



Southwest Michigan

B E H A V I O R A L H E A L T H

Customer Handbook

Southwest Michigan Behavioral Health Prepaid Inpatient Health Plan Serving:

+ Barry County	Barry County Community Mental Health Authority
+ Berrien County	Berrien Mental Health Authority
+ Branch County	Pines Behavioral Health
+ Calhoun County	Summit Pointe
+ Cass County	Woodlands Behavioral Healthcare
+ Kalamazoo County	Integrated Services of Kalamazoo
+ St. Joseph County	Pivotal
+ Van Buren County	Van Buren Community Mental Health Authority



Contents

1.0	Welcome to Southwest Michigan Behavioral Health	3
2.0	Southwest Michigan Behavioral Health Customer Services Office.....	7
3.0	Contacting Southwest Michigan Behavioral Health	9
4.0	Accessing Emergency Services	10
5.0	How to Access Services	11
6.0	Service Authorizations	12
7.0	Types of Services Available – Service Array.....	13
7.1	Mental Health Services Available through Medicaid	13
7.1.1	Services for Only Habilitation Supports Waiver (HSW) and Children's Waiver Participants.....	16
7.2	Substance Use Treatment Services Available through Medicaid	17
7.3	Healthy Michigan Plan Mental Health and Substance Use Services for Enrollees	18
7.3.1	Mental Health Services.....	19
7.3.2	Substance Use Services	19
7.4	Additional Medicaid Health Plan Services or Healthy Michigan Plan Services.....	19
8.0	Accessibility and Accommodations to Participate In Services.....	21
9.0	Coordination with Health Care.....	22
10.0	Payment for Services.....	22
11.0	Accessing Out of Network services	22
12.0	Person-Centered Planning.....	23
12.1	Independent Facilitation.....	23
12.2	Medical Advance Directives	24
12.3	Psychiatric Advance Directive	24
12.4	Crisis Plan	24
12.5	Self-Direction/Self-Determination.....	24
13.0	Recovery and Resiliency.....	25
14.0	Privacy of Mental Health and Substance Use Service Information.....	26
15.0	Fraud, Waste, and Abuse	28
16.0	Filing a Grievance or an Appeal	29
17.0	Rights and Responsibilities of Service Recipients.....	31
18.0	Glossary or Definition of Terms	35
19.0	Community Resources	40



1.0 WELCOME TO SOUTHWEST MICHIGAN BEHAVIORAL HEALTH

Southwest Michigan Behavioral Health (SWMBH) is the Prepaid Inpatient Health Plan (PIHP) for eight Michigan counties. SWMBH partners with the Community Mental Health Service Provider (CMH/CMHSP) and substance use disorder agencies of these counties. SWMBH has partnered with your Medicaid benefits to provide you with access to behavioral health and substance use services. As a health plan enrollee you are entitled to rights and have responsibilities in order to receive these services. SWMBH and its partner CMHSPs and other local providers offer behavioral health services to adults with severe and persistent mental illness, children with severe emotional disturbance, and individuals with intellectual/developmental disabilities. SWMBH also functions as the Regional Coordinating Agency to provide services to persons with substance use disorders. As the manager of services, SWMBH will make sure that services are given to you based on your needs and goals and are within the guidelines set by the state of Michigan. SWMBH makes sure that you and your family members are treated with dignity and respect at all times.

The Counties who are members of SWMBH are:

- Barry County Community Mental Health Authority (Barry County)
- Berrien Mental Health Authority (Berrien County)
- Pines Behavioral Health (Branch County)
- Summit Pointe (Calhoun County)
- Woodlands Behavioral Healthcare (Cass County)
- Integrated Services of Kalamazoo (Kalamazoo County)
- Pivotal (St. Joseph County)
- Van Buren Community Mental Health Authority (Van Buren County)

SWMBH also makes sure that you have a say in how, and what, is provided to you throughout the time you are receiving services in ways that you can understand. This includes people who are deaf and have a hard time hearing, those who are not able to read, and for those who do not use English as their primary language.

At SWMBH we seek to fully support the recovery of each customer by providing the supports and services you need, mixed with your own choices to help you achieve your goals and desires. Your provider will work with you to use the natural supports (such as family and friends) around you, plus provide services in order to give you a new sense of hope and the power to exercise choice and control over your own life, regardless of cost or benefits coverage.

You can make suggestions to your provider, directly to SWMBH, and/or to the Customer Advisory Committee. SWMBH encourages, and actively asks for candid suggestions to improve services for our customers.



We will make sure that:

- You are only asked for information that is needed
- People who do not need to know about your information do not see it
- The places where you get your services will keep your information private
- There is a complaint policy and process for plan members that think a provider has not kept their information private

About this Handbook:

This customer handbook gives you important information about publicly funded behavioral health, substance use disorder, and intellectual/developmental disability services available to the residents of Southwest Michigan. In this handbook you will find:

- Q Information about how to access mental health, intellectual/developmental disabilities, and/or substance use services
- Q Information about how to contact Customer Services for persons who are deaf or hard of hearing.
- Q You can utilize the Michigan Relay Center (MRC) to reach SWMBH, a CMHSP, or service provider. Please call 7-1-1 and ask Michigan Relay Center (MRC) to connect you to the number you are trying to reach.
- Q Information about specialty services for Medicaid, Healthy Michigan Plan, MI-Child and other funding sources as applicable
- Q Information about Customer Services as provided throughout SWMBH
- Q Your rights as a health plan enrollee and service recipient
- Q Information about the Community Mental Health Agencies
- Q Information about how SWMBH functions as the Regional Coordinating Agency
- Q Information about a current or up-to-date listing of the provider network from SWMBH.

You can find the provider directory by contacting SWMBH or on SWMBH's website:

www.swmbh.org/providers/provider-directory/

Information about CMHSP, or network Providers, addresses, phone numbers, TTYs, e-mails, and web addresses, as well as whether the provider speaks any non-English language and if they are accepting new patients is available in the Provider Directory on SWMBH's website.

If you would like a printed copy of the Provider Directory, please contact Customer Services at 1-800-890-3712.



Southwest Michigan Behavioral Health complies with applicable Federal and State civil rights laws and does not discriminate on the basis of race, national origin, color, sex, disability, religion, age, height, weight, familial status, partisan considerations, or genetic information. Sex-based discrimination includes, but is not limited to, discrimination based on sexual orientation, gender identification, gender expression, sex characteristics, and pregnancy. Southwest Michigan Behavioral Health does not exclude people or treat them differently because of any of these categories.

Southwest Michigan Behavioral Health:

- Provides **free** aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, Braille, other formats)
- Provides **free** language services to people whose primary language is not English or have limited English skills, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Customer Services.

If you believe that Southwest Michigan Behavioral Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Customer Services
5250 Lovers Lane, Suite 200
Portage, MI 49002
P: 800-890-3712 (TTY: 711)
F: 269-441-1234

customerservice@swmbh.org

If you are an individual who is deaf or hard of hearing, you may contact the MI Relay Service at 711 to request their assistance in connecting you to Southwest Michigan Behavioral Health. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Customer Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You may also file a grievance electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, D.C., 20201
1-800-368-1019

Serving Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph and Van Buren Counties



You have the right to get this information in a different format, such as audio, Braille, or large font due to special needs or in your language at no additional cost. Call us at 1-800-890-3712. In order to establish a methodology for identifying the prevalent non-English languages spoken by enrollees and potential enrollees throughout the State, and in each PIHP service area the list below is provided. SWMBH provides taglines in the prevalent non-English languages in its particular service area included in the list below.

English	ATTENTION: If you speak English, language assistance services, free of charge are available to you. Call 1-800-890-3712 (TTY: 711).
Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-890-3712 (TTY: 711).
Arabic	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم رقم 800-890-3712 (TTY:711). هاتف الصم والبكم:.
Chinese	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-890-3712 (TTY:711).
Syriac (Assyrian)	ܩܘܘܝܘܢܐܢܐ: ܝܐܢܝܢܐ ܝܘܘܕܝܘܢܐ ܝܥܩܘܒܝܢܐ ܝܥܩܘܒܝܢܐ، ܩܘܝܘܝܘܢܐ ܝܘܘܕܝܘܢܐ ܝܥܩܘܒܝܢܐ ܝܥܩܘܒܝܢܐ ܝܥܩܘܒܝܢܐ ܝܥܩܘܒܝܢܐ. 800-890-3712 (TTY:711).
Vietnamese	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-890-3712 (TTY:711).
Albanian	KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 800-890-3712 (TTY:711).
Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800-890-3712 (TTY:711)번으로 전화해 주십시오.
Bengali	লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১- 800-890-3712 (TTY ১-711)
Polish	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 800-890-3712 (TTY:711).
German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer 800-890-3712 (TTY:711).
Italian	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 800-890-3712 (TTY:711).
Japanese	注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。800-890-3712（TTY:711）まで、お電話にてご連絡ください
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-890-3712 (телетайп 711).
Serbo-Croatian	OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 800-890-3712 (TTY Telefon za osobe sa oštećenim govorom ili sluhom 711).
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 800-890-3712 (TTY: 711).



2.0 SWMBH CUSTOMER SERVICES OFFICE

Customer Service is a department made up of staff who are available to answer your questions, talk about your concerns, and make sure that you are receiving the services and supports that you need. Your local Community Mental Health agency has a person available to take your calls and assist you with questions or concerns you may have. Substance Use Disorder customers please contact SWMBH Customer Service.

<p>Barry County Community Mental Health Authority Tina Williams, Customer Services Representative 500 Barfield Drive Hastings, MI 49058 Customer Service Toll-Free: (866) 266-4781 Agency Phone: (269) 948-8041 TTY: 711 MRC Fax: (269) 948-9319 Email: tiwilliams@bccmha.org</p> <p>Customer Service Hours M -F 8:30 a.m. - 5:00 p.m. Excluding legal holidays</p>	<p>Berrien Mental Health Authority Leanne Adams, Customer Service Representative 1485 M-139 Benton Harbor, MI 49022 Customer Service Toll-Free: (866) 729-8716 Agency Phone: (269) 925-0585 or (800) 336-0341 TTY: 711 MRC Fax: 269-934-3440 Email: leanne.adams@riverwoodcenter.org</p> <p>Customer Service Hours M -F 8:30 a.m. - 5:00 p.m. Excluding legal holidays</p>
<p>Pines Behavioral Health (Branch County) Kammy Ladd, Customer Service Representative 200 Vista Drive Coldwater, MI 49036 Customer Service Toll-Free: (866) 877-4636 Agency Phone: (517) 278-2129 or (888) 725-7534 TTY: 711 MRC Fax: (517) 279-8172 Email: kladd@pinesbhs.org</p> <p>Customer Service Hours M - F 8:00 a.m. - 5:00 p.m. Excluding legal holidays</p>	<p>Summit Pointe (Calhoun County CMH) Amy Vincent, Customer Service Representative 175 College St. Battle Creek, MI 49037 Customer Service Toll-Free: (877) 275-5887 Agency Phone: (269) 966-1460 TTY: 711 MRC Fax: (269) 425-3015 Email: AVincent@summitpointe.org</p> <p>Customer Service Hours M - F 8:00 a.m. - 5:00 p.m. Excluding legal holidays</p>
<p>Woodlands BHN (Cass County CMH) Regina Wolverton, Customer Service Representative 960 M-60 East Cassopolis, MI 49031 Customer Service Toll-Free: (800) 323-0335 Agency Phone: (269) 445-2451 TTY: 711 MRC Fax: (269) 445-3216 Email: reginaw@woodlandsbhn.org</p> <p>Customer Service Hours M - F 8:30 a.m. - 5:00 p.m. Excluding legal holidays</p>	<p>Integrated Services of Kalamazoo Teresa Lewis, Customer Services Manager 610 South Burdick Street Kalamazoo, MI 49007 Customer Service Toll-Free: (877) 553-7160 Agency Phone: (269) 373-6000 or (888) 373-6200 TTY: 711 MRC Fax: (269) 364-6989 Email: custserv@iskzoo.org</p> <p>Customer Service Hours M - F 8:00 a.m. - 5:00 p.m. Excluding legal holidays</p>



<p>Pivotal (St. Joseph County) Michelle Crittenden, Customer Services 677 East Main Street, Suite A Centreville, MI 49032 Customer Services Toll-Free: (855) 203-1730 Agency Phone: 269-467-1000, Ext 364 TTY: 711 MRC Fax: (269) 467-3072 Email: mcrittenden@pivotalstjoe.org</p> <p>Customer Service Hours M - F 8:00 a.m. – 5:00 p.m. Excluding legal holidays</p>	<p>Van Buren Community Mental Health Authority Sandy Thompson, Customer Service Coordinator 801 Hazen Street, Suite C Paw Paw, MI 49079 Customer Services Toll-free: (800) 922-1418 Agency Phone: (269) 657-5574 TTY: 711 MRC Fax: (269) 657-3474 Email: sthompson@vbcmh.com</p> <p>Customer Service Hours M - F 8:30 a.m. - 5:00 p.m. Excluding legal holidays</p>
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Customer Services at SWMBH and within each local CMH is designed to help you:

- Access community mental health and substance use services, regardless of cost or benefit coverage
- Understand the service array available to you
- Choose a provider to help you meet your personal goals
- Understand all of your rights as a service recipient
- Answer your questions
- Help you file a grievance if you are not happy with how your services are provided
- Help you to file an appeal if you are not receiving the services you believe you need

The SWMBH regional customer services office provides support and oversight to all the customer services activities and can provide assistance to any customer of the region. The SWMBH customer services office can connect your call to any of our local CMH Customer Services offices or any network provider agency to assist you as necessary.

Please contact: Customer Services
 Address: 5250 Lovers Lane, Suite 200
 Portage, MI 49002
 Telephone: Toll Free at (800)-890-3712
 TTY: 711 MRC
 Email: customerservice@swmbh.org
 Hours: M-F 8 a.m. - 5 p.m. excluding Legal Holidays
 Website: www.SWMBH.org

As noted, our typical hours of operation for our Customer Services office are 8 a.m. to 5 p.m. Monday-Friday; however, if you need to make contact with a customer services representative outside of those hours, please leave a confidential voice message stating your name and phone number where you can be reached. If you add the best time to reach you, we will do our best to accommodate your request. Whenever you leave a message for a customer services representative, it is the expectation of SWMBH that your call will be returned during the next business day. If you are looking for information, you may find what you are looking for on the website of your CMH or SWMBH’s website at www.SWMBH.org.



3.0 CONTACTING SWMBH	
<p>Southwest Michigan Behavioral Health Chief Executive Officer: Bradley P. Casemore, MHSA, LMSW, FACHE Medical Director: Dr. Perry Westerman, M.D. Customer Service and Fair Hearing Coordinator: Heather Woods 5250 Lovers Lane Suite 200, Portage MI 49002 Phone: (800) 676-0423 TTY Number: 711 MRC Non-emergent calls may be made from 8AM-5PM Monday through Friday www.SWMBH.org info@swmbh.org</p>	
<p>Barry County Community Mental Health Authority Executive Director: Richard Thiemkey Medical Director: Dr Diaz Hernandez Recipient Rights Officer: Holly Hess Customer Service Representative: Tina Williams 500 Barfield Drive, Hastings, MI 49058 Phone: (269) 948-8041 TTY number: 711 MRC www.barrycountyrecovery.com</p>	<p>Berrien Mental Health Authority (Berrien County) Chief Executive Officer: Ric Compton Medical Director: Dr. Tamer Recipient Rights Officer: Anne Simpson Customer Service Representative: Leanne Adams 1485 M-139, Benton Harbor, MI 49023 Phone: (269) 925-0585 TTY Number: 711 MRC www.riverwoodcenter.org info@riverwoodcenter.org</p>
<p>Pines Behavioral Health (Branch County) Chief Executive Officer: Susan Germann Medical Director: Dr. Sharma, MD Recipient Rights Officer: Lillian Koerner Customer Services Representative: Kammy Ladd 200 Vista Drive, Coldwater, MI 49036 Phone: (517) 278-2129 TTY Number: 711 MRC www.pinesbhs.org mail@pinesbhs.org</p>	<p>Summit Pointe (Calhoun County) Chief Executive Officer: Jeannie Goodrich Medical Director: Dr. James Gandy Recipient Rights Officer: Kent Rehmann Customer Service Representative: Amy Vincent 175 College St., Battle Creek, MI 49037 Phone: (269) 966-1460 TTY Number: 711 MRC www.summitpointe.org</p>
<p>Woodlands Behavioral Healthcare Network (Cass County) Chief Executive Officer: John Ruddell Medical Director: Dr. Mehta, MD Recipient Rights Director: Barongiere Lovelace Customer Service Representative: Regina Wolverton 960 M-60 East, Cassopolis, MI 49031 Phone: (269)-445-2451 TTY number: 711 MRC www.woodlandsbhn.org</p>	<p>Integrated Services of Kalamazoo Chief Executive Officer: Jeff Patton Medical Director: Dr. Bedi, MD Recipient Rights Officer: Lisa Smith Customer Service Representative: Teresa Lewis 610 South Burdick Street, Kalamazoo, MI 49007 Phone: (269) 373-6000 Office of Recipient Rights: (269) 364 6920 TTY Number: 711 MRC www.iskzoo.org</p>



<p>Pivotal (St. Joseph County) Executive Director: Cameron Bullock Medical Director: Dr. Singh, MD Recipient Rights Officer: Mike Sidener Customer Service Representative: Michelle Crittenden 677 East Main Street, Suite A, Centreville, MI 49032 Phone: (269) 467-1000 TTY Number: 711 MRC www.pivotalstjoe.org</p>	<p>Van Buren Community Mental Health Authority Chief Executive Officer: Debra Hess Medical Director: Dr. Gajare, MD Recipient Rights Officer: Candice Kinzler Customer Service Coordinator: Sandy Thompson 801 Hazen Street, Suite C, Paw Paw, MI 49079 Phone: (269) 657-5574 TTY Number: 711 MRC www.vbcmh.com</p>
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4.0 ACCESSING EMERGENCY SERVICES

If you are experiencing a life-threatening or medical emergency, unable to transport yourself to an emergency room, or if you are experiencing a life-threatening or medical emergency after hours, always call 9-1-1 right away

A “behavioral health emergency” is when

- A person is experiencing symptoms and behaviors that can reasonably be expected in the near future to lead him/her to harm self or another;
- A person has the inability to meet his/her basic needs and he/she is at risk of harm;
- the person’s judgment is so impaired that he/she is unable to understand the need for treatment and that his/her condition is expected to result in harm to him/herself or another individual in the near future

You have the right to receive emergency services at any time, 24-hours a day, seven days a week, without prior authorization for payment of care.

If you have a behavioral health emergency you should seek help right away. You can call the emergency number for your CMH office, you can go to any hospital that offers emergency care, or call 911.

Emergency Assistance is available 24 hours a day, 7 days a week from CMH:

Barry County	269-948-8041 or 1-800-873-0511
Berrien County	269-925-0585 or 1-800-336-0341
Branch County	517-278-2129 or 1-888-725-7534
Calhoun County	269-966-1460 or 1-800-632-5449
Cass County	269-445-2451 or 1-800-323-0335
Kalamazoo County	269-373-6000 or 1-888-373-6200
St Joseph County	269-467-1000 or 1-800-622-3967
Van Buren County	269-657-5574 or 1-800-922-1418

You can walk-in to any CMH office during business hours and ask for assistance with an emergency.



Please note: If you utilize a hospital emergency room there may be health care services provided to you as part of the hospital treatment that you receive for which you may receive a bill and may be responsible for depending on your insurance status.

These services may not be part of the SWMBH emergency services you receive. Customer Services can answer questions about such bills.

Post-Stabilization Services

After you receive emergency behavioral health care and your condition is under control, you may receive behavioral health services to make sure your condition continues to stabilize and improve. Examples of post-stabilization services are crisis residential, case management, outpatient therapy, and/or medication reviews. Prior to the end of your emergency-level care, your local CMH will help you to coordinate your post-stabilization services.

5.0 HOW TO ACCESS SERVICES

Michigan has a managed care delivery system for mental health and substance use services. The Michigan Department of Health and Human Service (MDHHS) sets rules and regulations that we follow regarding who is eligible for services funded by federal and state funds. This includes the types of Medicaid and Healthy Michigan Plan (HMP) mental health and/or substance use services that are funded through the Southwest Michigan Behavioral Health (SWMBH) network and the eligibility criteria used to determine if someone qualifies for services.

In addition to Medicaid and HMP beneficiaries, the Community Mental Health agencies are mandated to serve individuals in need of specialty mental health services who are enrolled in the MI Child program, and/or those who meet the priority population definition in the Michigan Mental Health Code for services funded with state general funds (GF) or state block-grant (BG) funds if they have no insurance coverage for the services they seek.

Medicaid and Healthy Michigan Plan beneficiaries are entitled to get services that are medically necessary. SWMBH and our Community Mental Health agencies may refer people who are not part of our mandated service eligibility groups to other community agencies to receive services. For people who have no insurance, there is no guarantee that they will receive services if there is not sufficient general fund or block grant money to provide those services.

When you call to inquire about services provided by the SWMBH network, we can provide you with any necessary information about mental health and/or substance use disorder services. We will link you with a trained network clinician who will conduct an eligibility screening or assessment to determine what services you may qualify for.

Southwest Michigan Behavioral Health partners with a number of providers in our eight county region network. You have the freedom to choose from our network of providers in this region. If you have questions or concerns about a provider or would like to request a current or up-to-date listing of the provider network from SWMBH, you can contact SWMBH directly or find the provider directory on SWMBH's website: www.swmbh.org

To request mental health services

Please contact the community mental service agency for the county in which you live to begin the screening and assessment process.



To request substance use services

As stated above, you are welcome to contact your local community mental health office as many of the community mental health offices offer substance use services as well. In addition, many of our network providers of these services can help link or direct you through the screening processes. There may be some services in which your eligibility screening may be conducted by the SWMBH access system directly at 1-800-781-0353. When you call about services, the agency you reach can help direct your call.

If you are seeking treatment at the request of the Michigan Department of Corrections (MDOC), you will need to call SWMBH's access system directly for screening and/or referrals. You can reach us at 1-800-781-0353

Court Ordered Treatment

If your participation in services is monitored by an Alternative Treatment Order by Probate Court (court order), your options to choose services or providers may be limited. Your Order states that you will receive/participate in treatment as recommended by the CMH/PIHP and sometimes the CMH/PIHP recommendations for you may not be what you would choose without the Order in place. Payment for services may also be limited depending on your funding source and agency policy.

Access phone numbers for the County CMH offices:

Barry County	269-948-8041 or 1-866-266-4781
Berrien County	269-925-0585 or 1-800-336-0341
Branch County	517-278-2129 or 1-888-725-7534
Calhoun County	269-966-1460 or 1-800-632-5449
Cass County	269-445-2451 or 1-800-323-0335
Kalamazoo County	269-373-6000 or 1-888-373-6200
St Joseph County	269-467-1000 or 1-800-622-3967
Van Buren County	269-657-5574 or 1-800-922-1418

Emergency services are available 24 hours per day / 7 days per week.

6.0 SERVICE AUTHORIZATIONS

Services you request must be authorized or approved by Southwest Michigan Behavioral Health or its designee.

That agency may approve all, some, or none of your requests. You will receive notice of a decision within 14 calendar days after you have requested the service during person-centered planning, or within 72 hours if the request requires a quick (expedited) decision.

Any decision that denies a service you request or denies the amount, scope, or duration of the service that you request will be made by a health care professional who has appropriate clinical expertise in treating your condition. Authorizations are made according to medical necessity. If you do not agree with a decision that denies, reduces, suspends, or terminates a service, you may file an appeal.

If you have questions about the authorization process, how an authorization decision is made, how to file an appeal, or want to talk to staff directly please contact Customer Services at the number at the bottom of the page.



Please note: SWMBH does not use financial incentives to encourage barriers to care and services and/or decisions that result in underutilization. SWMBH does not reward practitioners or other individuals conducting utilization review for issuing denials of coverage or service. All utilization management decision-making is based only on the existence of coverage and appropriateness of care and service. Clinical decisions are based on the clinical features of the individual case and medical necessity criteria.

7.0 TYPES OF SERVICES AVAILABLE – SERVICE ARRAY

MENTAL HEALTH MEDICAID SPECIALTY SUPPORTS AND SERVICES DESCRIPTIONS

Note: If you are a Medicaid beneficiary and have a serious mental illness, or serious emotional disturbance, or intellectual/developmental disabilities, or substance use disorder, you may be eligible for some of the Mental Health Medicaid Specialty Supports and Services listed below. Before services can be started, you will take part in an assessment to find out if you are eligible for services. It will also identify the services that can best meet your needs. You need to know that not all people who come to us are eligible and not all services are available to everyone we serve. If a service cannot help you, the community mental health system will not pay for it. Medicaid will not pay for services that are otherwise available to you from other resources in the community. During the person-centered planning process you will be helped to figure out the medically necessary services that you need and the sufficient amount, scope, and duration required to achieve the purpose of those services. You will also be able to choose who provides your supports and services. You will receive an individual plan of service that provides all of this information. In addition to meeting medically necessary criteria, services listed below marked with an underlined asterisk (*) require a doctor's prescription.

Please note that not all services listed are available at the local CMHSP; however, the CMHSP will work with you to connect you with those services.

Note: The Michigan Medicaid Provider Manual contains complete definitions of the following services as well as eligibility criteria and provider qualifications. The Manual may be accessed at

<https://www.michigan.gov/mdhhs/doing-business/providers/providers/medicaid/policyforms/medicaid-provider-manual>

Customer Service staff can help you access the manual and/or information from it.

7.1 Medicaid Mental Health Services

Assertive Community Treatment (ACT): Provides basic services and supports essential for people with serious mental illness to maintain independence in the community. An ACT team will provide mental health therapy and help with medications. The team may also help access community resources and supports needed to maintain wellness and participate in social, educational, and vocational activities. ACT may be provided daily for individuals who participate.

Assessment: Includes a comprehensive psychiatric evaluation, psychological testing, substance use screening, or other assessments conducted to determine a person's level of functioning and behavioral health treatment needs. Physical health assessments are not part of this PIHP service.

*** Assistive Technology:** Includes adaptive devices and supplies that are not covered under the Medicaid Health Plan or by other community resources. These devices help individuals to better take care of themselves, or to better interact in the places where they live, work, and play.

Behavior Treatment Review: If a person's illness or disability involves behaviors that they or others who work with them want to change, their individual plan of services may include a plan that talks about the behavior. This plan is often called a "behavior treatment plan." The behavior treatment plan is developed during



person-centered planning and is then approved and reviewed regularly by a team of specialists to make sure that it is effective and dignified and continues to meet the person's needs.

Behavioral Treatment Services/Applied Behavior Analysis are services for children under 21 years of age with Autism Spectrum Disorders (ASD).

Clubhouse Programs: Are programs where members (customers) and staff work side by side to operate the clubhouse and to encourage participation in the greater community. Clubhouse programs focus on fostering recovery, competency, and social supports, as well as vocational skills and opportunities.

Community Inpatient Services: Are hospital services used to stabilize a mental health condition in the event of a significant change in symptoms or in a mental health emergency. Community hospital services are provided in licensed psychiatric hospitals and in licensed psychiatric units of general hospitals.

Community Living Supports (CLS): Are activities provided by paid staff that help adults with either serious mental illness or developmental disabilities live independently and participate actively in the community. Community Living Supports may also help families who have children with special needs (such as developmental disabilities or serious emotional disturbance).

Crisis Interventions: Are unscheduled individual or group services aimed at reducing or eliminating the impact of unexpected events on mental health and well-being.

Crisis Residential Services: Are short-term alternatives to inpatient hospitalization provided in a licensed residential setting.

Early Periodic Screening, Diagnosis and Treatment (EPSDT): EPSDT provides a comprehensive array of prevention, diagnostic, and treatment services for low-income infants, children and adolescents under the age of 21 years, as specified in Section 1905(a)(4)(B) of the Social Security Act (the Act) and defined in 42 U.S.C. 1396d(r)(5) and 42 CFR 441.50 or its successive regulation. The EPSDT benefit is more robust than the Medicaid benefit for adults and is designed to assure that children receive early detection and care, so that health problems are averted or diagnosed and treated as early as possible. Health plans are required to comply with all EPSDT requirements for their Medicaid enrollees under the age of 21 years. EPSDT entitles Medicaid and Children's Health Insurance Program (CHIP) enrollees under the age of 21 years, to any treatment or procedure that fits within any of the categories of Medicaid-covered services listed in Section 1905(1) of the Act if that treatment or service is necessary to "correct or ameliorate" defects and physical and mental illnesses or conditions.

This requirement results in a comprehensive health benefit for children under age 21 enrolled in Medicaid. In addition to the covered services listed above, Medicaid must provide any other medical or remedial care, even if the agency does not otherwise provide for these services or provides for them in a lesser amount, duration, or scope (42 CFR 441.57). While transportation to EPSDT corrective or ameliorative specialty services is not a covered service under this waiver, the PIHP must assist beneficiaries in obtaining necessary transportation either through the Michigan Department of Health and Human Services or through the beneficiary's Medicaid health plan.

*** Enhanced Pharmacy:** Includes doctor-ordered nonprescription or over-the-counter items (such as vitamins or cough syrup) necessary to manage your health condition(s) when your Medicaid Health Plan does not cover these items.

*** Environmental Modifications:** Are physical changes to a person's home, car, or work environment that are of direct medical or remedial benefit to the person. Modifications ensure access, protect health and safety, or enable greater independence for a person with physical disabilities. Note that all other sources of funding must be explored first before using Medicaid funds for environmental modifications.



Family Support and Training: Provides family-focused assistance to family members relating to and caring for a relative with serious mental illness, serious emotional disturbance, or developmental disabilities. “Family Skills Training” is education and training for families who live with and/or care for a family member who is eligible for the Children’s Waiver Program.

Fiscal Intermediary Services: Help individuals manage their service and supports budget and pay providers if they are using a “self-determination” approach. Section 12.5 provides more information about these services.

Health Services: Include assessment, treatment, and professional monitoring of health conditions that are related to or impacted by a person’s mental health condition. A person’s primary doctor will treat any other health conditions they may have.

Home-Based Services for Children and Families: Are provided in the family home or in another community setting. Services are designed individually for each family and can include things such as mental health therapy, crisis intervention, service coordination, or other supports to the family.

Home and Community Based Services Rule (HCBS): Medicaid services that are funded through/identified by the HCBS Rule are required to meet specific standards developed to ensure waiver participants' experience their home, work, and community environments in a manner that is free from restriction. Settings that provide HCBS must not restrict movement or freedoms related to choice or inclusion in the home and/or community and must be provided in a setting that is consistent with the settings and services non-Medicaid individuals frequent including home settings, employment opportunities and access to the greater community.

Intensive Crisis Stabilization: Is another short-term alternative to inpatient hospitalization. Intensive crisis stabilization services are structured treatment and support activities provided by a mental health crisis team in the person’s home or in another community setting.

Intermediate Care Facility for Persons with Mental Retardation (ICF/MR): Provide 24-hour intensive supervision, health and rehabilitative services and basic needs to persons with developmental disabilities.

Medication Administration: Is when a doctor, nurse, or other licensed medical provider gives an injection, an oral medication, or topical medication.

Medication Review: Is the evaluation and monitoring of medicines used to treat a person’s behavioral health condition, their effects, and the need for continuing or changing their medicines.

Mental Health Therapy and Counseling for Adults, Children, and Families: Includes therapy or counseling designed to help improve functioning and relationships with other people.

Nursing Home Mental Health Assessment and Monitoring: Includes a review of a nursing home resident’s need for and response to behavioral health treatment, along with consultations with nursing home staff.

***Occupation" Therapy:** Includes the evaluation by an occupational therapist of an individual’s ability to do things in order to take care of themselves every day and treatments to help increase these abilities."

Partial Hospital Services: Include psychiatric, psychological, social, occupational, nursing, music therapy, and therapeutic recreational services in a hospital setting, under a doctor’s supervision. Partial hospital services are provided during the day – participants go home at night.

Peer-delivered and Peer Specialist Services: Peer-delivered services such as drop-in centers are entirely run by customers of behavioral health services. They offer help with food, clothing, socialization, housing, and support to begin or maintain behavioral health treatment. Peer Specialist Services are activities designed to help persons with serious mental illness in their individual recovery journey and are provided by individuals who are in recovery from serious mental illness. Peer mentors can also help people with developmental disabilities.



Personal Care in Specialized Residential Settings: Assists an adult with mental illness or developmental disabilities with activities of daily living, self-care and basic needs, while they are living in a specialized residential setting in the community.

***Physical Therapy:** Includes the evaluation by a physical therapist of a person's physical abilities (such as the ways they move, use their arms or hands, or hold their body), and treatments to help improve their physical abilities.

Prevention Service Models: (*Such as Infant Mental Health, School Success, etc.*) Use both individual and group interventions designed to reduce the likelihood that individuals will need treatment from the public behavioral health system.

Respite Care Services: Provide short-term relief to the unpaid primary caregivers of people eligible for specialty services. Respite provides temporary alternative care either in the family home or in another community setting chosen by the family.

Skill-Building Assistance: Includes supports, services, and training to help a person participate actively at school, work, volunteer, or community settings, or to learn social skills they may need to support themselves or to get around in the community.

***Speech and Language Therapy:** Includes the evaluation by a speech therapist of a person's ability to use and understand language and communicate with others or to manage swallowing or related conditions and treatments to help enhance speech, communication, or swallowing.

Substance Abuse Treatment Services: (See descriptions following the behavioral health services)

Supports Coordination or Targeted Case Management: A Supports Coordinator or Case Manager is a staff person who helps write an individual plan of service and makes sure the services are delivered. His or her role is to listen to a person's goals and to help find the services and providers inside and outside the local community behavioral health services program that will help achieve the goals. A supports coordinator or case manager may also connect a person to resources in the community for employment, community living, education, public benefits, and recreational activities.

Supported/Integrated Employment Services: Provide initial and ongoing supports, services and training, usually provided at the job site to help adults who are eligible for behavioral health services find and keep paid employment in the community.

Transportation: May be provided to and from a person's home in order for them to take part in a non-medical Medicaid-covered service.

Treatment Planning: Assists the person and those of his/her choosing in the development and periodic review of the individual plan of services.

Wraparound Services for Children and Adolescents: Children with serious emotional disturbance and their families that include treatment and supports necessary to maintain the child in the family home.

7.1.1 Services for Only Habilitation Supports Waiver (HSW) and Children's Waiver Participants

Some Medicaid beneficiaries are eligible for special services that help them avoid having to go to an institution for people with developmental disabilities or nursing home. These special services are called the Habilitation Supports Waiver and the Children's Waiver. In order to receive these services, people with developmental disabilities need to be enrolled in either of these "waivers." The availability of these waivers is very limited. People enrolled in the waivers have access to the services listed above as well as those listed here:



Goods and Services: (for HSW enrollees) A non-staff service that replaces the assistance that staff would be hired to provide. This service, used in conjunctions with a self-determination arrangement, provides assistance to increase independence, facilitate productivity, or promote community inclusion.

Non-Family Training: (for Children's Waiver enrollees) Customized training for the paid in-home support staff who provide care for a child enrolled in the Waiver.

Out-of-home Non-Vocational Supports and Services: (for HSW enrollees) Assistance to gain, retain, or improve in self-help, socialization, or adaptive skills.

Personal Emergency Response devices (for HSW enrollees) Help a person maintain independence and safety in their own home or in a community setting. These are devices that are used to call for help in an emergency.

Prevocational Services: (for HSW enrollees) Include supports, services, and training to prepare a person for paid employment or community volunteer work.

Private Duty Nursing: (for HSW enrollees) Individualized nursing service provided in the home, as necessary, to meet specialized health needs.

Specialty Services: (for Children's Waiver enrollees) Music, recreation, art, or massage therapies that may be provided to help reduce or manage the symptoms of a child's mental health condition or developmental disability.

Specialty Services might also include specialized child and family training, coaching, staff supervision, or monitoring of program goals.

7.2 Substance Use Treatment Services Available through Medicaid

The Substance Use treatment services listed below are covered by Medicaid. These services are available through the Southwest Michigan Behavioral Health network. For more information about how to access these services, please see section 5.

Access Assessment and Referral (AAR): Determines the need for substance use services and will assist in getting to the right services and providers.

Crisis Intervention: A service for the purpose of addressing problems/issues that may arise during treatment and could result in the beneficiary requiring a higher level of care if the intervention is not provided.

Early Intervention: Includes stage-based interventions for individuals with substance use disorders and individuals who may not meet the threshold of use or dependence but are experiencing functional/social impairment as a result of use.

Group Therapy: Face-to-face counseling with three or more beneficiaries and can include didactic lectures, therapeutic interventions/counseling, and other group-related activities.

Individual Treatment Planning: The beneficiary must be directly involved with developing the plan that must include Recovery Support Preparation/Relapse Prevention Activities.

Individual Therapy: Face-to-face counseling services with the beneficiary.

Intensive Outpatient (IOP): Is a service that provides more frequent and longer counseling sessions each week and may include day or evening programs.



Methadone and LAAM Treatment: is provided to people who have heroin or other opiate dependence. The treatment consists of opiate substitution monitored by a doctor as well as nursing services and lab tests. This treatment is usually provided along with other substances use outpatient treatment

Outpatient Treatment: Includes therapy/counseling for the individual and family and group therapy in an office setting.

Peer Recovery and Recovery Support: To support and promote recovery and prevent relapse through supportive services that result in the knowledge and skills necessary for an individual's recovery. Peer recovery programs are designed and delivered primarily by individuals in recovery and offer social, emotional, and/or educational supportive services to help prevent relapse and promote recovery.

Residential Treatment: Intensive therapeutic services which include overnight stays in a staffed licensed facility.

Sub-Acute Detoxification: is medical care in a residential setting for people who are withdrawing from alcohol or other drugs.

Substance Use Prevention Services: A set of services and activities designed to educate and empower individuals, develop systems, reduce access of substances to minors, change conditions, create personal attributes, and promote attitudes.

The purpose of these services and activities is to promote healthy behaviors, delay the age of first use, reduce consumption, and support recovery. Prevention services are provided in a variety of settings through education (school, community), media, community-based activities/collaborations, advocacy for change in institutional/ community practices, referral to other health services, and through other activities leading to development of skills in critical domains of life.

Targeted Case Management: A Case Manager is a staff person who helps write an individual plan of service and makes sure the services are delivered. His or her role is to listen to a person's goals and to help find the services and providers inside and outside substance use services programs that will help achieve their goals. A case manager may also connect a person to resources in the community for employment, community living, education, public benefits, and recreational activities.

Women's Specialty Services and Supports: Include enhanced supports for pregnant women or women caring for dependent children to assist them in obtaining treatment for substance use disorders and attending physical health appointments.

7.3 Healthy Michigan Plan Mental Health and Substance Use Services for Enrollees

Healthy Michigan Plan mental health and substance use disorder coverage is limited both in scope and amount to those that are medically necessary and conform to the professional accepted standards of care consistent with the Michigan Mental Health Code. An assessment will determine your medical necessity for mental health and/or substance use disorder services from the SWMBH service system. A Healthy Michigan Plan enrollee may be required to pay a co-pay for these services. Customer Service staff can help you access information regarding services available through Healthy Michigan. You can follow this link to learn more: www.michigan.gov/healthymichigan. You can also call the Beneficiary Helpline at 1-800-642-3195.



7.3.1 Mental Health Services

Healthy Michigan Plan covers Inpatient and Outpatient Mental Health Services. Please contact the access department of your local community mental health office as identified in Section 5 of this handbook. You can discuss what services may be available to you from the CMH system. Your Healthy Michigan Plan may have other services and providers available to you outside of the CMH system depending on the current severity of your situation.

7.3.2 Substance Use Services

Healthy Michigan Plan covers Inpatient and Outpatient Substance Use Disorder Services. As identified in Section 5 of this handbook, you can call your local CMH or any network service providers to discuss what services may be available to you. There may be some services in which your eligibility will be determined directly by the SWMBH Access System and you are welcome to call SWMBH SUD Access at 800-781-0353.

7.4 Medicaid Health Plan or Healthy Michigan Plan Medical Services

If you receive Medicaid you may be entitled to additional medical services that are not listed previously in this handbook. Services necessary to maintain your physical health are provided or ordered by your primary care doctor. If you receive Community Mental Health services, your local community behavioral health services program will work with your primary care doctor to coordinate your physical and behavioral health services. If you do not have a primary care doctor, your local community mental health services program can help you find one.

Note: Home Help Program is another service available to Medicaid beneficiaries who require in-home assistance with activities of daily living and household chores. In order to learn more about this service, you may call the local Michigan Department of Health and Human Services’ (MDHHS) number below or contact your CMH Customer Services Office in section 2 of this handbook for assistance.

Barry County MDHHS (269) 948-3200	Berrien County MDHHS (269) 934-2000
Branch County MDHHS (517) 279-4200	Cass MDHHS (269) 445-0200
Calhoun County MDHHS (269) 966-1284	Kalamazoo MDHHS (269) 337-4900
St. Joseph MDHHS (269) 467-1200	Van Buren County MDHHS (269) 621-2800

MEDICAID HEALTH PLAN SERVICES/HEALTH CARE SERVICES

If you are enrolled in a Medicaid Health Plan, the following types of healthcare services are available to you when your medical condition requires them:

- ☐ Ambulance
 - ☐ Chiropracti
 - ☐ Doctor Visits
 - ☐ Family Planning
 - ☐ Health Checkups

 - ☐ Hearing Aids
 - ☐ Hearing and Speech Therapy
 - ☐ Home Healthcare
 - ☐ Immunizations (shots)

 - ☐ Lab and X-ray
 - ☐ Nursing Home Care
 - ☐ Medical Supplies
 - ☐ Medicine
 - ☐ Mental Health

 - ☐ Physical and Occupational Therapy
 - ☐ Prenatal Care and Delivery
 - ☐ Surgery

 - ☐ Transportation o Medical Appointments
 - ☐ Vision



If you are already enrolled in one of the health plans listed below you can contact the health plan directly for more information about the services listed above. If you are not enrolled in a health plan or do not know the name of your health plan, you can contact the Customer Services Office at your CMH for assistance.

MEDICAID HEALTH PLAN	CUSTOMER SERVICES	WEB SITE
McLaren Health Plan	1-888-327-0671	www.mclarenhealthplan.org
Meridian Health Plan of Michigan	1-888-437-0606	www.mimeridian.com
Molina Healthcare of Michigan	1-888-898-7969	www.molinahealthcare.com
Priority Health Choice	1-888-975-8102	www.priorityhealth.com
Aetna Better Health of Michigan	1-866-316-3784	www.aetnabetterhealth.com/michigan
United Healthcare Community Plan	1-800-903-5253	www.uhccommunityplan.com
Blue Cross Complete of Michigan	1-800-228-8554	www.mibluecrosscomplete.com

For a listing of Health Plans by county please go to the internet and use this address:

[www.michigan.gov/documents/mdch/MHP Service Area Listing 326102 7.pdf](http://www.michigan.gov/documents/mdch/MHP_Service_Area_Listing_326102_7.pdf)

If you have questions or need help call Medicaid at (800) 642-3195

Healthy Michigan Plan:

If you have Healthy Michigan Plan, you may be entitled to other medical services not listed previously in the handbook. Services necessary to maintain your physical health are provided or ordered by your primary care doctor. If you receive Community Mental Health services, your local CMH program will work with your primary care doctor to coordinate your physical and mental health services. If you do not have a primary doctor, your local CMH can help you find one.

If you are enrolled in Healthy Michigan Plan, the following are some, but not all healthcare services available to you when your medical condition requires them:

- Q Ambulance for emergencies
- Q Doctor visits
- Q Family Planning
- Q Health Check ups
- Q Immunizations (shots)
- Q Lab and X-ray
- Q Medical supplies
- Q Medicine
- Q Prenatal care and delivery

Healthy Michigan Plan is available through your local Health Department or Department of Health and Human Services (MDHHS). If you would like more information or have questions about Healthy Michigan Plan covered services you can go to this website www.michigan.gov/healthymichiganplan or you can call the Beneficiary Help Line at 1-800-642-3195. If you need additional assistance regarding Healthy Michigan Plan contact Customer Services for assistance.



8.0 ACCESSIBILITY AND ACCOMMODATIONS TO PARTICIPATE IN SERVICES

Language Assistance

If you are a person who does not speak English as your primary language and/or who has a limited ability to read, speak or understand English, you may be eligible to receive language assistance.

If you are a person who is deaf or hard of hearing, you can utilize the Michigan Relay Center (MRC) to reach SWMBH, a CMHSP, or service provider. Please call 7-1-1 and ask MRC to connect you to the number you are trying to reach. More information about MRC is available at www.michiganrelay.com.

Your service providing agency may also have TDD or TTY equipment available if you would prefer to contact the agencies directly. Please let us know your preferred contact method.

If you need a sign language interpreter, contact your Customer Services Representative as listed in Section 2 of this handbook as soon as possible so that one will be made available. Sign language interpreters are available at no cost to you.

If you do not speak English, contact your Customer Services office at the number provided in Section 2 of this handbook so that arrangements can be made for an interpreter for you. Language interpreters are available at no cost to you.

We work with a variety of providers and agencies to offer interpretation and translation services. If our written materials are not available in your language, we will provide verbal translation of the materials in a language you understand.

Accessibility and Accommodations

In accordance with federal and state laws, all buildings and programs of Southwest Michigan Behavioral Health are required to be physically accessible to individuals with all qualifying disabilities. Any individual who receives emotional, visual, or mobility support from a qualified/trained and identified service animal such as a dog will be given access, along with the service animal, to all buildings and programs of Southwest Michigan Behavioral Health. If you need more information or if you have questions about accessibility or service/support animals, contact Customer Services at the number provided in Section 2 of this handbook.

If you need to request an accommodation on behalf of yourself or a family member or a friend, you can contact Customer Services. You will be told how to request an accommodation (this can be done over the phone, in person, and/or in writing) and you will be told who at the agency is responsible for handling accommodation requests.

If you are a person who is hard of hearing but do not know sign language and need another form of communication, such as a personal communication device or Computer Assisted Realtime Translation (CART), contact the customer services office as listed in Section 2 of this handbook. Communication devices and CART are available at no cost to you.

Cultural Sensitivity

The goal of Southwest Michigan Behavioral Health and its affiliated CMHSPs is to provide culturally sensitive services to all customers of all our services. We recognize that cultural issues are not limited to ethnicity, but may also include religious, disabilities, rural, or other issues. Our staff members are trained to respect the unique values and norms that shape individuals seeking mental health treatment. If you feel that a provider is not being sensitive to your culture and you would like to file a grievance, please find the list of Customer Services Representatives in section 2 of this handbook.

Customer Satisfaction

At Southwest Michigan Behavioral Health we want to make sure that you are satisfied with services. From time to time we will do satisfaction surveys over the phone, through mail, or electronically. The answers to the questions will tell us how happy you are with the services and the people that provided them. You have the right to not answer the questions. The services you receive will not change depending on whether or not you choose to answer. All answers will be kept private and confidential.



When You Are Away From Home

If you travel outside the counties of Southwest Michigan Behavioral Health and are in need of services, call your local Community Mental Health Agency or Southwest Michigan Behavioral Health Customer Services at (800)-890-3712 for assistance. Also see Section 11.0 Accessing out of Network Services.

9.0 COORDINATION WITH HEALTH CARE

To improve the quality of services, SWMBH wants to coordinate your care with the medical provider(s) who cares for your physical health. If you are also receiving substance use services, your mental health care should be coordinated with those services. Being able to coordinate with all of the providers involved in treating you improves your chances for recovery, relief of symptoms, and improved functioning. Therefore, you are encouraged to sign a “Release of Information” so that information can be shared. If you do not have a medical doctor and need one, contact the Customer Services staff of your local CMHSP and the staff will assist you in getting a medical provider.

Typically, we will contact your medical doctors when you start services, are hospitalized for a psychiatric emergency, have a change in medications we prescribe, or have a change in the services we are providing to you.

10.0 PAYMENT FOR SERVICES

If you are enrolled in Medicaid and meet the criteria for the specialty behavioral health and substance use services the total cost of your authorized behavioral health or substance use treatment will be covered. No fees will be charged to you. Some members will be responsible for “Cost sharing”. This refers to money that a member has to pay when services or drugs are received. You might also hear terms like “deductible, spend-down, copayment, or coinsurance,” which are all the forms of “cost sharing”. Your Medicaid benefit level will determine if you will have to pay any cost-sharing responsibilities. If you are a Medicaid beneficiary with a deductible (“spend-down”), as determined by the Michigan Department of Health and Human Services (MDHHS) you may be responsible for the cost of a portion of your services.

Should you lose your Medicaid coverage, SWMBH or your local CMH may need to re-evaluate your eligibility for services. A different set of criteria may be applied to services that are covered by another funding source such as General Fund, Block Grant, or a third-party payer. If Medicare is your primary payer, SWMBH will cover all Medicare cost-sharing consistent with coordination of benefit rules.

11.0 ACCESSING OUT OF NETWORK SERVICES

There may be times in which there are no providers in the SWMBH network that are able to provide you with a service that you need. If there is a service that is a covered Medicaid or Healthy Michigan Plan (HMP) benefit and it is medically necessary for you, SWMBH and your CMHSP will work with you to find a provider out of our network to provide the service. This will be at no cost to you.

If you are not a Medicaid or HMP beneficiary, a request for an out-of-network service provider may require approval from the administration of your CMHSP office.

If you feel that your needs require services from an out of network provider, please contact your local CMHSP or the SWMBH Customer Services representative as noted in section 2 of this handbook.



12.0 PERSON-CENTERED PLANNING

The process used to design your individual plan of behavioral health supports, service, or treatment is called “Person-Centered Planning (PCP).” PCP is your right protected by the Michigan Mental Health Code. The document created is called an Individual Plan of Service (IPOS) or an Individual Treatment Plan.

The process begins when you determine whom, beside yourself, you would like at the person-centered planning meetings, such as family members or friends, and what staff you would like to attend. You will also decide when and where the person-centered planning meetings will be held. Finally, you will decide what assistance you might need to help you participate in and understand the meetings.

During person-centered planning, you will be asked what your hopes and dreams are, as well as be helped to develop goals or outcomes you want to achieve. The people attending this meeting will help you decide what supports, services, or treatment you need, who you would like to provide this service, how often you need the service, and where it will be provided. You have the right, under federal and state laws, to a choice of providers. After you begin receiving services, you will be asked from time to time how you feel about the supports, services or treatment you are receiving and whether changes need to be made. You have the right to ask at any time for a new person-centered planning meeting if you want to talk about changing your plan of service.

Children under the age of 18 with intellectual/developmental disabilities or serious emotional disturbance also have the right to person-centered planning. However, person-centered planning must recognize the importance of the family and the fact that supports and services impact the entire family. The parent(s) or guardian(s) of the children will be involved in pre-planning and person-centered planning using “family-centered practice” in the delivery of supports, services, and treatment to their children.

What if I cannot get the services I asked for?

If your CMH or provider agency cannot give you a specific service, there may be another service or support to help you to reach your goals. Together, you can talk about options.

Are there limits on Person-Centered Planning?

The services offered by your CMH or provider agency are set by best practice guidelines. From the services available, you will be offered a variety of service choices; however, there may be limits on some of your choices. For example, your choices must not do harm to you or someone else and your choices must not be illegal.

Topics Covered During Person-Centered Planning

During person-centered planning, you will be told about psychiatric advance directives, a crisis plan, and self-direction (see the descriptions below). You have the right to choose to develop any, all, or none of these.

12.1 Independent Facilitation

You have the right to “independent facilitation” of the person-centered planning process.

This means that you may request that someone other than the staff working with you conduct your planning meetings. An Independent Facilitator is a person trained to lead meetings. You have the right to choose from available independent facilitators. The Independent Facilitator will meet with you to plan the meeting topics and to understand the types of things you want and do not want to talk about. If you are interested in Independent Facilitation, you can ask the staff working with you or Customer Services for more information.



12.2 Medical Advance Directives

This is also referred to as Durable Power of Attorney for Health Care. A medical advance directive is a tool in which you appoint another individual to make medical treatment decisions for you when you lose the ability to speak for yourself. The types of decisions they can make include hospital care, medications, and organ donation.

12.3 Psychiatric Advance Directive

Adults have the right, under Michigan law, to a “psychiatric advance directive”. A psychiatric advance directive is a tool for making decisions before a crisis in which you may become unable to make a decision about the kind of treatment you want and the kind of treatment you do not want. This lets other people, including family, friends, and service providers, know what you want when you cannot speak for yourself. If you are interested in creating a psychiatric advance directive we can help you understand what it is and also help you to get these documents. Directives do not change your right to quality health care benefits. SWMBH does not have any moral objections and will not create any limitations to implementing an advance directive; however, there may be providers in our network who do. Please talk to your provider about their policies on advance directives.

All Advance Directive decisions are voluntary. If you do create a psychiatric advance directive, you should give copies to:

- Q All providers caring for you;
- Q People you have named as a Medical or Mental Health Patient Advocate; and
- Q Family members or trusted friends who could help your doctors and behavioral health providers make choices for you if you cannot make those choices.

If you do not believe you have received appropriate information regarding Psychiatric Advance Directives from the SWMBH network, please contact the Customer Services office to file a grievance.

12.4 Crisis Plan

You also have the right to develop a “crisis plan.” A crisis plan is intended to give direct care if you begin to have problems in managing your life or you become unable to make decisions and care for yourself. The crisis plan would give information and direction to others about what you would like done in the time of crisis. Examples are friends or relatives to be called, preferred medicines, or care of children, pets, or bills.

12.5 Self-Direction

Self-direction is an option for payment of medically necessary services you might request if you are an adult beneficiary receiving behavioral health services in Michigan. It is a process that would help you to design and exercise control over your own life by directing a fixed amount of dollars that will be spent on your authorized supports and services, often referred to as an “individual budget.” You would also be supported in your management of providers, if you choose such control. If you would like more information about self-direction, speak with your service provider(s) or contact your local Customer Services Office with questions.



13.0 RECOVERY AND RESILIENCY

Recovery is a journey of healing and transformation enabling a person with a mental health or substance use problem to live a meaningful life in a community of his or her choice while striving to achieve his or her potential. Recovery is an individual journey that follows different paths and leads to different locations. Recovery is a process that we enter into and is a lifelong attitude. Recovery is unique to each individual and can only truly be defined by the individual themselves. What might be recovery for one person may only be part of the process for another.

Recovery may also be defined as wellness. Behavioral health supports and services help people with mental illness/substance use disorder in their recovery journeys. The person-centered planning process is used to identify the supports needed for individual recovery.

In recovery there may be relapses. A relapse is not a failure, rather it should be seen as a challenge. If a relapse is prepared for and the tools and skills that have been learned throughout the recovery journey are used, a person can overcome and come out a stronger individual.

Recovery takes time and that is why it is a process that will lead to a future that holds days of pleasure and the energy to persevere through the trials of life.

Peer Support Specialists/Recovery Coaches may be a part of your Recovery. If you have more questions about this service please contact your local CMH.

Resiliency and development are the guiding principles for children with serious emotional disturbance. Resiliency is the ability to “bounce back” and is a characteristic important to nurture in children with serious emotional disturbance and their families. It refers to the individual’s ability to become successful despite challenges they may face throughout their life.

Self-Management Resource Tools are resources and tools that can be used in a variety of ways and cover a variety of topics designed to enhance your quality of life. Depending on your situation you may find different tools helpful in your life. By discussing this with CMH staff and case workers you can have help identifying what resources could benefit your life. Other ways to find out about resources is to look for posters, brochures, and asking customer service at both CMH and SWMBH. This handbook is also designed to be a resource.



14.0 PRIVACY OF MENTAL HEALTH AND SUBSTANCE USE SERVICE INFORMATION

The agencies authorizing and/or providing services to you must follow laws and requirements about confidentiality and privacy. These laws and other requirements include:

- Q Michigan Mental Health Code for Mental Health Services
- Q Rule 42 of the Central Federal Register (42 CFR Part 2) for Substance Use Services
- Q Health Insurance Portability and Accountability Act (HIPAA)

Confidentiality. You have the right to have information about your behavioral health treatment kept private. You also have the right to look at your own clinical records or to request and receive a copy of your records. You have the right to ask us to amend or correct your clinical record if there is something with which you do not agree. Please remember, though, your clinical records can only be changed as allowed by applicable law. Generally, information about you can only be given to others with your permission. However, there are times when your information is shared in order to coordinate your treatment or when it is required by law. If you receive substance use services, you have rights related to confidentiality specific to substance use services.

SWMBH's Notice of Confidentiality and Privacy Practices is available to you on our website at www.swmbh.org/members/member-documents-from-swmbh. You can also request a copy be mailed or emailed to you by calling 1-800-890-3712 or emailing customerservice@swmbh.org.

Under HIPAA (Health Insurance Portability and Accountability Act), you will be provided with an official Notice of Privacy Practices from your community mental health services program. This notice will tell you all the ways that information about you can be used or disclosed. It will also include a listing of your rights provided under HIPAA and how you can file a complaint if you feel your right to privacy has been violated.

Family Access to Information. Family members have the right to provide information to SWMBH and/or your local CMHSP about you. However, without a Release of Information signed by you/your guardian, the SWMBH network may not give information about you to a family member. For minor children under the age of 18 years, parents/guardians are provided information about their child and must sign a Release of Information before information can be shared with others.

If you feel your confidentiality rights have been violated, you can call the Recipient Rights Office where you get services.

Your Information. Your Rights. Our Responsibilities.

Your Rights

- Q Receive a copy of your health and claims records – you may be charged a fee for the cost of copying your records
- Q Correct your health and claims records – we can deny your request for certain reasons, but must give you a written reason for our denial
- Q Request confidential communication
- Q Ask us to limit the information we share – we are not required to agree to such requests
- Q Get a list of those with whom we've shared your information
- Q Get a copy of the Notice of Privacy Practices from organizations providing services to you
- Q Choose someone to act for you
- Q File a complaint if you believe your privacy rights have been violated



Our Responsibilities

- Q We are required by law to maintain the privacy and security of your protected health information
- Q We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information
- Q We must follow the duties and privacy practices described in the Notice of Privacy Practices and give you a copy of it
- Q You may ask for a Notice of Privacy Practices from where you receive services
- Q 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
- Q If you change your mind about the use or sharing of your information, you also need to put it in writing. You may change your mind at any time

Our Uses and Disclosures

We may use and share your information as we:

- Q Help manage the health care treatment you receive
- Q Run our organization
- Q Pay for your health services
- Q Administer your health plan
- Q Help with public health and safety issues
- Q Do research
- Q Comply with the law
- Q Respond to organ and tissue donation requests and work with a medical examiner or funeral director
- Q Address workers' compensation, law enforcement, and other government requests
- Q Respond to lawsuits and legal actions

All employees and providers in the SWMBH network, board members of SWMBH, and each Community Mental Health Service Provider are responsible for making sure the agency's compliance efforts are working. It is required that these people report suspected compliance violations to the Compliance and Privacy Officer. If you suspect a compliance violation you can also report it by calling the number below or sending your complaint in writing to the address below.

What is a compliance violation?

Examples of compliance violations include, but are not limited to:

- Q Intentional deception or misrepresentation by a provider
- Q Practices by providers that result in unnecessary costs or improper payments; improper claims; billing irregularities; waste
- Q Member Abuse
- Q Disrespect shown to a member or their family member(s)
- Q Offering pay for referrals
- Q Falsification of claims and records

If you have questions regarding Privacy or Compliance issues please call the SWMBH Program Integrity Office at (800)-783-0914.



15.0 FRAUD, WASTE AND ABUSE

Fraud, waste and abuse uses up valuable Michigan Medicaid funds needed to help children and adults access health care. Everyone can take responsibility by reporting fraud and abuse. Together we can make sure taxpayer money is used for people who really need help.

Examples of Medicaid Fraud

- Q Billing for medical services not actually performed
- Q Providing unnecessary services
- Q Billing for more expensive services
- Q Billing for services separately that should legitimately be one billing
- Q Billing more than once for the same medical service
- Q Dispensing generic drugs but billing for brand-name drugs
- Q Giving or accepting something of value (cash, gifts, services) in return for medical services, (i. e., kickbacks)
- Q Falsifying cost reports

Or When Someone:

- Q Lies about their eligibility
- Q Lies about their medical condition
- Q Forges prescriptions
- Q Sells their prescription drugs to others
- Q Loans their Medicaid card to others

Or When a Health Care Provider Falsely Charges For:

- Q Missed appointments
- Q Unnecessary medical tests
- Q Telephoned services

If you think someone is committing fraud, waste or abuse, you may report it to Corporate Compliance. You may email concerns to swmbhcompliance@swmbh.org, or report them anonymously by phone or in writing at:

Southwest Michigan Behavioral Health
Attn: Chief Compliance and Privacy Officer
5250 Lovers Lane, Suite 200
Portage, MI 49002
Phone: (800) 783-0914



Your report will be confidential, and you may not be retaliated against.

You may also report concerns about fraud, waste and abuse directly to Michigan’s Office of Inspector General (OIG):

Online: www.michigan.gov/fraud

Call: 855-MI-FRAUD (643-7283) (voicemail available for after hours)

Send a Letter: MDHHS Office of Inspector General
PO Box 30062
Lansing, MI 48909

When you make a complaint, make sure to include as much information as you can, including details about what happened, who was involved (including their address and phone number), Medicaid identification number, date of birth (for beneficiaries), and any other identifying information you have.

16.0 FILING A GRIEVANCE OR AN APPEAL

Grievances

You have the right to say that you are unhappy with your services or, supports, or the staff who provide them, by filing a “grievance.” Examples of grievances include but are not limited to: if you are not happy with an aspect of how an office is run, or if you are having a problem with the staff working with you and you want a new provider. You can file a grievance *any time* by calling, visiting, or writing to your local CMHSP or SWMBH Customer Services Office. Assistance is available in the filing process by contacting your local CMHSP or SWMBH Customer Services office as noted in Section 2 of this handbook. In most cases, your grievance will be resolved within 90-calendar days from the date the CMHSP or SWMBH receives your grievance. If you do not receive a response within 90 calendar days, your grievance is then considered *deemed exhausted* and you can file a State Fair Hearing. You will be given detailed information about grievance and appeal processes when you first start services and then again annually. You may ask for this information at any time by contacting our Customer Services staff.

Appeals

You will be given notice when a decision is made that denies your request for services or reduces, suspends, or terminates the services you already receive. This notice is called an “Adverse Benefit Determination”. You have the right to file an “appeal” when you do not agree with such a decision.

If you would like to ask for an appeal, you will have to do so within 60-calendar days from the date on the Adverse Benefit Determination. You may ask for a “Local Appeal” by contacting your local CMHSP or SWMBH Customer Services office as noted in Section 2 of this handbook. You will have the chance to provide information in support of your appeal, and to have someone speak for you regarding the appeal if you would like.

In most cases, your appeal will be completed in 30 calendar days or less. If you request and meet the requirements for an “expedited appeal” (fast appeal), your appeal will be decided within 72-hours after we receive your request. You may request an expedited appeal. Please note that if your request for an expedited appeal is denied, we will call and write you within 2 calendar days. In all cases, your local CMHSP or SWMBH may extend the time for resolving your appeal by 14 calendar days if you request an extension, or if the CMHSP or SWMBH can show that additional information is needed and that the delay is in your best interest. You may ask for assistance from Customer Services at your CMHSP or SWMBH to file an appeal. If you do not receive a response within 30 calendar days, your appeal is then considered deemed exhausted and you can file a State Fair Hearing.



You or your representative may request a “Local Appeal” verbally over the phone or in writing. You can also ask for information about your case while the appeal is going on – including information from your case record and other information that may be used to make a decision about your appeal. You have the right to request documents relevant to your appeal, free of charge.

If you are not a beneficiary of Medicaid or HMP, your state appeal rights will be explained to you at the conclusion of your local appeal. State process dictates that all local processes must be exhausted prior to a state appeal – also known as the Alternative Dispute Resolution Process.

Authorized Representative

You may have someone speak for you regarding the appeal as your authorized representative.

- Q This person can be anyone you choose
- Q You must give this person written permission to represent you. You will be asked to write and sign a note or letter saying this person has your permission to represent you. Please note: if you want your service provider to appeal on your behalf, you will need to give them written permission
- Q If the person representing you is your legal guardian, you may be asked to provide a copy of the court order naming this person as your guardian
- Q For minor children under the age of 18 years, parents/guardians can act as your authorized representative without needing written permission

State Fair Hearing for Medicaid and HMP beneficiaries

You must complete a local appeal before you can file a state fair hearing. However, if your local CMHSP or SWMBH fails to adhere to the notice and timing requirements, you will be deemed to have exhausted the local appeal process. You may request a State Fair Hearing at that time.

You can ask for a state fair hearing only after receiving notice that the service decision you appealed has been upheld. You can also ask for a state fair hearing if you were not provided your notice and decision regarding your appeal in the timeframe required. There are time limits on when you can file a state fair hearing once you receive a decision about your local appeal. This request must be submitted within 120 calendar days from the date of the notice of appeal resolution being upheld. Forms to request a Medicaid Fair Hearing are available at your local CMHSP and SWMBH. The request must be made in writing. You may ask for assistance from Customer Services at your CMHSP or SWMBH to file a state fair hearing.

If you do request a hearing, SWMBH will become involved in the hearing and act as the “Hearing Officer” to ensure that all of your rights are protected and that each step of the hearing process is carried out properly. SWMBH will also be responsible for presenting the position of the CMHSP and SWMBH during the hearing. You may contact the Michigan Office of Administrative Hearings and Rules (MOAHR) to be considered for a quicker or “expedited” hearing for your appeal if you feel waiting the standard time will jeopardize your ability to attain, maintain, or regain maximum function.

You may contact the state office at: **Michigan Office of Administrative Hearings and Rules (MOAHR)**

P.O. Box 30763 Lansing, MI 48909

Phone: (800) 648-3397 Fax: (517) 763-0146



Continuing Services during an Appeal

If you are receiving a Michigan Medicaid service that is reduced, terminated, or suspended before your current service authorization, and you file your appeal within 10 calendar days (as instructed on the Notice of Adverse Benefit Determination), you may continue to receive your same level of services while your internal appeal is pending. You will need to state in your appeal request that you are asking for your service(s) to continue. We will then continue your services pending the appeal if the services were ordered by an authorized provider agency and if the original period of the authorization has not expired. If your benefits are continued and your appeal is denied, you will also have the right to ask for your benefits to continue while a State Fair Hearing is pending if you ask for one within 10 calendar days. You will need to state in your State Fair Hearing request that you are asking for your service(s) to continue. If your benefits are continued, you can keep getting the service until one of the following happens: 1) you withdraw the appeal or state fair hearing request; or 2) all entities that got your appeal decide “no” to your request; or 3) you fail to request a State Fair Hearing and continuation of benefits within 10 days of a local level appeal resolution being mailed; or 4) the time period or service limits of the previously authorized service have expired or have been met.

NOTE: If your benefits are continued because you used this process, you may be required to repay the cost of any services that you received while your appeal was pending if the final resolution upholds the denial of your request for coverage or payment of a service. State policy will determine if you will be required to repay the cost of any continued benefits.

17.0 RIGHTS AND RESPONSIBILITIES OF SERVICE RECIPIENTS

Recipient Rights

Every person who receives public behavioral health services has certain rights. The Michigan Mental Health Code protects some rights.

Some of your rights include:

- Q The right to be free from abuse and neglect
- Q The right to confidentiality
- Q The right to be treated with dignity and respect
- Q The right to treatment suited to your condition

More information about your many rights is contained in the booklet titled “Your Rights.” You will be given this booklet and have your rights explained to you when you first start services and then once again every year. You can also ask for this booklet at any time.

You may file a Recipient Rights complaint any time if you think staff has violated your rights. You can make a rights complaint either orally or in writing.

You may contact your local behavioral health services program to talk with a Recipient Rights Officer with any questions you may have about your rights or to get help to make a complaint. Customer Services can also help you make a complaint. You can contact the Office of Recipient Rights at your local Community Mental Health agency or Customer Services at the numbers listed in Section 2 of this handbook.

If you receive substance use services, you have rights protected by the Public Health Code. These rights will also be explained to you when you start services and then once again every year. You can find more information about your rights while getting substance use services in the “Know Your Rights” pamphlet.

For Substance Use services every provider has a Recipient Rights Advisor on staff. You can contact your provider with any questions you may have about your rights or to get help to make a complaint. You can access all complaint options with the Office of Recipient Rights or Customer Services independently, or both at the same time.



Freedom from Retaliation

If you use public behavioral health or substance use services, you are free to exercise your rights and to use the rights protection system without fear of retaliation, harassment, or discrimination. In addition, under no circumstances will the public behavioral health system use seclusion or restraint as a means of coercion, discipline, convenience, or retaliation.

Customer Rights and Responsibilities

Southwest Michigan Behavioral Health is committed to providing you the best service based upon your needs, regardless of cost or benefit coverage. As a customer, you have certain rights and responsibilities and it is important that you understand them.

You have the right:

- Q To be treated with respect and dignity
- Q To convenient and timely access to services
- Q To get help fast and in a respectful way
- Q To use any hospital or other setting for emergency care
- Q To be given information about your benefits, any limitations with the service network, and any cost that you will have to pay
- Q To be involved in deciding what services you will receive and to decide whether family members and others should be involved
- Q To have assistance in locating and obtaining additional available community resources such as: shelter, food, clothing, medical care, legal assistance, educational opportunities, recreational opportunities, inpatient services, residential services, psychiatric services, dental services, rehabilitative services, vocational services, transportation services, case management to provide access to needed services, family planning and health information services, and other necessities of life. Referral assistance to available family planning and health information services will be provided upon request. Receiving mental health services does not depend on requesting or not requesting family planning or health information.
- Q To be candidly informed of services that you may receive and know who is available to provide services
- Q To receive information on available treatment options, alternatives, as well as expected treatment outcomes
- Q To be informed about your diagnoses and how they relate to your life situation/behaviors
- Q To choose who will provide your service(s), as well as to request a change in your service provider(s) if you are not satisfied
- Q To have interpretation services provided for you at no cost if English is not your chosen language or you have hearing impairments
- Q To refuse services and be told about the possible outcomes of that decision
- Q To express preferences about future treatment decisions
- Q To be aware of and use advocates, (people who will help you make you opinions known) whenever you feel they are needed
- Q To be free from restraint or seclusion as coercion, discipline, provider convenience, or retaliation



- Q To receive services in a safe, clean, and caring place
- Q To express a complaint/file a grievance about SWMBH, its providers and/or the quality of care that you receive and to have that grievance addressed in a timely manner
- Q To personally review mental health information in your record, if you have not been appointed a guardian. If a part of the information in your record would be harmful to you or others, the information believed to be harmful may be withheld and you will be told this has been done. You can appeal this decision. You have the right to access all information in your record entered after March 28, 1996. If you or your legal representative believes that your record contains incorrect information, you may insert a statement to clarify the information. You may not remove what is already in the record.
- Q A customer who is a child has the right to be represented by a parent, legal guardian, or custodial agency in the development or revision of the plan of care
- Q To have all of your needs handled in a confidential way. Your written permission will always be needed to release any information about you, except when:
 - Medicaid or the State asks for clinical information
 - There is suspected abuse or neglect (child or adult), as mandated by State law
 - You or someone else is determined to be in immediate danger
- Q To file an appeal with SWMBH as the PIHP, CMHSP, and/or Michigan Department of Health and Human Services
- Q To have a provider, on your behalf and with written consent, file an appeal with the PIHP and/or CMHSP
- Q To have a second opinion from a qualified health professional, within our provider network or out of our provider network, at no cost to you. To request a second opinion, contact your local customer service office (see Section 2 of Handbook).
- Q To receive practice guidelines upon request
- Q To additional information upon request concerning:
 - The structure and operation of SWMBH as the PIHP - including annual reports, current organizational charts, CMHSP board member list, meeting schedules, and minutes
 - Any physician incentive plans SWMBH or your local CMHSP are engaged in
 - To request a current or up-to-date listing of the provider network, you may contact SWMBH directly or you may find the provider directory on SWMBH's website: www.swmbh.org

Southwest Michigan Behavioral Health does not prohibit health care professionals from discussing health status, medical care, treatment options (including alternative treatment that may be self-administered), as well as risks, benefits, and consequences of treatment or non-treatment.

Other information that is available to you includes:

- Q The Southwest Michigan Behavioral Health Affiliation Provider Directory
- Q The amount, duration, and scope of your benefits/services as identified in your Person Centered Plan document
- Q Recipient Rights literature
- Q Notice of Privacy Practices
- Q The structure and operation of the Southwest Michigan Behavioral Health Affiliation and/or any local CMH



You have the responsibility:

- Q To provide honest and complete information to those providing services
- Q To present your Medicaid card and/or other insurance coverage prior to receiving services
- Q To keep scheduled appointments and let the office know if you will be delayed or unable to keep your appointment, if possible, at least 24 hours in advance
- Q To let us know of a change in name, address, or insurance coverage
- Q To make payments for services on time
- Q To pay all charges that have been determined you may owe on time
- Q To ask candid questions about your services and keep asking until you fully understand
- Q To follow the plan of care you chose and agreed upon with your practitioner, while understanding what might happen if you choose not to follow the plan
- Q To understand your health problems and participate in developing mutually agreed-upon treatment goals with your practitioner
- Q To know what medication you are taking, why you are taking it, the proper way to take it, and possible side effects of that medicine
- Q To express your opinions, concerns, or complaints in a constructive manner
- Q Smoke only in designated areas. Buildings are smoke free and smoking areas are identified. Please ask staff if you need help to locate a smoking area
- Q Treat others with respect and work cooperatively with others
- Q For the health and safety of customers each program site has evacuation maps, fire extinguishers, and first aid kits available if they are needed. If you have any questions please ask the staff working with you. Staff can review safety precautions, procedures, and rules with you. In the event of a drill or actual emergency situation, everyone is expected to cooperate with directions that are given

All of our service agencies have a set of program rules regarding actions, behaviors, and attitudes. Such rules are available to you when you start services with an agency and any time you may ask for them later.

Rules may include situations like:

- Q Making threats against staff
- Q Destroying property
- Q Bringing illegal drugs to appointments
- Q Bringing illegal weapons to your appointments

If you are ever terminated from services as a result of a suspected or substantiated violation of program rules, you may be able to return to services after a certain period of time or after you have demonstrated you will no longer violate the rule. Each program may have different criteria for reinstatement and many have “agreements” you may be asked to sign either when you start or after an incident occurs. The staff working with you can answer questions about program rules. You are also welcome to contact Customer Services with rule questions at any time.



18.0 GLOSSARY OR DEFINITION OF TERMS

Access: The entry point to the Prepaid Inpatient Health Plan (PIHP), sometimes called an “access center,” where Medicaid beneficiaries call or go to request behavioral health services.

Adverse Benefit Determination: A decision that adversely impacts a Medicaid beneficiary’s claim for services due to:

- Denial or limited authorization of a requested service, including determinations based on the type or level of service, requirements for medical necessity, appropriateness, setting, or effectiveness of a covered benefit.
- Reduction, suspension, or termination of a previously authorized service.
- Denial, in whole or in part, of payment for a service.
- Failure to make a standard authorization decision and provide notice about the decision within **14 calendar days** from the date of receipt of a standard request for service.
- Failure to make an expedited authorization decision within **72 hours** from the date of receipt of a request for expedited service authorization.
- Failure to provide services within **14 calendar days** of the start date agreed upon during the person centered planning and as authorized by the PIHP.
- Failure of the PIHP to act within **30 calendar days** from the date of a request for a standard appeal.
- Failure of the PIHP to act within **72 hours** from the date of a request for an expedited appeal.
- Failure of the PIHP to provide disposition and notice of a local grievance/complaint within **90 calendar days** of the date of the request.

Amount, Duration, and Scope: Terms to describe how much, how long, and in what ways the Medicaid services that are listed in a person’s individual plan of service will be provided.

- Amount: How much service (number of units of service)
- Scope: Details service (who, where, and how the service is provided)
- Duration: How long the service will be provided (the length of time of the expected service)
- Frequency: How often/when service(s) occur (e.g., daily, weekly, monthly, quarterly)

Appeal: A review of an adverse benefit determination.

Authorization of Services: The process of SWMBH and its affiliated CMHSP’s, when we decide whether or not you will receive a service based on whether it is medically necessary. See Sections 5 and 6.

Behavioral Health: Includes not only ways of promoting well-being by preventing or intervening in mental illness such as depression or anxiety, but also has as an aim preventing or intervening in substance use or other addictions. For the purposes of this handbook, behavioral health will include intellectual/developmental disabilities, mental illness in both adults and children and substance use disorders

Beneficiary: An individual who is eligible for and enrolled in the Medicaid program in Michigan.

CA: An acronym for Substance Use Coordinating Agency. The CA’s in Michigan manage services for people with substance use disorders. SWMBH functions as the CA for the 8 counties in our service area.

CMHSP: An acronym for Community Mental Health Services Program. There are 46 CMHSPs in Michigan that provide services in their local areas to people with mental illness and intellectual/developmental disabilities. May also be referred to as CMH. All of our 8 affiliated county agencies are CMHSPs.

Cultural Competency: Is an acceptance and respect for difference, a continuing self-assessment regarding culture, a regard for and attention to the dynamics of difference, engagement in ongoing development of cultural knowledge, and resources and flexibility within service models to work toward better meeting the needs of minority populations.



Deductible (or Spend-Down): A term used when individuals qualify for Medicaid coverage even though their countable incomes are higher than the usual Medicaid income standard. Under this process, the medical expenses that an individual incurs during a month are subtracted from the individual's income during that month. Once the individual's income has been reduced to a state-specified level, the individual qualifies for Medicaid benefits for the remainder of the month. Medicaid applications and deductible determinations are managed by the Michigan Department of Health and Human Services – independent of the PIHP service system.

Durable Medical Equipment: Any equipment that provides therapeutic benefits to a person in need because of certain medical conditions and/or illnesses. Durable Medical Equipment (DME) consists of items which:
Are primarily and customarily used to serve a medical purpose; Are not useful to a person in the absence of illness, disability, or injury; Are ordered or prescribed by a physician; Are reusable; Can stand repeated use, and
Are appropriate for use in the home.

Emergency Services/Care: Covered services that are given by a provider trained to give emergency services and needed to treat a medical/behavioral emergency.

Excluded Services: Health care services that your health insurance or plan doesn't pay for or cover.

Flint 1115 Demonstration Waiver: The demonstration waiver expands coverage to children up to age 21 years and to pregnant women with incomes up to and including 400 percent of the federal poverty level (FPL) who were served by the Flint water system from April 2014 through a state-specified date. This demonstration is approved in accordance with section 1115(a) of the Social Security Act, and is effective as of March 3, 2016 the date of the signed approval through February 28, 2021. Medicaid-eligible children and pregnant women who were served by the Flint water system during the specified period will be eligible for all services covered under the state plan. All such persons will have access to Targeted Case Management services under a fee for service contract between MHDDS and Genesee Health Systems (GHS). The fee for service contract shall provide the targeted case management services in accordance with the requirements outlined in the Special Terms and Conditions for the Flint Section 1115 Demonstration, the Michigan Medicaid State Plan and Medicaid Policy.

Grievance: Expression of dissatisfaction about any matter other than an adverse benefit determination. Grievances may include, but are not limited to, the quality of care or services provided, and aspects of interpersonal relationships such as rudeness of a provider or employee, or failure to respect a beneficiary's rights regardless of whether remedial action is requested. Grievance includes a beneficiary's right to dispute an extension of time proposed by the PIHP to make an authorization decision.

Grievance and Appeal System: The processes the PIHP implements to handle the appeals of an adverse benefit determination and the grievances, as well as the processes to collect and track information about them.

Habilitation Services and Devices: Health care services and devices that help a person keep, learn, or improve skills and functioning for daily living.

Health Insurance: Coverage that provides for the payments of benefits as a result of sickness or injury. It includes insurance for losses from accident, medical expense, disability, or accidental death and dismemberment.

Health Insurance Portability and Accountability Act of 1996 (HIPAA): This legislation is aimed, in part, at protecting the privacy and confidentiality of patient information. "Patient" means any recipient of public or private health care, including behavioral health care services.

Healthy Michigan Plan: Is an 1115 Demonstration project that provides health care benefits to individuals who are: aged 19-64 years; have income at or below 133% of the federal poverty level under the Modified Adjusted Gross Income Methodology; do not qualify or are not enrolled in Medicare or Medicaid; are not pregnant at the time of application; and are residents of the State of Michigan. Individuals meeting Healthy Michigan Plan



eligibility requirements may also be eligible for behavioral health services. The Michigan Medicaid Provider Manual contains complete definitions of the available services as well as eligibility criteria and provider qualifications. The Manual may be accessed at:

http://www.michigan.gov/mdhhs/0,4612,7-132-2945_42542_42543_42546_42553-87572--,00.html

Customer Services staff can help you access the manual and/or information from it.

Home Health Care: Is supportive care provided in the home. Care may be provided by licensed healthcare professionals who provide medical treatment needs or by professional caregivers who provide daily assistance to ensure the activities of daily living (ADLs) are met.

Hospice Services: Care designed to give supportive care to people in the final phase of a terminal illness and focuses on comfort and quality of life, rather than cure. The goal is to enable patients to be comfortable and free of pain, so that they live each day as fully as possible.

Hospitalization: A term used when formally admitted to the hospital for skilled behavioral services. If not formally admitted, it might still be considered an outpatient instead of an inpatient even if an overnight stay is involved.

Hospital Outpatient Care: Is any type of care performed at a hospital when it is not expected there will be an overnight hospital stay.

Individuals with LEP: Individuals who cannot speak, write, read, or understand the English language at a level that permits them to interact effectively with health care providers and social service agencies.

Intellectual/Developmental Disability: Is defined by the Michigan Mental Health code and means either of the following: (a) If applied to a person older than five years, a severe chronic condition that is attributable to a mental or physical impairment or both, and is manifested before the age of 22 years; is likely to continue indefinitely; and results in substantial functional limitations in three or more areas of the following major life activities: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, and economic self-sufficiency; and reflects the need for a combination and sequence of special, interdisciplinary, or generic care, treatment or other services that are of lifelong or extended duration; (b) If applied to a minor from birth to age five, a substantial developmental delay or a specific congenital or acquired condition with a high probability of resulting in a developmental disability.

Integrated Health Care: The comprehensive monitoring and improvement of patient health through collaboration between previously separate health organizations; or providing holistic care for a person.

Limited English Proficient (LEP): Means potential enrollees and enrollees who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English may be LEP and may be eligible to receive language assistance for a particular type of service, benefit, or encounter.

MDHHS: An acronym for Michigan Department of Health and Human Services. This state department, located in Lansing, oversees public-funded services provided in local communities and state facilities to people with mental illness, intellectual/developmental disabilities, and substance use disorders.

Medically Necessary: A term used to describe one of the criteria that must be met in order for a beneficiary to receive Medicaid services. It means that the specific service is expected to help the beneficiary with his/her mental health, intellectual/developmental disability, or substance use (or any other medical) condition. Some services assess needs and some services help maintain or improve functioning. The SWMBH Network is unable to authorize (pay for) or provide services to you that are not determined to be medically necessary for you.



Michigan Mental Health Code: The state law that governs public mental health services provided to adults and children with mental illness, serious emotional disturbance, and intellectual/developmental disabilities by local community mental health services programs and in-state facilities.

MiChild: A Michigan health care program for low-income children who are not eligible for the Medicaid program. Contact your local customer service unit for more information.

Network: Is a list of the doctors, other health care providers, and hospitals that a plan has contracted with to provide medical care/services to its members.

Non-Participating Provider: A provider or facility that is not employed, owned, or operated by the PIHP/CMHSP and is not under contract to provide covered services to members.

Participating Provider: Is the general term used for doctors, nurses, and other people who give you services and care. The term also includes hospitals, home health agencies, clinics, and other places that provide health care services; medical equipment; mental health, substance use disorder, intellectual/developmental disability, and long term supports and services. They are licensed or certified to provide health care services. They agree to work with the health plan, accept payment, and not charge enrollees an extra amount. Participating providers are also called network providers.

Physician Services: Refers to the services provided by an individual licensed under state law to practice medicine or osteopathy.

PIHP: An acronym for Prepaid Inpatient Health Plan. A PIHP is an organization that manages the Medicaid mental health, intellectual/developmental disabilities, and substance use services in their geographic area under contract with the State. There are 10 PIHPs in Michigan and each one is organized as a Regional Entity or a Community Mental Health Services Program according to the Mental Health Code. Southwest Michigan Behavioral Health is the PIHP that covers the 8 counties of Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph, and Van Buren.

Post-stabilization Care Services: As defined in 42 CFR 438.114(a), covered specialty services specified in this Contract that are related to an emergency medical condition and that are provided after a beneficiary is stabilized in order to maintain the stabilized condition, or, under the circumstances described in 42 CFR 438.114(e), to improve or resolve the beneficiary's condition.

Prior authorization: Approval needed before certain services or drugs can be provided. Some network medical services are covered only if the doctor or other network provider gets prior authorization. Also called Prior Authorization.

Premium: An amount to be paid for an insurance policy, a sum added to an ordinary price or charge. **Prescription Drug:** Is a pharmaceutical drug that legally requires a medical prescription to be dispensed. In contract, over-the-counter drugs can be obtained without a prescription.

Prescription Drug Coverage: Is a stand-alone insurance plan, covering only prescription drugs.

Primary Care Physician: A doctor who provides both the first contact for a person with an undiagnosed health concern as well as continuing care of varied medical conditions, not limited by cause, organ system, or diagnosis.

Primary Care Provider: A health care professional (usually a physician) who is responsible for monitoring an individual's overall health care needs.

Provider: Is a term used for health professionals who provide health care services. Sometimes, the term refers only to physicians. Often, however, the term also refers to other health care professionals such as hospitals, nurse practitioners, chiropractors, physical therapists, and others offering specialized health care services.



Recipient Rights: The Rights afforded to individuals receiving public mental health services in accordance with constitutional rights and the Michigan Mental Health Code and/or Public Act 368 of 1978. **Recovery:** A journey of healing and change allowing a person to live a meaningful life in a community of their choice, while working toward their full potential.

Rehabilitation Services and Devices: Health care services that help a person keep, get back, or improve skills and functioning for daily living that have been lost or impaired because a person was sick, hurt, or disabled. These services may include physical and occupational therapy and speech-language pathology and psychiatric rehabilitation services in a variety of inpatient and/or outpatient settings.

Resiliency: The ability to “bounce back.” This is a characteristic important to nurture in children with serious emotional disturbance and their families. It refers to the individual’s ability to become successful despite challenges they may face throughout their life.

Specialty Supports and Services: A term that means Medicaid-funded mental health, intellectual/developmental disabilities, and substance use supports and services that are managed by the Pre-Paid Inpatient Health Plans (PIHPs).

SED: An acronym for Serious Emotional Disturbance, and as defined by the Michigan Mental Health Code, means a diagnosable mental, behavioral or emotional disorder affecting a child that exists or has existed during the past year for a period of time sufficient to meet diagnostic criteria specified in the most recent Diagnostic and Statistical Manual of Mental Disorders; and has resulted in functional impairment that substantially interferes with or limits the child’s role or functioning in family, school, or community activities.

Serious Mental Illness: Is defined by the Michigan Mental Health Code to mean a diagnosable mental, behavioral, or emotional disorder affecting an adult that exists or has existed within the past year for a period of time sufficient to meet diagnostic criteria specified in the most recent Diagnostic and Statistical Manual of Mental Disorders; and that has resulted in functional impairment that substantially interferes with or limits one or more major life activities.

Skilled Nursing Care: Skilled nursing care and rehabilitation services provided on a continuous daily basis in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous (IV) injections that a registered nurse or a doctor can give.

Specialist: A health care professional whose practice is limited to a particular area, such as a branch of medicine, surgery, or nursing; especially, one who by virtue of advanced training is certified by a specialty board as being qualified to so limit his or her practice.

State Fair Hearing: A state level review of beneficiaries’ disagreements with a CMHSP or PIHP denial, reduction, suspension, or termination of Medicaid services. State administrative law judges who are independent of the Michigan Department of Health and Human Services perform the reviews.

Substance Use Disorder (or substance abuse): Is defined in the Michigan Public Health Code to mean the taking of alcohol or other drugs at dosages that place an individual’s social, economic, psychological, and physical welfare in potential hazard or to the extent that an individual loses the power of self-control as a result of the use of alcohol or drugs, or while habitually under the influence of alcohol or drugs, endangers public health, morals, safety, or welfare, or a combination thereof.

Urgent Care: Care for a sudden illness, injury, or condition that is not an emergency but needs care right away. Urgently needed care can be obtained from out-of-network providers when network providers are unavailable.



19.0 COMMUNITY RESOURCES

If you would like to know more about the resources that are available in your community you can contact your local CMH or SWMBH Customer Services office as outlined in Section 2 of the Customer Handbook.

Each community also participates in the United Way 2-1-1 Community Information and Referral Service. You can call 2-1-1 to find more resource information.

ORGANIZATION, ENTITY	PHONE #
National Alliance on Mental Illness (NAMI)	800-950-6264 or www.nami.org
The Arc of Michigan	800-292-7851
Michigan Rehabilitation Services	800-605-6722
Depression and Bipolar Support Alliance	800-826-3632
Disability Network Southwest Michigan	269-345-1516 (Kalamazoo) 269-985-0111 (Calhoun and Berrien)
Michigan Bureau of Services for Blind Persons	800-292-4200
Autism Society of Michigan	517-882-2800
Brain Injury Association of Michigan	800-444-6443
Learning Disability Association of Michigan	616-284-1650
United Cerebral Palsy of Michigan	800-827-4843 or 517-203-1200
Association for Children’s Mental Health	517-372-4016 or 888-226-4543
Disability Rights Michigan	800-288-5923 or 517-487-1755
Michigan Association of County Veteran Counselors	810-989-6945
Social Security Administration	800-772-1213
CARES (AIDS and HIV services)	269-381-2437 (Kalamazoo) 269-927-2437 (Benton Harbor)
Poison Control Center	800-222-1222
Legal Aid of Western Michigan	269-344-8113
American Red Cross	800-733-2767
Section 8 Housing	To apply for Vouchers – 517-241-8986 For existing Vouchers – 517-373-9344
Substance Abuse and Mental Health Services Administration (SAMHSA) Hotline	1-800-662-4357
Narcotics Anonymous Hotline	800-230-4085
Michigan Gambling Helpline	800-270-7117
Area Agency on Aging	800-677-1116
Unemployment Claims number	866-500-0017
Crisis/Suicide Hotline	Call or Text: 988 Chat: 988lifeline.org Or text “Hello” to 741-741 to reach the Crisis Text Line



Michigan Disability Rights Coalition	800-578-1269
Michigan Centralized Intake for Abuse/Neglect	855-444-3911
Centers for Disease Control	800-232-4636
LGBT National Hotlines	National Hotline: 888-843-4564 Youth Talkline: 800-246-7743 Coming Out Support/Senior Hotline: 888-688-5428
Healthcare Reform	800-318-2596
National Domestic Violence Hotline	800-799-7233

20.0 COMMONLY USED ACRONYMS

ACT: Assertive Community Treatment	LMSW: Licensed Master Social Worker
ADA: Americans with Disabilities Act	LOC: Level of Care
ADL: Activities for Daily Living	LOCUS: Level of Care Utilization System
AFC: Adult Foster Case	MACMHB: Michigan Association of Community Mental Health Boards
Auth.: Payment Authorization for Services	MCA: Medicaid
BH: Behavioral Health	MCO: Managed Care Organization
CCBHC: Certified Community Behavioral Health Clinic	MDHHS: Michigan Department of Health and Human Services
CEO: Chief Executive Officer	MHP: Medical Health Plan
CFO: Chief Financial Officer	MPM: Medicaid Provider Manual
CFR: Code of Federal Regulations	MRS: Michigan Rehabilitation Services
CMH: Community Mental Health	OHH: Opioid Health Home
CMHSP: Community Mental Health Service Provider	OMT: Opioid Maintenance Therapy
CMS: Center for Medicare and Medicaid Services	PCP: Person Centered Planning // Primary Care Physician
COFR: County of Financial Responsibility	PIHP: Prepaid Inpatient Health Plan
COO: Chief Operating Officer	ROSC: Recovery Oriented Systems of Care
CS: Customer Service	SA: Substance Abuse
DBT: Dialectical Behavioral Therapy	SED: Serious Emotional Disturbance
DPOA: Durable Power of Attorney for Healthcare Decisions	SMI: Seriously Mentally Ill
EBP: Evidence Based Practice	SPMI: Severely and Persistently Mentally Ill
EMR: Electronic Medical Record	SUD: Substance Use Disorder
HAB: Habilitation Supports Waiver	SWMBH: Southwest Michigan Behavioral Health
HHS: United States Department of Health and Human Services	UM: Utilization Management
HIPAA: Health Insurance Portability and Accountability Act	
HMO: Health Maintenance Organization	
IPOS: Individual Plan of Service	



NOTES
