



# Our Certified Community Behavioral Health Clinic (CCBHC)

## An Overview

The Right Door for Hope, Recovery and Wellness became a federally Certified Community Behavioral Health Clinic (CCBHC) in Michigan on October 1, 2021. The federally funded demonstration project is part of a comprehensive, national effort to integrate behavioral and physical health care, increase the consistent use of evidence-based practices, and improve access to high-quality, community-based, behavioral health services for persons with mental health and substance use disorders (also known as addictions) and other vulnerable populations.

The highly coveted CCBHC demonstration grant showed that high-quality, innovative behavioral health care services can achieve specific, measurable outcomes, including decreasing health care costs by reducing emergency department visits and hospital stays for behavioral health reasons.

CCBHCs were made possible through Section 223 of the Protecting Access to Medicare Act of 2014 (PAMA) and were defined for the first time in the federal Excellence in Mental Health Act of 2014.

## Frequently Asked Questions (FAQs)

### What's a Certified Community Behavioral Health Clinic (CCBHC)?

The Certified Community Behavioral Health Clinic (CCBHC) is part of a national, comprehensive, and federally funded effort to:

- Integrate behavioral and physical health care
- Increase the consistent use of evidence-based practices
- Improve access to high quality, community-based, behavioral health services for persons with mental health and substance use disorders (addictions).

### What's changed?

Through our CCBHC, individuals and families have greater access to mental health and addiction services as well as many opportunities to continue to stay engaged between scheduled appointments and throughout the recovery journey.

## Why's it important?

The CCBHC was developed based on the principles of excellence in mental health care. The awarding of CCBHC status to The Right Door further validates our staff's dedication, ability, and commitment to provide innovative care to persons and families who are most vulnerable. This demonstration program is also a tremendous opportunity to enhance our journey as a person-centered, population-based, and trauma-informed center of excellence.

### **THROUGH THIS PROJECT, WE WERE ABLE TO:**

- Improve the way you access services and the way we deliver services to you
- Improve the way services are organized to address your needs and the needs of our community
- Improve the way we use technology and data to drive quality in everything we do
- Improve our ability to achieve the triple aim: better care, healthier people, and lower costs.

## How does the CCBHC affect my services?

### **CCBHCs are designed to:**

- Provide a comprehensive array of services to help improve access to physical and behavioral health services
- Help stabilize people in crisis
- Provide the necessary treatment for those with the most serious, complex mental illnesses and addictions.
- Integrate additional, innovative services
- Ensure a person-centered approach to care that emphasizes a welcoming environment, recovery, wellness, trauma-informed care, and the integration of physical and behavioral health services.

## What services does The Right Door CCBHC offer?

### **All of the CCBHCs – including The Right Door – offer nine essential services:**

- Crisis mental health services
- Screening, assessment (including risk assessment), and diagnosis
- Person-centered treatment planning
- Outpatient mental health and substance use (addiction) services
- Primary care screening and monitoring of health risks
- Targeted case management (service coordination) services
- Psychiatric rehabilitation services
- Peer support, peer counselor, and family support services
- Intensive, community-based mental health care for active armed services members, veterans, and their families.

The Right Door has long provided these and many other innovative services to the community.

## Who provides services at the CCBHC?

Services are delivered by compassionate, dedicated, and highly qualified therapists, targeted case managers, care managers, physicians, and support staff. Each team is supervised by an experienced practice administrator.

## Will I have a say in my care?

Yes. You're at the center of everything we do.

## Will I have a say in my loved one's care?

Yes. Family, friends, and community supports play an important role in the recovery journey. There are multiple opportunities for family support and participation. Please ask your (or your loved one's) care team for additional information.

## Do you offer support services for families?

Yes. Please ask your care team for additional information.

## When can I access services?

Need help? Please call us at 1-888-527-1790.

## Where are services offered?

Services are delivered in several community-based settings and locations. Many of the services we offer can be accessed or delivered to you at home, at school, or elsewhere in the community. Need help? Please call us at 1-888-527-1790.

## How can I access services?

Need help? Please call us at 1-888-527-1790 or walk in:

### **The Right Door for Hope, Recovery and Wellness has 3 service location:**

#### **Ionia Office**

375 Apple Tree Drive  
Ionia, MI 48846

#### **Belding Office**

7441 Storey Rd  
Belding, MI 48809

#### **Portland Office**

208 West Bridge St  
Portland, MI 48875

## **Are appointments required?**

No. However, appointments are encouraged.

## **What if I have a specific need?**

Our approach to care is person-centered and team-based. We invite you to express your preferences and be an active participant in decisions that affect you.

## **What if I have multiple complex needs?**

Whether you have one specific need or multiple complex needs, our experienced and caring teams are here to help.

## **Are services accessible?**

Yes. If you have a question or concern about the accessibility of our services, please call 1-888-527-1790.

## **Do you provide transportation?**

If you need help getting to an appointment, please let us know when you call or come for your appointment.

## **What if I don't have health insurance?**

No health insurance? No problem. We'll serve any individual in need of care, regardless of ability to pay, including:

- Adults who have serious mental illness
- Children and adolescents who have serious emotional disturbances
- People with long-term chronic addictions
- Others with mild or moderate mental illness and substance use disorders
- Underserved and low-income individuals and families.
- Those who have multiple, complex needs
- Members of the armed services, veterans, and their families
- Those who are insured, uninsured, or on Medicaid.

If you don't have health insurance, let us know when you call or come for your appointment. We may be able to help connect you to benefits.

## **I don't speak English. Can you help me?**

Yes. Language translation services are available upon request. If you need to access these services, please ask when you call or come for your appointment.

## **Do you offer services for people who are deaf, deaf-blind, and hard of hearing?**

Yes. We offer services to persons who are deaf, deaf-blind, and hard of hearing (i.e., American Sign Language interpreter services, video phone, etc.). If you need to access these services, please ask when you call or come for your appointment.

## **Can you help me with housing?**

Yes. We can help you to find, get, and keep housing.

## **Can you help me with employment?**

Yes. We can help you to find, get, and keep employment.

## **Who can make a referral?**

Anyone may refer an individual to The Right Door for services.

## **How do I make a referral?**

To refer an individual to The Right Door for services, please call us at 1-888-527-1790.

## **How will you ensure the quality of the services you provide?**

At The Right Door, we want all of the services we offer to be of the highest quality. We're accountable to you and all of the communities we serve. Quality outcomes for persons served at The Right Door are measured against national benchmarks and monitored regularly.

## **Where can I find more information about The Right Door's CCBHC?**

For more information about The Right Door's CCBHC, please call us at 1-888-527-1790 or email us at [CustomerService@rightdoor.org](mailto:CustomerService@rightdoor.org). We're here to help.