masculinity and Emotional Intelligence." Lawrence Wilson focused on "Overcoming Adversity and Resilience." Dyllan Price spoke about "Substance Abuse Prevention." Virgil Smith discussed "Getting Back to Basics and Respect." The last speaker, Will Childs, D.O., focused on the "Spiritual Journey on Making Your Dreams Come True." The forum addressed stress management and presented ways men in a crisis can seek help when "one just cannot figure it out." Whenever there is community engagement, change is driven through advocacy. I believe forging meaningful connections promotes men's well-being. Men at the forum made connections by joining together in solidarity, and making a bonding covenant with each other. Great energy was derived from participating in these activities.

DWIHN has a commitment to integrated health. It encourages open conversations, in which men can break down barriers and empower themselves to take control of their well-being. This inaugural event has inspired us to start planning another men's forum for 2025.

# **SOLIDARITY**

## NATIONAL PEER CONFERENCE EXPERIENCE BY DELORA WILLIAMS, STAFF

I am deeply grateful for the enriching experience I gained from attending the ***"Reclaiming Our Power" National Peer Conference*** in Chicago, October 16, 17, 2024. Over 300 individuals, including peers, advocates, presenters, family members and business owners attended. The conference provided a unique opportunity to learn about the history of peer services and community ideals, and demonstrated how peers can become their own providers. It also offered valuable networking opportunities.

The first day of the conference began with an engaging keynote speaker, **AzraelMae**. His presentation emphasized the importance of meeting individuals who use drugs where they are at that moment in their lives. He advocated for "harm reduction" as a valuable recovery tool and demonstrated how to help peers develop their identities in the workplace. Attendees broke into three workshop sessions after discussing his ideas and implementation strategies.

The first session, entitled: ***"The Importance of Culturally Competent Peer Supporters,"*** was led by Kenneth Timmerman.

The second session, entitled: ***"The History and Future of Peer Support as a Culturally Responsive Approach for Historically Marginalized Communities,"*** was presented by Julie Martinez.

The third session, entitled: ***"Romance, Intimacy, and Community Inclusion,"*** was co-facilitated by Kate Wilson and Ryan Tempesco.

Workshop organizers encouraged peers to be welcoming and to respect differences. They demonstrated ways to utilize resources in marginalized communities, and taught attendees about developing intimate relationships.

The second day of the conference began with an outstanding keynote speaker, Lorenzo Lewis. He shared his personal story of being born in jail and raised by family members in a violent neighborhood. He vividly discussed the trauma he experienced growing up and how it led him into the very jail system he was born in. Lorenzo stated that he eventually regained control of his life, started doing well for himself, and gave back to his community. He said he

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began speaking in barbershops and salons, telling others about the importance of mental health services, facilitating conversations on topics many individuals were ashamed to discuss. Lorenzo is now a mental health advocate, business owner, and motivational speaker. He shares his valuable information globally.

After Mr. Lewis’s presentation, attendees broke into smaller groups and discussed ways to develop a plan to promote mental health services in their home state. Afterward, attendees divided into workshop sessions again.

The first session, entitled: ***"Empowering Community Center Staff: Transforming Mental Health Support in Underserved Regions"*** was led by Pernal Yillman.

The second, entitled: ***"Peer Support as Social Change: Radical Roots and the History of International Peer Support"*** was led by Chris Hansen and Brittney Anderson.

The third, entitled: ***"Empowering Peer Specialists: The Transformative Role of Trauma-Informed Supervisors"*** was led by Stephanie Jake.

Attendees learned how peers can teach community staff about various mental health services and how to explore different models of peer services and supportive peer supervision in the workplace.

Overall, the conference offered valuable information about the history and future of peer services. It highlighted innovative community outreach ideas, networking opportunities, and the importance of supportive supervision. Many participants expressed their interest in pursuing self-employment to foster a more supportive environment for peer work.



**FROM LEFT TO RIGHT:  
DWIGHT HARRIS,  
SHELLEY NELSON AND  
DELORA WILLIAMS**

## **MIABLE INTERVIEW BY JOANNA LOFTON, CONSTITUENTS' VOICE MEMBER**

### **1. How did you learn of the account?**

When my son turned 16, I began to really worry about the quality of his life as an adult. I knew that if he had more than \$2,000 in assets, he would lose his ability to qualify for any governmental assistance like Social Security or Medicaid. When he was younger, I hoped he would not need them, but the reality was his disability was lifelong and he would need assistance at some level. So, I started asking questions of other parents and found they were in the same predicament. They had the same concerns, and also had no answers. Banks had no solutions and neither did attorneys. Out of frustration, I started research on the internet and simply by accident came across an article talking about a bill President Obama had signed. It was designed to help people with disabilities save more money, so they can have a chance for a better quality of life and not lose their governmental benefits. It is called an ABLE account. I immediately went on the State of Michigan's web site to find out more. There was a list of public meetings being held around the state to tell the community about it, so I went to three of them to learn more.

### **2. How would you advise others about the account?**

I would highly recommend anyone with a disability or a family member with a disability to investigate it for themselves. I think they will be happily surprised at the possibilities it offers. No matter what your financial status is, the ABLE account can benefit almost anyone. It allows individuals and family members to deposit money into the account and the disabled person will continue to receive critical assistance. Because a person with a disability may not be able to consistently work, they may decide not to work at all in order to maintain services. An ABLE account allows them to work. Their work will benefit them not only financially, but physically, mentally, emotionally and socially. The money can be utilized for almost anything other than drugs or alcohol, as long as it is legal. The other advantage is the opportunity to save for the future.

### **3. Are there any disadvantages of an ABLE account from your perspective?**

There are two possible disadvantages. The down side is that when a person with an account dies and they were receiving Social Security, the amount they received will have to be repaid.

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from the ABLE account. If someone like a family member has contributed to the account, they cannot get their money back. However, if the deceased person has a sibling with a disability and they have an ABLE account, the money can be rolled over into it. Nonetheless, the advantages far out way the disadvantages. Because of my son' ABLE account, he has been able to work, travel, purchase things that are important to him and save for a car, and someday purchase the condo he wants. It has given him options and me some peace of mind.

### **4. Do you use any assistive technology to manage your account?**

Yes, the account is managed through the State Department of Treasury. The state can't invest, loan, or earn interest from them. It is set up completely online. It is easy to do and the staff was very helpful when I had questions. We were able to set up automatic deposits, access the money when needed and even invest it if we wanted; just like a bank account. My son and I are both comfortable using it.

### **5. How do you educate other parents on how to help their child learn about the ABLE account?**

I try to tell parents at every opportunity about the account and what it has allowed my son to experience. We aren't a wealthy family, but that doesn't stop him from seeing that with an ABLE account, he can achieve his dreams. We have been fortunate enough to tell our story at some events and be displayed on a billboard, showing the public that ordinary people can use the account. Parents should start talking to their children early about what they want in life. They should show how having this account can help them achieve their goals.

### **6. When you educate other parents about this account, what are some of their reactions?**

I usually get one of three reactions. Most are completely surprised because they have never heard of the program. They often doubt its legitimacy, until I tell them how we use it and how long we have had it. Many parents are angry because no one ever told them about it and they feel they have wasted years of possible saving and working opportunities. Finally, some are excited because they see a way to improve the quality of their child/adult's life, especially the parents of young children.

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### 7. Before the account, what was the plan for securing a future?

Before the account, there was no way to secure the financial future of many persons with a disability unless they had a sizable amount of money. Sure, you could have set up a special needs trust, if you had the finances. This is something you should still do, but a trust does not allow the individual to work and make choices like the ABLE account does. Most families have to rely on their members to help care for disabled individuals, both physically and financially. Some people may even feel they need to hide income or lie about resources for fear that they will lose their government assistance.

### 8. How can you spearhead a campaign to promote the ABLE Account?

I think the way my son and I would be most beneficial would be to just tell his story. Talking about the things his ABLE account has allowed him to experience and the plans he has for his future could give other individuals and families hope and relieve some of their fear and anxiety about what their future might look like. As a parent, I feel more confident that when I am no longer around to assist my son, he will have the opportunity to live a life of his choosing because he has an ABLE account.



There is a past version of you  
that is **so proud** of how far you have come





## Simple Strategies for Taking Medication

### 1. Use a pillbox.

A weekly pill box with compartments for each day is one of the best ways to remember to take your medications.

2. Use electronic reminders such as text messages, timers, dispensers and applications. Most cell phones allow for text message alerts that can be programmed as daily reminders.

### 3. Align with a daily task.

Take your medication at the same time you do a daily activity like eating breakfast or brushing your teeth.

### 4. Set an alarm.

Setting an alarm on your phone for each day at a specific time is a great way to remind yourself to take your medications at the same time each day.

### 5. Turn off autopilot.

Taking your medication can become routine. Try to make it a point of noticing when you take your medications. Before taking your pill give yourself a mental reminder by saying to yourself, "I am taking my Monday pill now".

### 6. Keep it in sight.

Leave your medication in an area that is easy to spot. If you can see it you may remember to take it.

### 7. Ask for help from friends and family.

You may need a little help. Having someone to support you with your medical care is a great way to stay on track.

NAMI Michigan offers help, including support groups. Visit <http://namimi.org/> for more information. You can also call 1-517-485-4049



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# Poetry Corner

A Journey In Moments  
By Kimley Armour

In the quiet hours, we find our way,  
Where voices blend, and hearts convey.  
A world of stories, lessons, dreams,  
A space where hope flows like gentle streams.

We rise each morning, a brand-new start,  
Carrying memories that shape the heart.  
Through laughter shared and tears that fall,  
We embrace our truth, standing tall.

Each moment a gift, each breath a song,  
In a world where we all belong.  
Together we strive, we learn, we grow,  
With every high, with every low.

The path ahead is seldom clear,  
But with each other, we have no fear.  
We lift each voice, we share our light,  
Guiding one another through the darkest night.

So here's to the journey, here's to the fight,  
To the love we give, to the dreams we ignite.  
In this community, we're never apart,  
For in every soul, we find a heart.



# Member's Rights

| Our Area of Responsibility  | Members' Rights  | For More Details, Contact us at:  |
|-----------------------------|--|---|
| Provider Directory          | <ul style="list-style-type: none"> <li>To receive a copy of the Provider Directory at the time of enrollment, upon intake, annually and/or upon request</li> <li>To request a copy to be mailed to you at your mailing address or by email</li> </ul>  | <a href="https://www.dwihn.org/members/Provider_Directory_Booklet.pdf">https://www.dwihn.org/members/Provider_Directory_Booklet.pdf</a><br>—<br>888-490-9698<br>800-630-1044 (TTY)<br>— |
| Claim Status                | <ul style="list-style-type: none"> <li>To track the status of your claims in the claims process</li> </ul>   | <a href="https://www.dwihn.org/claims">https://www.dwihn.org/claims</a><br>313-833-3232   |
| Estimated Cost of Services  | <ul style="list-style-type: none"> <li>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</li> <li>To receive an Explanation of Benefits (EOB) and request it at any time</li> </ul>   | <a href="https://www.dwihn.org/provider_manual">https://www.dwihn.org/provider_manual</a><br>888-490-9698   |
| Notice of Privacy Practices | <ul style="list-style-type: none"> <li>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. Available on enrollment, every three years and in the event of any significant change.</li> </ul> | <a href="https://www.dwihn.org/privacy-practice-notice">https://www.dwihn.org/privacy-practice-notice</a><br><br><b>Continued on next page</b>  |

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|---|---|--|
| <p><b>Fraud,<br/>Waste, and Abuse<br/>(FWA)</b></p> | <ul style="list-style-type: none"> <li>• To report fraud, waste, or abuse within the DWIHN's behavioral healthcare system to DWIHN to be investigated</li> </ul>  | <p><a href="https://www.dwihn.org/resources/upload/4546/Fraud%20Waste%20and%20Abuse%20Policy.pdf">https://www.dwihn.org/resources/upload/4546/Fraud%20Waste%20and%20Abuse%20Policy.pdf</a></p> <p>313-833-3502 or email <a href="mailto:compliance@dwihn.org">compliance@dwihn.org</a></p> |
| <p><b>Utilization Management<br/>Decision</b></p>   | <p>All DWIHN staff, 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"> <li>• Utilization Management decision making is based only on appropriateness of care, service, and existence of coverage.</li> <li>• DWIHN, Access Center, and Crisis Service Vendors, do not reward practitioners or other individuals for issuing denials of coverage or service care.</li> <li>• 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.</li> </ul> | <p><a href="https://www.dwihn.org/utilization-management">https://www.dwihn.org/utilization-management</a></p> <p>—</p>  |



# Enrollee Rights and Responsibilities

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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.
- Request reports and documents that may better help you to understand their benefits, Privacy Rights, Reports, data and tools that describe the work of the DWIHN system. Documents can best be located on our website at [www.dwihn.org](http://www.dwihn.org) some of those documents include, but are not limited to:
  - DWIHN's Quality Improvement Program and Annual Report
  - Notice of DWIHN's HIPAA Requirements and Privacy Practices
  - Clinical Practice Improvement Guidelines
  - ECHO Survey Results
  - Other Survey Results, Documents, Resources and Brochures
  - DWIHN's Quality Improvement Program and Annual Report
  - Notice of DWIHN's HIPAA Requirements and Privacy Practices
  - Clinical Practice Improvement Guidelines
  - Other Survey Results, Documents, Resources and Brochures

## 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.

# Enrollee Rights and Responsibilities Con't

- 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.
- 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.

## DWIHN 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 DWIHN'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.



# Enrollee Rights and Responsibilities Con't

**Note:** All DWIHN and Network Providers staff 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 DWIHN and its network providers or the State agency treat you.

Please visit the DWIHN website [www.dwihn.org](http://www.dwihn.org) routinely to stay informed on the latest information available to members and stakeholders or contact the Customer Service Department for more information toll free @ 888-490-9698.

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## **Privacy Practice Updates:**

***As of March 08, 2023, there have been recent changes to DWIHN's Privacy Practice. These specific changes are listed below. Please refer to DWIHN's website for the complete Privacy Practice document that is inclusive of these updates.***

**To Provide Breach Notification:** As a covered entity, DWIHN is required by law to notify affected individuals following a breach of unsecured PHI. We may use and disclose your PHI, if necessary, to tell you and regulatory authorities or agencies of unlawful or unauthorized access to your PHI.

### **Authorization required: Psychotherapy notes:**

DWIHN must obtain an authorization for any use or disclosure of psychotherapy notes, except: To carry out the following treatment, payment, or health care operations:

- (A)** Use by the author of the psychotherapy notes for treatment;
- (B)** Use or disclosure by the covered entity (DWIHN) for its own training programs in which students, trainees, or practitioners in mental health learn under supervision to practice or improve their skills in group, joint, family, or individual counseling; or
- (C)** Use or disclosure by the covered entity to defend itself in a legal action or other proceeding brought by the individual.

### **Authorization required: Marketing:**

Requires DWIHN to obtain an authorization for any use or disclosure of protected health information for marketing, except if the communication is in the form of:

- (A)** A face-to-face communication made by a covered entity to an individual; or
- (B)** A promotional gift of nominal value provided by the covered entity.
- (C)** If the marketing involves a third party, the authorization must state that such remuneration is involved.

### **Authorization required: Sale of protected health information:**

Requires that DWIHN obtain an authorization for any disclosure of protected health information which is a sale of protected health information. The authorization must state that the disclosure will result in remuneration to the covered entity.

## **Detroit Wayne Integrated Health Network**

The Quality Assurance Performance Improvement Plan (QAPIP) Evaluation is an annual document that assesses and identifies DWIHN's improvements, achievements and outcomes throughout the year. The QAPIP includes the six (6) pillars that are identified in DWIHN's Strategic Plan: Customer, Access, Quality, Finance, Advocacy and Work Force Development. As part of the QAPIP Evaluation, the Work Plan identifies goals and objectives which includes an assessment of the results and noted outcomes. The QAPIP 2022 Annual Evaluation and Work Plan is available to providers, stakeholders and members on DWIHN's website at: <https://dwihn.org/Quality-Assessment-Performance-Improvement-Program-QAPIP.id.1734.htm>.



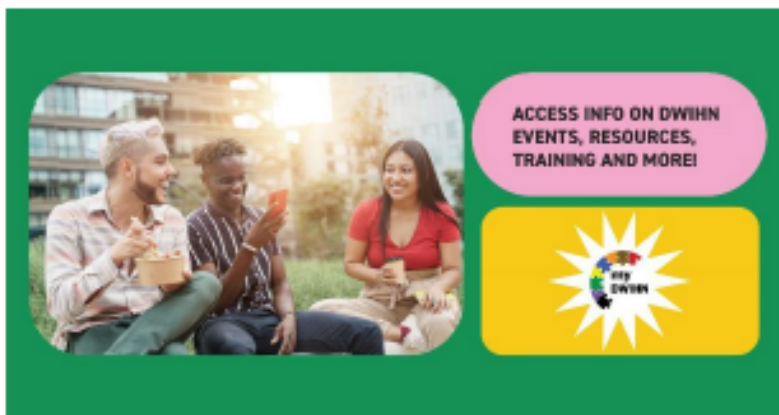
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3. Enter Access Code: **DWIHNc**
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## DWIHN Launches Mobile App



DWIHN has launched its very own mobile application so you can learn more about DWIHN services, supports, events, trainings, resources and much more!

Download the app today from the Apple or Google Play stores

<https://apps.apple.com/us/app/mydwihn/id1642577658>

<https://play.google.com/store/search?q=myDWIHN&c=apps>

## 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. This 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 contact:

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

**Estimated Cost of Services (ECS):** Members have the right to know the Estimated Cost of Services (ECS) for the services identified in your Individual Plan of Service, (IPOS), also known as your Person-Centered Plan (PCP). Members should receive this information along with a copy of your IPOS within 15 business days of your IPOS Meeting. Members also have the right to receive an Explanation of Benefits (EOB). Your EOB will identify the following: Summary of Services provided over a specific date, the Name of Provider who provided the services, and the total number of each service provided. Remember that the EOB is not a bill, it explains what was covered by your insurance. \*\*\*If you do not receive the above information, you may request it at any time. Also, you may contact the DWIHN Customer Service Department at 1-888-490-9698 to assist you in this regard. \*\*\*

**Claims Status:** Members have the right to track the status of their claims in the claims process and obtain the following information over the telephone in one attempt or contact. For additional information you may contact the DWIHN Customer Service Department at 1-888-490-9698.

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### MEMBER INFORMATION:

**AS A DWIHN MEMBER YOU ARE ABLE TO REQUEST HARD COPIES OF MEMBER INFORMATION LIKE THE MEMBER HANDBOOK, PROVIDER DIRECTORY, FORMS, AND OTHER MATERIALS AT NO COST TO YOU. MATERIALS WILL BE SENT WITHIN 5 BUSINESS DAYS OF REQUEST. YOU CAN GET THIS INFORMATION BY CONTACTING THE DWIHN CUSTOMER SERVICE DEPT USING OUR TOLL FREE NUMBER – 888-490-9698 or BY VISITING OUR WEBSITE AT [WWW.DWIHN.ORG](http://WWW.DWIHN.ORG)**

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DWIHN makes every effort to ensure the accuracy of the Provider Directory upon printing, however, periodically entries are updated and or changed. For the most current version, please visit our website at <https://www.dwihn.org/find-a-provider>, where you can also review information in multiple languages.

All new enrollees in the DWIHN system of care should receive the most current hard copy of the DWIHN Provider Directory at the time of enrollment, upon intake and on an annual basis, you are also able to make this request at any time. To request a copy of a DWIHN Provider Directory please contact the DWIHN Customer Service Department at 888.490.9698 or TTY: 800.630.1044 between 8 am and 4:30 pm Monday through Friday or you may request one through your direct Service Provider. The mailed copy will be provided at no cost to you.



# Provider Closures

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 November 13, 2024

| Date Closed | Provider Name  | Address   |
|-------------|--|---|
| 06/01/23    | Covenant to Care   | 12726 Corbett Detroit, MI 48213   |
| 05/08/24    | Agape Cares, Inc.  | 4180 Harriet, Inkster, MI 48141   |
| 09/27/24    | C&M Transportation and Limousine, LLC                            | 35647 Georgetown, Sterling Heights, MI 48312  |
| 09/30/24    | Yarbrough AFC I, Yarbrough AFC II, and Yarbrough Better Living   | 5557 Allendale Detroit, MI 48204, 15226 Beech Daly Road Taylor, MI 48180, 3766 14th Street ECORSE, MI 482299            |
| 09/30/24    | MORC - Macomb-Oakland Regional Center Inc.                       | 1270 Doris Rd. Auburn Hills, MI 48326, 15600 19 Mile Rd. Clinton Twp, MI 48038, 19805 Farmington Rd., Livonia, MI 48152 |
| 10/31/24    | Lincoln Behavioral Services                                      | 14500 N. Sheldon, Ste. 160B, Plymouth, MI 48170   |
| 11/01/24    | Passages   | 14270 Reeck Rd., Southgate, MI 48195  |
| 11/21/24    | Community Living Services - Psychiatric Clinic Operations Only - | 354225 Michigan Ave, W. Wayne, MI 48184   |



# WE ARE ONE- A COMMUNITY OF CARE

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

**Customer Service: (313) 833-3232**

**Main: (313) 833-2500**

**(313) 344-9099**

**TTY: 711**

**24-Hour Helpline: (800) 241-4949**

**[www.dwihn.org](http://www.dwihn.org)**