



MEMBERS

DID YOU KNOW?

You can access important member information on the DWIHN website 24-hours a day/7 days a week.

Go to www.dwihn.org

- Click on **For Members**
- Select **Customer Service**
- Click **Service Brochures and Handouts**
- Select your preferred language: **Arabic, English or Spanish**

You will find information regarding member rights and responsibilities, how to access emergency services, how Customer Service can help you and so much more.

We recommend the following brochures and member materials to educate and assist you:

- DWIHN Member Handbook
- DWIHN Customer Service Provider Directory
- MDHHS Recipient Rights Handbook
- DWIHN Customer Service Brochures
- How Customer Service Can Help You
- Understanding Grievances and Appeals
- Kevin's Law
- How to Access Routine Behavioral Health Services
- How to Obtain Emergency and After-Hours Behavioral Health Services
- Advance Directives for Medical & Behavioral
- Health Care (Adults)

Also, stay connected and informed with the myDWIHN mobile app! Access events, resources, our provider directory, and more - all at your fingertips.

