



Substance Use: Notice of Confidentiality and Privacy Practices

Southwest Michigan Behavioral Health (SWMBH) is committed to protecting clients health information. We are required by law to keep information as private as possible. For Substance Use services, there are strict limits on: what information we can share, who we can share information with, and when that information can be shared.

Providers should be offering a copy of SWMBH's Substance Use Confidentiality and Privacy Practices when substance use services are started.

Providers can find our Notice of Confidentiality and Privacy Practices for Substance Use Services on our website under Member Documents & Resources: Member Documents (<https://www.swmbh.org/members/member-documents-from-swmbh/>).

If you would like a copy of this document mailed to you, please call Customer Service at 1-800-890-3712.

Customers have specific rights related to their privacy. And may speak with our SWMBH Privacy Officer at 1-800-783-0914 if they feel their privacy rights have been violated. Customer's also have the option to file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights. No one can retaliate against a customer for filing a complaint.



Get Involved!

Governor Whitmer makes appointments to hundreds of Boards and Commissions representing Public Policy efforts across a broad spectrum. Please see this URL Link <https://www.michigan.gov/whitmer/appointments/oma> for a list of the Boards and commissions she makes appointments to. Each has a further link to an explanation of the purpose and objectives of each Board or Commission. This URL link will take you to the Application for all Groups <https://sombgovweb.state.mi.us/GovernorsBoard/Instructions.aspx>

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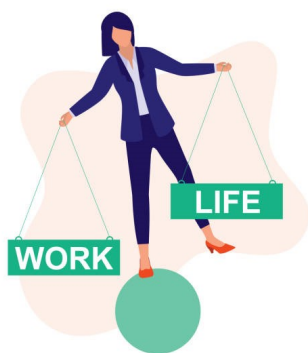
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Call Center Corner

Beth Guisinger, Manager of Utilization Management & Call Center

The last few years have been difficult for individuals working in the behavioral health field due to the increased stressful demands careers have placed upon them. Our world, our country, and our state has been dramatically impacted by current events and many staff have been feeling the “burnout” of their careers that were previously enjoyable. As clinical direct care staff, it is important to identify the signs of burnout, the risk and health implications this can cause, and what people can do to keep themselves mentally and physically healthy.

Signs and symptoms of burnout include being cynical and critical of work, difficulty getting started on tasks, being irritable and/or impatient with co-workers or clients, lack of energy, difficulty concentrating, feeling disillusioned about your job, lacking satisfaction from achievements, using substances to feel better or not feel at all, a change in sleep habits, and unexplained headaches, stomach or bowel problems, and other physical complaints. These symptoms can have significant consequences to your body leading to excessive stress, fatigue, insomnia, mood disorders, substance misuse, heart disease, high blood pressure, type 2 diabetes, and vulnerability to other diseases related to how the additional stress lowers your immune response.



As individuals who work in the helping profession and the increased work demand, it is more important than ever to maintain a good work-life balance. Evaluate your options and think about what you could do differently and speak with your supervisor to help in finding a solution. Reach out to others and seek the support you need. Find time to exercise, take time to engage in enjoyable and relaxing activities, and get the necessary sleep your body needs. Those mindfulness tech-

niques taught to clients can also do you a world of good and allow your mind to slow down and focus where it needs to be.

People working in helping fields tend to over-extend trying to get everyone else’s needs met and diminish their own until it is often too late. Be your own best advocate and stay healthy – mentally and physically.

If you need to speak with a SWMBH staff regarding authorizations, please contact us at **800-676-0423, press 1 for Providers, and then 2 for All Other Authorization Requests.**

Level of Care and Medical Necessity Criteria

Southwest Michigan Behavioral Health (SWMBH) is committed to ensuring each member receives the services best designed to meet their individual needs as identified through the Level II Assessment process. Any member requesting treatment services are screened for the most appropriate level of care based on their initial presented needs. Level of care placement tools currently used are the LOCUS (Level of Care Utilization System) for Behavioral Health, the ASAM-PPC (American Society for Addiction Medicine – Patient Placement Criteria) for Substance Use Disorders, and the SIS (Supports Intensity Scale) for members with Intellectual/Developmental Disabilities. To ensure adequate and uniformed benefits for members, SWMBH utilizes Medicare and Medicaid medical necessity criteria to ensure service authorization requests are appropriate and based on the medical need determined by the level of care principles and ensure the intensity of services provided are consistent with the severity of illness.

The current medical necessity criteria being utilized through the Central Care Management and Outlier Management processes are MCG for behavioral health services and ASAM-PPC for substance use services. MCG and ASAM-PPC medical necessity criteria may be obtained by providers by request, if needed. To obtain the most current medical necessity criteria, please contact the **MI Health-Link Provider line (800) 676-0423. Press prompt 1 for Providers, then 2 for All Other Authorization Requests.**

Provider Based Strategies to Address the Unique Needs of LGBTQ+ Populations

Douglas Stewart, Integrated Healthcare Specialist

As a result of historical oppression, social stigma and systemic health care challenges, people who identify as Lesbian, Gay, Bisexual, Transgender, Queer or Questioning (LGBTQ+) experience mental health and substance use challenges at significantly higher rates than those who do not identify as LGBTQ+.

LGBTQ+ communities comprise a vast range of varying identities and expressions of gender and sexual orientation. LGBTQ+ communities also represent much diversity across race, religion, physical ability, ethnicity, nationality and socioeconomic status. The product of these identities and expressions is intersectionality. Lived experience and collective understanding unites members of LGBTQ+ communities and often results in pride and resiliency. Resilience, strength and expression among LGBTQ+ communities are centered during Pride Month.

Recent evidence suggests that members of this population are at significantly higher risk for experiencing mental health challenges. For example, LGBTQ+ adults are more than twice as likely to have a mental health disorder in their lifetime and roughly twice as likely to experience a substance use challenge when compared to heterosexual adults. Additionally, transgender individuals are four times as likely as cisgender individuals to experience a mental health disorder. The LGBTQ+ population is notably at a much higher risk for suicidal thoughts and attempts than those who are heterosexual or cisgender.

LGBTQ+ youth are especially vulnerable to experiencing negative health outcomes, including suicidal ideation and substance use challenges. Gay, Lesbian or Bisexual adolescents are more than twice as likely to report experiences of persistent feelings of sadness or hopelessness than their heterosexual counterparts.

The occurrence of mental health and substance use disproportionately affects members of the LGBTQ+ community. Health care providers have an opportunity to improve the overall wellbeing of individuals who identify as LGBTQ+. Integrated care – the coordination of general health, mental health and substance use treatment through a patient-centered, team-based approach – can play a key role in addressing the unique needs of LGBTQ+ populations. Leveraging integrated care and its associated models supports comprehensive treatment of the whole person and offers an identity and gender-affirming approach to care that is sensitive, responsive and affirming to patients with varying gender identities and expressions including those who are transgender.

Behavioral Health Impact

LGBTQ+ teens are six times more likely to experience symptoms of depression than non-LGBTQ+ identifying teens.

LGBTQ+ youth are more than twice as likely to feel suicidal and over four times as likely to attempt suicide compared to heterosexual youth.

Forty-eight percent of transgender adult's report that they have considered suicide in the last year, compared to 4 percent of the overall US population.

Access to Healthcare

In a survey of LGBTQ+ people, more than half of all respondents reported that they have faced cases of providers denying care, using harsh language, or blaming the patient's sexual orientation or gender identity as the cause for an illness.

Provider Based Strategies to Address the Unique Needs of LGBTQ+ Populations Continued

Douglas Stewart, Integrated Healthcare Specialist

Approximately 8 percent of LGBTQ+ individuals and nearly 27 percent of transgender individuals report being denied needed health care outright.

In mental health care, stigma, lack of cultural sensitivity, and unconscious and conscious reluctance to address sexuality may hamper effectiveness of care.

Evidence suggests that implicit preferences for heterosexual people versus lesbian and gay people are pervasive among heterosexual health care providers.

Twenty-two percent of transgender individuals say they have avoided doctors or health care out of concern they would be discriminated against.

Display brochures and educational materials about LGBTQ health concerns. Visibly post a nondiscrimination statement. Display posters from nonprofit LGBTQ or HIV/AIDS organizations.



Consult the *Guidelines of Care for Lesbian, Gay, Bisexual and Transgender (LGBT) Patients*, created by the Gay and Lesbian Medical Association, for advice on communicating with LGBTQ patients, guidelines for forms and patient-provider discussions and more.

Customize your patient intake forms

Examine the comprehensive Sample New Patient Intake Form such as what *The Fenway Institute* recommends for use with LGBTQ patients and see how it compares to what your practice currently uses.

Get advice on making your practice LGBTQ-friendly

Listen to the *Journal of Medical Practice Management* podcast "Expanding into the Gay and Lesbian Market: What Savvy Medical Practices Know," an informative, half-hour-long discussion with Ellen Kahn, Director of the Human Rights Campaign Foundation's Family Project.

Approaches in providing a welcoming environment

Physicians who create an environment where all patients feel welcome can better meet their patients' often complex health care needs.

Simple ways to create an inclusive office environment include:

Opioid Settlement

Brad Casemore, CEO

As a result of settlement of state and municipal lawsuits against opioid manufacturers, wholesalers, and retailers the state of Michigan and most Michigan municipalities will receive millions of dollars over almost two decades for opioid crisis impacts remediation. SWMBH is a state designated Community Mental Health Entity which grants us specific statutory duties and authorities for substance use disorder prevention and treatment planning, policy, and programs across our region. SWMBH has a great deal of regional data and local planning body contacts to support the Attorney General's office, MDHHS and participating municipalities as they implement approved remediation uses of opioid settlement funds. Interested state and municipal officials may contact SWMBH CEO Brad Casemore brad.casemore@swmbh.org. For additional information from the Attorney General go to <https://www.michigan.gov/ag/initiatives/opioids>.

System Transformation Bills

There has been no Senate Floor action on Senate Bills 597 and 598 the Bills which would move Medicaid behavioral health specialty supports and services in full or in part to the Medicaid Health Plans away from Prepaid Inpatient Health Plans and the public behavioral health system. The Legislature is now on extended summer break with a brief return in the fall and then elections in November. It is conceivable that action on these Bills could occur between now and the election or in so-called "lame duck" after the election and before 12/31/22 the end of this legislative session.

New SWMBH Staff



Geoff Sherman
IT System Analyst



Theresa Bell
SIS Assessor



Toni Kennedy
Veteran Navigator



Jeannette Bayapuneedi
Behavioral Health and
Integrated Care
Manager

Dear Behavioral Health Contracted Network Providers –

This email is to announce the release of the Provider Expense Template, which is an MDHHS [reporting requirement](#) for providers with **over \$1 million in Medicaid expenditures**. **This email is being sent to all providers and the list of required participants will be sent in July.**

The purpose of the Provider Expense Template is to collect service utilization and expenditure information from each of the contracted behavioral health providers with significant Medicaid expenditures (over \$1 million in SFY 2022). The Provider Expense Template materials can be found by going to the MDHHS website (<https://www.michigan.gov/mdhhs/keep-mi-healthy/mentalhealth/reporting>) and navigating to the Contracted Behavioral Health Provider Service Expense Template section of the Policy 21-39 Reporting Requirements area.

The Provider Expense Template is due February 28, 2023. There will be two trainings, one on July 28th and another in November, to review the requirements of the Provider Expense Template and to provide technical assistance for provider submitted questions. Please review the Provider Expense Template and send any questions that you would like reviewed during the July training to BH.Provider.Survey@milliman.com. For contracted network providers that already know they will be required to submit a Provider Expense Template (i.e., over \$1 million in Medicaid), we have provided access information for the July 28th training below:

- **Date and time:** July 28th at 11 am eastern

Training access: <https://milliman.zoom.us/j/95721151193>

You can click on the above link to register for the training and a meeting invitation will be sent to your inbox

We appreciate your support of these reporting requirements and more information about the contracted providers required to complete the Provider Expense Template will be available in July. Please send any questions about the Template or participation to BH.Provider.Survey@milliman.com.

Thank you.

Julie R. Harrison

Executive Secretary

Division of Contracts and Quality Management

Bureau of Community Based Services

Behavioral and Physical Health and Aging Services Administration

Michigan Department of Health and Human Services

Lansing, Michigan

Phone: 517-335-3768



Michigan Fiscal Year 2023 Budget

The fiscal year 2023 budget for an October 1, 2022, start date has been finalized. Though not yet signed by the Governor and there could be some line item vetoes it is mostly good news for the public behavioral health system. Highlights include \$101 million for Certified Community behavioral Health Clinics up from \$26 million; \$61 million for Health Homes; \$23 million for Opioid Settlement Fund; direct care worker wage increase maintenance; and a variety of other items. Once fully final all information is available at <https://www.michigan.gov/budget>.

Representing SWMBH: Recent Events

Pictured Right: Mila Todd, Brad Casemore and Alena Lacey, with spouses, attending the NAMI-MI Honors Gala on April 9, 2022.



Pictured Left: SWMBH's Achilles Malta participated in the Project Connect in Branch County. During the Event, he participated in the "Walk a Mile in My Shoes" to raise awareness against domestic and sexual assault all while wearing High Heels! (see picture). Also pictured is Randall Hazelbaker, the SUD OPB Chair who came to proclaim the day as "Domestic Awareness Day".

Upcoming: SWMBH 7th Annual Health Policy Forum

Consider attending the SWMBH 7th Annual Health policy Forum Friday October 7, 2022, at Kalamazoo Four Points Sheraton on Cork Street 8:30 am to 3:00 pm. The morning session is a health and behavioral health policy discussion panel with confirmed guests of Kevin Fischer NAMI-MI, Sherri Boyd ARC-MI, Alan Bolter CMHAM and Dave Schneider Health Management Associates. Invitations to others are pending. The noon hour and beyond will consist of heavy appetizers and conversations and a *Meet the Candidates* format.

Upcoming Trainings

SWMBH strives to support our community partners with a variety of educational offerings. Below you will see a list of trainings both on-line and in-person during the months ahead. Please share this email with your team members who you know would appreciate the opportunity to attend.

Human Trafficking – Tuesday, July 19th - 9:30 am to 11:45 am - Michigan is in the top 10 for states with the highest rates of human trafficking – This is a pre-recorded digital seminar - <https://us06web.zoom.us/j/84451220663>



Social Work Ethics Pain Management – Friday, July 22nd – 8:15 am to 4:15 pm – In this training we will examine ethical dilemmas faced by social workers and other clinicians who work with adults with psychiatric disorders and/or substance use disorders. A two-hour presentation will be provided on pain management and how to derive the best ethical decisions. <https://us06web.zoom.us/j/84451220663>

A Journey into Transgender Mental Health – Tuesday, July 26th – 10 am to 12 pm - When seeking care, nothing is scarier to transgender individuals than a provider who's poorly informed about the issues facing their community -This is a pre-recorded digital seminar - <https://us06web.zoom.us/j/84451220663>

The Body Keeps the Score – Tuesday, August 2nd 8 am to 2 pm and Thursday, August 4th 8 am to 1 pm (Must attend both days) – This is a pre-recorded digital seminar – <https://us06web.zoom.us/j/84451220663>

SIS Assessment Orientation – Tuesday, August 16th 10 am to 11:30 am - SIS is a strength-based comprehensive assessment tool – <https://us06web.zoom.us/j/84451220663>

“Break Through” Self-Regulation Interventions for Children and Adolescents with Autism, ADHD, Sensory or Emotional Challenges- Thursday, August 25th and Friday, August 26th – 9 am to 12:15 both days. This is a pre-recorded digital seminar – Must attend both days. <https://us06web.zoom.us/j/84451220663>

Suicide Risk Assessment & Management – Wednesday, August 31st and Thursday, September 1st 9 am to 4 pm both days (Must attend both days) This is an in-person training and is limited to 125 people - <https://us06web.zoom.us/j/84451220663>

Self-Paced ASAM Criteria Training – This is a self-paced course on ASAM Criteria Skill Building – Attendees must email Anastasia.Miliadi@swmbh.org with their Name, agency, email address and verify that they have not taken the ASAM criteria training within the last 5 years

BUSINESS NAME

Quality and Excellence through Partnerships

Southwest Michigan Behavioral Health
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Main LinePhone: 555-555-5555
Fax: 555-555-5555
Email: someone@example.com



WE'RE ON THE WEB!

WWW.SWMBH.ORG

Check out the SWMBH Provider Manual and Provider Directory, on our SWMBH website: www.swmbh.org. The website contains information about the SWMBH policies and procedures as well as helpful information on topics such as provider responsibilities, customer rights, utilization management and other helpful material.

Southwest Michigan Behavioral Health (SWMBH) is the Prepaid Inpatient Health Plan (PIHP) for eight Michigan counties, and is in partnership with the Community Mental Health (CMH) agencies of these counties. SWMBH, in partnership with the CMH's and local providers, provides mental health services to adults with severe and persistent mental illness, children with severe emotional disturbance, individuals with developmental disabilities, and individuals with substance use disorders. As the manager of services, SWMBH will make sure that services are provided to you based on your needs and goals and are within the guidelines set by the state of Michigan. SWMBH Strives to ensure that you and your family members are treated with dignity and respect.



SWMBH is in search of Spanish-speaking MI Health Link clinicians.

Are you a MHL Provider who speaks Spanish?

Let us know!



Do you wish to stay up-to-date on SWMBH Trainings? If YES, please submit your name and the organization you work for to traininginfo@swmbh.org with a request to be added to the training email list. This will allow SWMBH to send to you information on all the latest and greatest training/webinar opportunities.