

# Your Guide to Services



**Telephone: 1(616) 527-1790**

**Toll Free 24 Hour Crisis Line: 1(888) 527-1790**

Welcome to **The Right Door for Hope, Recovery and Wellness** (formerly known as Ionia County Community Mental Health Authority (ICCMHA)). We are your local agency for mental health services. We are a member of the Mid-State Health Network (MSHN), a family of community mental health and substance use disorder providers joined together to give you access to quality care.

This **“Guide to Services”** has been prepared for you to provide important information: services available to residents of Ionia County; how to request services; and your rights and responsibilities as a consumer of behavioral health services. We believe it is important that consumers of behavioral health services have information available that will help them make informed choices about the services and supports they will receive.

In addition to the information covered in the Guide to Services, consumers have the right to request information, such as:

- how to access primary health care and community services
- the names, locations and telephone numbers of non-English speaking mental health providers
- The Right Door’s Annual Reports, board minutes and meeting schedules, board member lists, and organizational charts
- Mid-State Health Network structure and operations

Keep this Guide to Services in a place where you can find it easily. It is our belief that it has the answers to most of the questions you may have. We can give you or translate this handbook in languages other than English (including American Sign Language) or in other formats (such as audio recording) free of charge. Each year we will offer you a guidebook at your person-centered planning meeting. Sometimes, there may be big changes in the guidebook. We will offer you a new guidebook if this happens. You may also contact Customer Services for a guidebook.

If you have additional questions about the contents of this Guide to Services or if you need any assistance, we encourage you to contact Customer Service at: 1(616) 527-1790 or Toll-free 1(888) 527-1790. Customer Services is available Monday - Friday 8:00 AM—5:00 PM (with the exception of holidays). There is also after-hour return call capability that can be arranged if an individual leaves information about the preferred time and phone number for Customer Service to return a call.

## The Right Door for Hope, Recovery and Wellness' Important Locations

### We can serve you in three locations:

Most services are provided at our main office. Some services may be provided in your home or another community location. Staff involved in your care will help you decide the best location for services to be provided to you.

#### Main Office Location:

##### **Ionia Office**

375 Apple Tree Drive

Ionia, MI 48846



#### Other Office Locations (Maps on the back cover):

##### **Belding Office**

7441 Storey Road

Belding, MI 48809

##### **Portland Office**

208 W. Bridge Street

Portland, MI 48875

In every difficult situation is potential value. Believe this, then begin looking for it.—Norman Vincent Peale

# About Us

## **Our Mission**

The Right Door's mission is to be the premier behavioral health care provider in our service area.

## **Our Vision**

Our Vision is to be an integral and valued partner in a community committed to the wellness and full participation of its citizens.

## **Our Values**

We value and pledge to provide quality accessible care, healing, wellness and recovery throughout our service area. We will provide solutions, education and alternatives to give you hope for today, tomorrow and in the future.

### *Wellness*

We are committed to treating the whole person: body, mind and spirit.

### *Accessibility*

We possess a strong sense of urgency and are committed to providing an immediate response to the needs of the community.

### *Best Value*

We are committed to providing the highest quality services and programs in the most effective and efficient manner.

### *Respect and Dignity in a Culture of Gentleness*

Every person shall be treated with respect and dignity in a gentle, welcoming and listening environment.

### *Recovery*

The Right Door promises to foster recovery by instilling hope, empowering individuals to reach their potential, and providing support and education.

### *Trauma-Informed*

We are committed to being trauma informed and responsive.

Learn from yesterday, live for today, hope for tomorrow.  
- Albert Einstein

# Services

## We are only a phone call away

Call to get services, treatment, or information about:

- Intellectual/Developmental Disabilities
- Mental Illness and Recovery
- Severe Emotional Disturbance
- Substance Abuse

**Eligibility:** Our staff will ask you what your needs are and help determine if you qualify for our services. All requests for service and phone calls are treated in a confidential manner.

If you are denied access to services or are unhappy with the services or referral provided, you can contact our Customer Services department to express those concerns at: (888) 527-1790. See the **"Grievance & Appeals Process,"** page 33, of this manual for more information.

## Some of our Services

- Applied Behavioral Analysis-Autism Benefit
- Case Management
- Co-Occurring Substance Use Disorder Treatment Services
- Community Living Supports
- Crisis Intervention/Mobile Crisis Team
- Supported Employment
- Family and Children Services
- Individual, Family or Group Therapy
- Jail Diversion
- Older Adult Services
- Substance Use Treatment Services
- Parent Support Partner
- Peer Support Services
- Psychiatric Medication Services
- Respite Care
- 24-Hour Toll-Free Crisis phone line
- Wrap-Around

Do not let what you cannot do interfere with what you can do.  
- John Wooden





## Language Assistance, Accessibility, and Accommodations

### **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 your provider within the Mid-State Health Network (MSHN) provider network. You may also contact your Community Mental Health (CMH), your substance use disorder (SUD) provider, your MSHN services provider, or even the MSHN main office. Please call 7-1-1 and ask MRC to connect you to the number you are trying to reach.

If you need a qualified interpreter for sign language or a non-English speaking language for either phone conversations or face-to-face appointments with a CMH or SUD provider, contact your local customer service office as listed on pages 31 and 32, as soon as possible so that one will be made available. Interpreters are available at no cost to you for both phone and in person communication.

All materials shall be available in the languages appropriate to the people served within the PIHP's area for specific Non-English Language that is spoken as the primary language by more than 5% of the population in the PIHP's region. Such materials shall be available in any language alternative to English as required by the Limited English Proficiency Policy Guidance (Executive Order 13166 of August 11, 2002 Federal Register Vol. 65, August 16, 2002). Written information in other formats (large print, audio, accessible electronic formats, Braille) may also be available.

### **Accessibility and Accommodations**

In accordance with federal and state laws, all buildings and programs within the MSHN region are required to be physically accessible to all individuals with qualifying disabilities. Any individual who receives emotional, visual or mobility support from a service animal such as a dog will be given access, along with the service animal, to all buildings and programs for MSHN providers. If you need more information or if you have questions about accessibility or service/support animals, contact your local customer service office as listed on pages 31 and 32.

If you need to request an accommodation on behalf of yourself or a family member or a friend, you can contact your local customer service office as listed on pages 31 and 32. 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 provider location is responsible to handle accommodation requests.



## Non-Discrimination

### Non-Discrimination

In providing behavioral healthcare services, MSHN and its provider network are required to comply with all applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability or sex. MSHN and its providers do not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

If you believe that the community mental health and/or substance use disorder provider has discriminated in any way based upon race, color, national origin, age, disability, or sex, you can file a grievance with the customer service office by contacting your local customer service office as listed on pages 31 and 32.

If you are a person who is deaf or hard of hearing and would like to file a grievance, you may contact your local customer service office as listed on pages 31 and 32. MI Relay Service can also assist in connecting you to your local customer service office by calling 7-1-1. You can file a grievance in person, by mail, fax or email. If you need help in filing a grievance, customer service 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  
Toll-free: 1-800-368-1019**

## Welcome to Mid-State Health Network Provider Network & Directory

The Mid-State Health Network (MSHN) manages public behavioral health and substance use disorder services for a twenty-one county region. It is the **Pre-Paid Inpatient Health Plan (PIHP)** for persons with Medicaid and Healthy Michigan Plan (HMP). Additional information regarding MSHN's services, provider network and other consumer related materials can be found on the website at: <http://www.midstatehealthnetwork.org/>.

If you would like printed copies of any of the materials found on the website, please contact your local customer service office, substance use disorder provider, or MSHN Customer Service Toll-free at 1 (844) 405-3094. Copies will be provided free of charge and within 5 business days.

### **What is a Pre-Paid Inpatient Health Plan?**

Under contract with the Michigan Department of Health and Human Services (MDHHS), MSHN contracts with local Community Mental Health (CMH) participants and Substance Use Disorder (SUD) providers to secure behavioral health services needed in each county. Each year, MSHN distributes Medicaid and Healthy Michigan Plan (HMP) funds to address unmet needs in our twenty-one county region. This is one of the benefits of being in partnership with similar organizations.

### **Organized Health Care Arrangement (OHCA)**

MSHN, along with its CMH participants, formed an Organized Health Care Arrangement (OHCA). This type of arrangement allows for sharing of information between the participants, regarding enrollees, for the purpose of health care coordination. For more information about the OHCA, please contact your local CMH or MSHN Customer Service.

### **Regional Community Mental Health and Substance Use Disorder Provider Directory**

To best meet your needs, MSHN has a provider network consisting of twelve CMHs and many Substance Use Disorder (SUD) providers. The CMHs are listed within this directory. A list of current SUD providers will be provided as part of the handbook. You may also refer to MSHN's website at [www.midstatehealthnetwork.org](http://www.midstatehealthnetwork.org) or ask your local CMH or SUD provider for a list.

## Behavioral Health Provider Directory

### **Mid-State Health Network (MSHN)**

**(PIHP for 21 county region)**

**503 W. Ionia Street, Suite F, Lansing, MI 48933**

**(517) 253-7525 or Toll-free (844) 405-3094**

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

**Joseph P. Sedlock, Chief Executive Officer**

**Zakia Alavi, MD, Chief Medical Officer**

**Bruce Springer, MD, Medical Director for SUD**

**Dan Dedloff, Customer Service and Rights Specialist**



## Behavioral Health Provider Directory

### **Bay-Arenac Behavioral Health (BABH)**

**(Arenac and Bay Counties)**

**201 Mulholland, Bay City, Michigan 48708**

**Toll-free (800) 327-4693 or (989) 895-2300**

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

**Chris Pinter, Chief Executive Officer**

**Roderick Smith, MD, Medical Director**

**Melissa Prusi, Recipient Rights Officer**

**Kim Cereske, Customer Service**

Languages spoken other than English: Interpreters available at no charge for all languages.

For those with hearing impairment, please call the Michigan Relay at 7-1-1 for assistance.

### **Access to All Services**

201 Mulholland

Toll-free: (800) 448-5498

Bay City, MI 48708

### **Emergency Services/Crisis Services (*available 24 hours a day, 7 days a week, including holidays*).**

201 Mulholland

Toll-free: (800) 327-4693

Bay City, MI 48708

Phone: (989) 895-2300

After business hours, contact the Emergency Services/Crisis Services phone number above or go to emergency room departments at McLaren Hospital-Bay Region in Bay City or St. Mary's Hospital in Standish.

### **Customer Service**

909 Washington Ave., Suite 3

Toll-free: (888) 482-8269

Bay City, MI 48708

Phone: (989) 497-1302

### **Recipient Rights**

909 Washington Ave., Suite 3

Toll-free: (800) 327-4693

Bay City, MI 48708

Phone: (989) 895-2317

## Behavioral Health Provider Directory

***Community Mental Health for Central Michigan (CMHCM)  
(Clare, Gladwin, Isabella, Mecosta, Midland, and  
Osceola Counties)***

***301 S. Crapo, Mt. Pleasant, MI 48858***

***Toll-free (800) 317-0708 or (989) 772-5938***

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

***John Obermesik, Executive Director***

***Angela Pinheiro, MD, Medical Director***

***Kris Stableford, Recipient Rights Officer***

***Julie Rookard, Customer Service***

Languages spoken other than English: Interpreters available at no charge for all languages.

For those with hearing impairment, please call the Michigan Relay at 7-1-1 for assistance.

### **Access to All Services**

301 South Crapo

Toll-free: (800) 317-0708

Mt. Pleasant, MI 48858

Phone: (989) 772-5938

**Emergency Services/Crisis Services (*available 24 hours a day, 7 days a week, including holidays*).**

### **Clare County**

789 N. Clare Avenue

Toll-free: (800) 317-0708

Harrison, MI 48625

Phone: (989) 539-2141

After business hours, contact the Emergency Services/Crisis Services phone number above or go to emergency room at Mid-Michigan Medical Center.

### **Isabella County**

301 South Crapo

Toll-free: (800) 317-0708

Mt. Pleasant, MI 48858

Phone: (989) 772-5938

After business hours, contact the Emergency Services/Crisis Services phone number above or go to emergency room at McLaren Central Michigan.

*(Continued on Next Page)*

## Behavioral Health Provider Directory

### **Community Mental Health for Central Michigan (CMHCM)** **(Clare, Gladwin, Isabella, Mecosta, Midland, and Osceola Counties)**

#### **Gladwin County**

655 E. Cedar Street  
Gladwin, MI 48624

Toll-free: (800) 317-0708  
Phone: (989) 426-9295

After business hours, contact the Emergency Services/Crisis Services phone number above or go to emergency room at Mid-Michigan Medical Center.

#### **Mecosta County**

500 South Third Street  
Big Rapids, MI 49307

Toll-free: (800) 317-0708  
Phone: (231) 796-5825

After business hours, contact the Emergency Services/Crisis Services phone number above or go to emergency room at Spectrum Health.

#### **Midland County**

218 Fast Ice Drive  
Midland, MI 48642

Toll-free: (800) 317-0708  
Phone: (989) 631-2320

After business hours, contact the Emergency Services/Crisis Services phone number above or go to emergency room at Mid-Michigan Medical Center.

#### **Osceola County**

4473 220th Avenue  
Reed City, MI 49677

Toll-free: (800) 317-0708  
Phone: (231) 832-2247

After business hours, contact the Emergency Services/Crisis Services phone number above or go to emergency room at Spectrum Health.

#### **Customer Service**

301 S. Crapo, Suite 100  
Mt. Pleasant, MI 48858

Toll-free: (800) 317-0708  
Phone: (989) 772-5938

#### **Recipient Rights**

301 S. Crapo, Suite 100  
Mt. Pleasant, MI 48858

Toll-free: (800) 317-0708  
Phone: (989) 772-5938

## Behavioral Health Provider Directory

### **Community Mental Health Authority of Clinton, Eaton, and Ingham Counties (CMHA-CEI)**

**(Clinton, Eaton, and Ingham Counties)**

**812 East Jolly Road, Lansing, Michigan 48910**

**Toll-free (877) 333-8933 or (517) 346-8200**

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

***Sara Lurie, Chief Executive Officer***

***Jennifer Stanley, MD, Medical Director***

***Joyce Tunnard, Recipient Rights Director***

***Joyce Tunnard, Customer Service Director***

Languages spoken other than English: French, Hindi, Kannada, Malayalam, Spanish, Telugu, and Tamil. Interpreters available at no charge for all languages.

For those with hearing impairment, please call the Michigan Relay at 7-1-1 for assistance.

#### **Access to All Services**

812 East Jolly Road  
Lansing, MI 48910

Toll-free: (888) 800-1559  
Phone: (517) 346-8318

**Emergency Services/Crisis Services offers Walk-In or call services 24 hours a day, 7 days a week, including holidays.**

812 East Jolly Road  
Lansing, MI 48910

Toll-free: (800) 372-8460  
Phone: (517) 346-8460

**Walk-in services are for those in immediate crisis and cannot wait for an appointment. Contact us to get directions to Crisis Services at the CMH Building. Crisis services provides crisis intervention, assessment, and screening for voluntary and involuntary hospitalization.**

#### **Customer Service**

812 East Jolly Road, Suite G-10  
Lansing, MI 48910

Toll-free: (877) 333-8933  
Phone: (517) 346-8244

#### **Recipient Rights**

812 East Jolly Road  
Lansing, MI 48910

Phone: (517) 346-8249

## Behavioral Health Provider Directory

### **Gratiot Integrated Health Network (GIHN)**

**(Gratiot County)**

**608 Wright Ave, Alma, MI 48801**

**Toll-free (800) 622-5583 or (989) 463-4971**

**[www.gihn-mi.org](http://www.gihn-mi.org)**

**Steve Vernon, Chief Executive Officer**

**Sunil Rangwani, MD, Medical Director**

**Kathleen Perkins, Recipient Rights Officer**

**Lynn Charping, Customer Service**

Languages spoken other than English: Spanish; Interpreters available at no charge for all languages.

For those with hearing impairment, please call the Michigan Relay at 7-1-1 for assistance.

### **Access to All Services**

608 Wright Avenue

Alma, MI 48801

Toll-free: (800) 622-5583

Phone: (989) 463-4971

### **Emergency Services/Crisis Services (*available 24 hours a day, 7 days a week, including holidays*).**

608 Wright Avenue

Alma, MI 48801

Toll-free: (800) 622-5583

Phone: (989) 463-4971

After business hours, contact the Emergency Services/Crisis Services phone number above or go to emergency room department at Mid-Michigan Health-Gratiot.

### **Customer Service**

608 Wright Avenue

Alma, MI 48801

Toll-free: (800) 622-5583

Phone: (989) 466-4192

### **Recipient Rights**

608 Wright Avenue

Alma, MI 48801

Toll-free: (800) 622-5583

Phone: (989) 466-4112



## Behavioral Health Provider Directory

### **Huron County Community Mental Health Authority** **(dba Huron Behavioral Health) (HBH)**

**(Huron County)**

**1375 R. Dale Wertz Drive, Bad Axe, MI 48413**

**Toll-free (800) 356-5568 or (989) 269-9293**

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

***Suzanne Prich, Chief Executive Officer***

***Yolanda Edler, MD, Medical Director***

***Catherine Jaskowski, Recipient Rights Officer***

***Kim Cereske, Customer Service***

Languages spoken other than English: Interpreters available at no charge for all languages.

For those with hearing impairment, please call the Michigan Relay Center at 7-1-1 for assistance.

#### **Access to All Services**

1375 R. Dale Wertz Drive  
Bad Axe, MI 48413

Toll-free: (800) 448-5498

#### **Emergency Services/Crisis Services (*available 24 hours a day, 7 days a week, including holidays*).**

1375 R. Dale Wertz Drive  
Bad Axe, MI 48413

Toll-free: (800) 356-5568

Phone: (989) 269-9293

After business hours, contact the Emergency Services/Crisis Services phone number above or go to emergency room departments at Huron Medical Center (Bad Axe), Scheurer Family Medical Center (Pigeon), or Harbor Beach Community Hospital (Harbor Beach).

#### **Customer Service**

909 Washington Ave., Suite 3  
Bay City, MI 48708

Toll-free: (888) 482-8269

Phone: (989) 497-1302

#### **Recipient Rights**

1375 R. Dale Wertz Drive  
Bad Axe, MI 48413

Toll-free: (989) 356-5568

Phone: (989) 269-9293

## Behavioral Health Provider Directory

### **The Right Door for Hope, Recovery and Wellness** **(Ionia County)**

**375 Apple Tree Dr., Ionia, MI 48846**

**Toll-free (888) 527-1790 or (616) 527-1790**

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

**Robert Lathers, Chief Executive Officer**

**Joel Sanchez, MD, Medical Director**

**Liz Thelen, Recipient Rights Officer**

**Liz Thelen, Customer Service**

Languages spoken other than English: Interpreters available at no charge for all languages.

For those with hearing impairment, please call the Michigan Relay at 7-1-1 for assistance.

#### **Access to All Services**

375 Apple Tree Drive

Ionia, MI 48846

Toll-free: (888) 527-1790

Phone: (616) 527-1790

#### **Emergency Services/Crisis Services (*available 24 hours a day, 7 days a week, including holidays*).**

375 Apple Tree Drive

Ionia, MI 48846

Toll-free: (888) 527-1790

Phone: (616) 527-1790

After business hours, contact the Emergency Services/Crisis Services phone number above or go to emergency room department at Sparrow Hospital, United Memorial Hospital, or Carson City Hospital.

#### **Customer Service**

375 Apple Tree Drive

Ionia, MI 48846

Toll-free: (888) 527-1790

Phone: (616) 527-1790

#### **Recipient Rights**

375 Apple Tree Drive

Ionia, MI 48846

Toll-free: (888) 527-1790

Phone: (616) 527-1790

## Behavioral Health Provider Directory

### **LifeWays Community Mental Health** **(Hillsdale and Jackson Counties)**

**Hillsdale County: 25 Care Drive, Hillsdale, MI 49242**

**Jackson County: 1200 N. West Avenue, Jackson, MI 49202**

**Toll-free (866) 630-3690 or (517) 789-1209**

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

**Maribeth Leonard, Chief Executive Officer**

**Anjali Mehta, MD, Medical Director**

**Clevester Moten, Recipient Rights Officer**

**Shannan Clevenger, Customer Service**

Languages spoken other than English: Interpreters available at no charge for all languages.

For those with hearing impairment, please call the Michigan Relay at 7-1-1 for assistance.

### **Access to All Services**

#### **Hillsdale County:**

25 Care Drive  
Hillsdale, MI 49242

Toll-free: (800) 284-8288  
Phone: (517) 439-2641

#### **Jackson County:**

1200 N. West Avenue  
Jackson, MI 49202

Toll-free: (800) 284-8288  
Phone: (517) 789-1200

**Emergency Services/Crisis Services (available 24 hours a day, 7 days a week, including holidays).**

#### **Hillsdale County:**

25 Care Drive  
Hillsdale, MI 49242

Toll-free: (800) 284-8288  
Phone: (517) 439-2641

After business hours, contact the Emergency Services/Crisis Services phone number above or go to Hillsdale Community Health Center Emergency Department (HCHC).

(continued on next page)

## Behavioral Health Provider Directory

### LifeWays Community Mental Health (Hillsdale and Jackson Counties)

#### Jackson County:

1200 N. West Avenue  
Jackson, MI 49202

Toll-free: (800) 284-8288

Phone: (517) 789-1200

After business hours, contact the Emergency Services/Crisis Services phone number above or go to Allegiance Health Emergency Department.

#### Customer Service

1200 N. West Avenue  
Jackson, MI 49202

Toll-free: (866) 630-3690

Phone: (517) 780-3332

#### Recipient Rights

1200 N. West Avenue  
Jackson, MI 49202

Toll-free: (866) 630-3690

Phone: (517) 789-1237



## Behavioral Health Provider Directory

### **Montcalm Care Network**

**(Montcalm County)**

**611 N. State St., Stanton, MI 48888**

**Toll-free (800) 377-0974 or (989) 831-7520**

**Montcalmcare.net**

***Tammy Quillan, Executive Director***

***David Lyon, DO, Medical Director***

***Angela Loiselle, Recipient Rights Officer***

***CeCe McIntyre, Customer Service***

Languages spoken other than English: Spanish; Interpreters available at no charge for all languages.

For those with hearing impairment, please call the Michigan Relay at 7-1-1 for assistance.

### **Access to All Services**

611 N. State St.

Stanton, MI 48888

Toll-free: (800) 377-0974

Phone: (989) 831-7520

**Emergency Services/Crisis Services (*available 24 hours a day, 7 days a week, including holidays*).**

611 N. State St.

Stanton, MI 48888

Toll-free: (800) 377-0974

Phone: (989) 831-7520

After business hours, contact the Emergency Services/Crisis Services phone number above or go to an emergency room department.

### **Customer Service**

611 N. State St.

Stanton, MI 48888

Toll-free: (800) 377-0974

Phone: (989) 831-7520

### **Recipient Rights**

611 N. State St.

Stanton, MI 48888

Toll-free: (800) 377-0974

Phone: (989) 831-7556

## Behavioral Health Provider Directory

### **Newaygo County Mental Health (NCMH)**

**(Newaygo County)**

**1049 Newell Street, P.O. Box 867, White Cloud, MI 49349**

**Toll-free (800) 968-7330 or (231) 689-7330**

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

**Michael Geohan, Executive Director**

**Robert Gunnell, MD, Medical Director**

**Cheryl Parker, Recipient Rights Officer**

**Andrea Fletcher, Customer Service**

Languages spoken other than English: Interpreters available at no charge for all languages.

For those with hearing impairment, please call the Michigan Relay at 7-1-1 for assistance.

#### **Access to All Services**

1049 Newell Street

White Cloud, MI 49349

Toll-free: (800) 968-7330

Phone: (231) 689-7330

**Emergency Services/Crisis Services (*available 24 hours a day, 7 days a week, including holidays*).**

1049 Newell Street

White Cloud, MI 49349

Toll-free: (800) 968-7330

Phone: (231) 689-7330

After business hours, contact the Emergency Services/Crisis Services phone number above or go to emergency room department at Spectrum Gerber Memorial Hospital.

#### **Customer Service**

1049 Newell Street, P.O. Box 867

White Cloud, MI 49349

Toll-free: (800) 968-7330

Phone: (231) 689-7330

#### **Recipient Rights**

1049 Newell Street, P.O. Box 867

White Cloud, MI 49349

Toll-free: (800) 968-7330

Phone: (231) 689-7330

## Behavioral Health Provider Directory

### **Saginaw County Community Mental Health Authority (SCCMHA)**

**(Saginaw County)**

**500 Hancock, Saginaw, MI 48602**

**Toll-free (800) 258-8678 or (989) 797-3400**

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

**Sandra Lindsey, Chief Executive**

**Ali Ibrahim, MD, Medical Director**

**Tim Ninemire, Recipient Rights Officer**

**Tim Ninemire, Customer Service**

Languages spoken other than English: Spanish; Interpreters available at no charge for all languages.

For those with hearing impairment, please call the Michigan Relay at 7-1-1 for assistance.

#### **Access to All Services**

500 Hancock  
Saginaw, MI 48602

Toll-free: (800) 258-8678  
Phone: (989) 797-3559

#### **Emergency Services/Crisis Services (available 24 hours a day, 7 days a week, including holidays).**

500 Hancock  
Saginaw, MI 48602

Toll-free: (800) 233-0022  
Phone: (989) 792-9732

After business hours, contact the Emergency Services/Crisis Services phone number above or go to emergency room department at Covenant Hospital or St. Mary's Hospital.

#### **Customer Service**

500 Hancock  
Saginaw, MI 48602

Toll-free: (800) 258-8678  
Phone: (989) 797-3452

#### **Recipient Rights**

500 Hancock  
Saginaw, MI 48602

Toll-free: (800) 258-8678  
Phone:(989) 797-3452

## Behavioral Health Provider Directory

### **Shiawassee Health and Wellness (SHW)**

**(Shiawassee County)**

**1555 Industrial Drive, Owosso, MI 48867**

**Toll-free (800) 622-4514 or (989) 723-6791**

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

***Lindsey Hull, Chief Executive Officer***

***Razvan Adam, MD, Medical Director***

***Andrea Andrykovich, Recipient Rights Officer***

***Dirk Love, Customer Service***

Languages spoken other than English: Spanish; Interpreters available at no charge for all languages.

For those with hearing impairment, please call the Michigan Relay at 7-1-1 for assistance.

### **Access to All Services**

1555 Industrial Drive

Owosso, MI 48867

Toll-free: (800) 622-4514

Phone: (989) 723-6791

**Emergency Services/Crisis Services (available 24 hours a day, 7 days a week, including holidays).**

1555 Industrial Drive

Owosso, MI 48867

Toll-free: (800) 622-4514

Phone: (989) 723-6791

After business hours, contact the Emergency Services/Crisis Services phone number above or go to emergency room department at Owosso Memorial Healthcare.

### **Customer Service**

1555 Industrial Drive

Owosso, MI 48867

Toll-free: (800) 622-4514

Phone: (989) 723-6791

### **Recipient Rights**

1555 Industrial Drive

Owosso, MI 48867

Toll-free: (800) 622-4514

Phone: (989) 723-0725



## Behavioral Health Provider Directory

### **Tuscola Behavioral Health System (TBHS)**

**(Tuscola County)**

**323 N. State Street, Caro, MI 48723**

**Toll-free (800) 462-6814 or (989) 673-6191**

**[www.tbhsonline.com](http://www.tbhsonline.com)**

**Sharon Beals, Chief Executive Officer**

**Usha Movva, MD, Medical Director**

**Syndi Neeb, Recipient Rights Officer**

**Kim Cereske, *Customer Service***

Languages spoken other than English: Interpreters available at no charge for all languages.

For those with hearing impairment, please call the Michigan Relay at 7-1-1 for assistance.

### **Access to All Services**

323 N. State Street

Caro, MI 48723

Toll-free: (800) 462-6814

Phone: (989) 673-6191

### **Emergency Services/Crisis Services (available 24 hours a day, 7 days a week, including holidays).**

1332 Prospect Avenue

Caro, MI 48723

Toll-free: (800) 462-6814

Phone: (989) 673-6191

After business hours, contact the Emergency Services phone number above or go to nearest hospital emergency room.

### **Customer Service**

909 Washington Avenue, Suite 3

Bay City, MI 48708

Toll-free: (888) 482-8269

Phone: (989) 497-1302

### **Recipient Rights**

323 N. State Street

Caro, MI 48723

Toll-free: (800) 462-6814

Phone: (989) 673-6191

## Local Provider Listing

### Local Provider Listing

Each local community mental health and SUD provider has developed a unique provider system to meet the specific local needs of its community. You can request the list at any time by contacting your local customer service office as listed on pages 31 and 32.

This local provider directory has been created to help you make an informed decision in selecting a service provider. This directory includes information about the providers that identifies their name as well as any group affiliation, locations, telephone numbers, web site URL (as appropriate), specialty (as appropriate), the provider's cultural capability, any non-English languages spoken, if the provider's office/facility has accommodations for people with physical disabilities, and whether they are accepting new enrollees. Please note, however, that the availability of specific specialty service providers will vary depending on individual provider capacity and possibly the type of funding that is used for your services.



**We are ready to walk beside you on your journey  
through recovery toward a self-determined life!**

## Accessing Services

### Accessing Services

Accessing behavioral health and substance use disorder services and supports through your local community mental health (CMH) and/or substance use disorder (SUD) provider is just a phone call away. Each CMH and SUD provider has a location to serve you. To access services, please call your local access center listed beginning on page 12. For a list of current SUD providers, please refer to MSHN's website at [www.midstatehealthnetwork.org](http://www.midstatehealthnetwork.org) or you may ask your CMH or SUD provider for a list.

When you call, one of our friendly access staff will ask you questions that will help determine if you are eligible for services. They will ask you where you live and for you to describe what is happening in your life to need services. You will also be asked about your insurance and your income.

Together, you and the access staff will determine your next step:

- If the situation you describe is an emergency, you will be directed to immediate help.
- If your situation is not an emergency and you may be eligible for services, we will make arrangements for an assessment/screening to be completed.
- If you are not eligible for services at your community mental health and/or SUD provider, we will help you identify community resources that may be available through your local 2-1-1 as described on page 88.
- If you have private insurance, you may be directed to use one of your insurer's providers before receiving services from your local community mental health services programs and/or SUD provider (if eligible).

If you can't call, just walk in. When you visit us, it is a good idea to bring your insurance card(s) and proof of income with you. We're here to help you when you need it. In addition, each CMH has staff available 24 hours, 365 days/year to respond to crises that require immediate attention. A crisis hotline may be reached within your county by calling the local emergency services at the phone number listed beginning on page 12.

## Emergency and After-Hours Access to Services

### **Emergency Services**

A “behavioral health emergency” is when a person is experiencing symptoms and behaviors that can reasonably be expected in the near future to lead to harm for him/herself or another individual, or because of his/her inability to meet his/her basic needs is at risk of harm, or the person’s judgment is so impaired that he or she is unable to understand the need for treatment and that their 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. At any time during the day or night, call your local behavioral health emergency services department as listed beginning on page 12. You may also go to your local hospital emergency room or call “9-1-1” if you are having a behavioral health emergency.

If you have a substance use disorder emergency, you should seek help right away. At any time during the day or night, you may go to your local hospital emergency room or call “9-1-1” if you are having a substance use disorder emergency.



## Emergency and After-Hours Access to Services

Please note: If you utilize a hospital emergency room, there may be healthcare services provided to you as part of the hospital treatment that you receive for which you may be billed and may be responsible for the fee depending on your insurance status. These services may not be part of the community mental health or SUD providers' emergency services you receive. Customer Service can answer questions about such bills by calling your local office as listed on pages 31 and 32.

### **Aftercare (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 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 community mental health agency will help you to coordinate your post-stabilization services.





### **Customer Service**

Customer Service representatives are available at both community mental health and the SUD providers to assist you with questions and/or concerns about the services you receive or feel you should receive. We can assist you with filing a complaint and can provide you with information about eligibility, processes, behavioral health or SUD concerns, community resources, and much more. You will be offered a handbook annually. Additional information will be provided any time

there is significant change at least 30 days before the intended date. You may also request this information or information about our provider network and Board of Directors whenever you wish. If you have a hearing impairment, you may choose one of the ways below to reach us:

- Call Michigan Relay Center by dialing "7-1-1" and then ask to be connected to the number you are trying to reach
- Call Sorenson Video Relay at (866) 327-8877 or CALL.SVRSTV from any videophone. If you do not currently have Sorenson Video Relay Service and would like to apply for free equipment and services, go to [www.sorensonvrs.com](http://www.sorensonvrs.com)

If you speak a language other than English, please contact your local community mental health or SUD provider Customer Service office, as listed on pages 31 and 32, who will assist you in obtaining a language interpreter.

You may contact Customer Service , by phone, in person, or by mail. To learn of your customer service office hours of operation and how to access your customer service office after business hours, please contact your local customer service office as listed on pages 31 and 32.

## Customer Service

| <b>Community Mental Health<br/>Customer Service</b>   | <b>Phone Number</b>                           |
|---|---|
| Bay-Arenac Behavioral Health<br>(Arenac, Bay)   | (989) 497-1302 or<br>Toll-free (888) 482-8269 |
| Community Mental Health Authority<br>of Clinton-Eaton-Ingham Counties<br>(Clinton, Eaton, Ingham)           | (517) 346-8244 or<br>Toll-free (877) 333-8933 |
| Community Mental Health<br>for Central Michigan<br>(Clare, Gladwin, Isabella, Mecosta,<br>Midland, Osceola) | (989) 772-5938 or<br>Toll-free (800) 317-0708 |
| Gratiot Integrated Health Network<br>(Gratiot)  | (989) 466-4192 or<br>Toll-free (800) 622-5583 |
| Huron Behavioral Health<br>(Huron)  | (989) 497-1302 or<br>Toll-free (888) 482-8269 |
| The Right Door for Hope,<br>Recovery and Wellness<br>(Ionia)  | (616) 527-1790 or<br>Toll-free (888) 527-1790 |
| LifeWays Community Mental Health<br>(Hillsdale, Jackson)  | (517) 780-3332 or<br>Toll-free (866) 630-3690 |
| Mid-State Health Network<br>(MSHN)  | (517) 657-3011<br>Toll-free (844) 405-3094    |
| Montcalm Care Network<br>(Montcalm)   | (989) 831-7520 or<br>Toll-free (800) 377-0974 |

## Customer Service

| <b>Community Mental Health<br/>Customer Service</b>              | <b>Phone Number</b>                           |
|--|---|
| Newaygo County Mental Health<br>(Newaygo)                        | (231) 689-7330 or<br>Toll-free (800) 968-7330 |
| Saginaw County Community Mental<br>Health Authority<br>(Saginaw) | (989) 797-3452 or<br>Toll-free (800) 258-8678 |
| Shiawassee Health and Wellness<br>(Shiawassee)                   | (989) 723-6791 or<br>Toll-free (800) 622-4514 |
| Tuscola Behavioral Health Systems<br>(Tuscola)                   | (989) 497-1302 or<br>Toll-free (888) 482-8269 |





## Grievances and Appeals Process

### **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.” You can file a grievance *any time* by calling, visiting, or writing to the customer service office as listed on pages 31 and 32. Assistance is available in the filing process by contacting the customer service office. 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 the customer service office.

- There is no time limit on when you can file a grievance.
- A provider may file a grievance on your behalf (with verified consent by you/ your legal representative).
- If you file a grievance, you will receive an acknowledgment letter. You will also receive a disposition (decision) letter in no more than 90 calendar days.
- Access to the State Fair Hearing process when the CMH and/or SUD Provider fails to resolve the grievance and provide notice of the resolution within 90 calendar days of the date of the grievance request.

### **Local 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. You have the right to file an “appeal” when you do not agree with such a decision. There are two ways you can appeal these decisions. There are also time limits on when you can file an appeal once you receive a decision about your services. You may:

- Ask for a “Local Appeal” by contacting your local customer service office listed on pages 31 and 32 and/or
- File for a State Alternative Dispute Resolution if you have MI Child, private insurance only, or no insurance and do not agree with the outcome of the local appeal

## Grievances and Appeals Process

Your appeal will be completed quickly, and you will have the chance to provide information or have someone speak for you regarding the appeal. You may ask for assistance from Customer Service to file an appeal. A provider or advocate may also ask for an appeal for you.

Customer Service will help you understand the appeal process and guide you through it.

- You have 60 calendar days to file an appeal once you have received the notice that your services were denied, suspended, terminated, or reduced.
- If you want to continue to receive your same level of services while your local appeal is pending, you have 10 days to include the request with your appeal.
- You can request an expedited “quick” appeal decision if waiting 60 calendar days for a decision would cause you serious harm.
- All comments, documents, records, and other information submitted by you or your representative will be taken into account at whatever point it is submitted in the appeal process.
- Your appeal will not be handled by anyone who was involved in any previous level of review or decision making, nor a subordinate of any such individual.
- You may ask to look over the information used in making the appeal decision.
- If you file an appeal, you will receive an acknowledgment letter. You will also receive a disposition (decision) letter in no more than 30 calendar days for standard appeal and 72 hours for an expedited (quick) appeal.

### **Second Opinions**

If you were denied access to community mental health services, or if you were denied psychiatric inpatient hospitalization after specifically requesting this service, the Michigan Mental Health Code allows you the right to ask for a Second Opinion.

- If you have been denied community mental health services, a second opinion will be completed upon written request.
- If a request for psychiatric inpatient hospitalization was denied, a second opinion will be completed within 3 business days, excluding Sundays and Holidays, of making a written request.

## Grievances and Appeals Process

### State Medicaid Fair Hearing

You must complete a local appeal before you can file a state fair hearing. However, if your provider 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 time frame required. You have 120 calendar days from the date of the notice of your appeal resolution to file a request for a State Fair Hearing.

You can file for a State Fair Hearing by writing to:

**MICHIGAN ADMINISTRATIVE HEARING SYSTEM  
FOR THE DEPARTMENT OF HEALTH AND HUMAN SERVICES  
PO BOX 30763  
LANSING MI 48909  
Fax (517) 373-4147**

You can request a hearing to be conducted quickly by calling: Toll-free (877) 833-0870. The hearing is held by an Administrative Law Judge from MAHS, a branch of the state government.

You can contact your local customer service office listed on pages 31 and 32 or Michigan Administrative Hearings System (MAHS) to request a State Fair Hearing Request form or to ask for assistance in completing the form. If you request a hearing before services are scheduled to be changed, your services may continue until a judge makes a ruling on your case.

(continued on next page)

## Grievances and Appeals Process

In order to continue services, you must request your service(s) to continue within 10 days of the date on the Notice of Appeal Denial letter.

Please note that prior to the actual hearing:

- You may choose to have another person represent you or participate in the hearing.
- This person can be anyone you choose, including a service provider and/or an attorney.
- This person may request a hearing for you.
- You may have to give this person written permission to represent you.
- You have the right to present facts to support your case in a hearing.

After the hearing if the judge does not rule in your favor, you may be asked to pay for a portion of the services you received during the appeal process. This is NOT always true, but if you need to pay, you will be notified of the amount.

### **Michigan Department of Health and Human Services (MDHHS)** **Alternative Dispute Resolution**

This process is available for persons without Medicaid or Healthy Michigan Plan (HMP) that are unhappy with the local appeal outcome noted above and any of these circumstances apply:

- You do not agree with an appeal decision made at the local dispute level.
- You have 10 calendar days from receiving the written appeal decision letter to file for a MDHHS Alternative Dispute Resolution by writing:

**Michigan Department of Health and Human Services**  
**Division of Program Development,**  
**Consultation, and Contracts**  
**Bureau of Community Mental Health Services**  
**Attn: Request for DHHS Level Dispute Resolution**  
**Lewis Cass Building**  
**320 S. Walnut**  
**Lansing, MI 48913**

### **Coordination of Care**

To improve the quality of services, we want to coordinate your care with the medical provider(s) who care for your physical health.

If you are also receiving substance use disorder treatment, your behavioral health care should be coordinated with those services. Being able to coordinate with all providers involved in treating you improves your chances for recovery, relief of symptoms, improved functioning, and prevention of medication interactions. Therefore, you are encouraged to sign a "Release of Information" so that information can be shared with all of your providers. Subject to the limitations of the federal and state regulations, claims information available to MSHN, your CMHs and/or SUD providers regarding your physical health and behavioral health care can be accessed and utilized without your authorization. Access and use of information can occur for purposes such as payment, treatment, healthcare coordination, and population health analysis. If disclosure exceeds the reasons specified by MSHN, your CMHs, SUD providers and/or subcontracted providers are required to inform you of disclosures, per confidentiality and notice of privacy requirements. For more information on confidentiality see page 52.

If you do not have a medical doctor and need one, contact your support staff or local customer service office as listed on pages 31 and 32. The staff will assist you in getting a medical provider.



## Person-Centered Planning, Advance Directives, Crisis Planning, and Self-Determination

### Person-Centered Planning/Individualized Treatment Planning

The process used to design your individual plan of behavioral health and SUD supports, service, or treatment is called “Person-Centered Planning (PCP).” PCP is your right protected by the Michigan Mental Health Code for behavioral health services. The Michigan Department of Health and Human Services, Bureau of Substance Abuse, and Addiction Service refers to the planning process as “Individualized Treatment Planning.”

The process begins when you determine whom, besides yourself, you would like at the planning meetings, such as family members or friends, and what staff from your community mental health and/or SUD provider you would like to attend. You will also decide when and where the 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/individualized treatment planning, you will be asked what your hopes and dreams are, and will 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/individualized treatment planning meeting if you want to talk about changing your plan of service.

## Person-Centered Planning, Advance Directives, Crisis Planning, and Self-Determination

You have the right to “independent facilitation” of the person-centered planning process. This means that you may request that someone other than the support staff conduct your planning meetings. You have the right to choose from available independent facilitators.

Children under the age of 18 with intellectual/developmental disabilities, serious emotional disturbance, and SUD 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.

### **Topics Covered during Person-Centered Planning:**

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

### **Behavioral Health/Psychiatric Advance Directives:**

Adults have the right, under Michigan law (42 CFR 422.128), 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.

## Person-Centered Planning, Advance Directives, Crisis Planning, and Self-Determination

### **Advance Directives**

“Advance Directives” are special instructions for a medical or behavioral health emergency. You make this plan before anything happens.

Sometimes in a medical or behavioral health emergency, a person cannot talk or give informed consent. So, before anything happens, you agree to let another person make medical or behavioral health decisions for you in such a situation. Then, if you are unable to tell what you want done and qualified professionals determine that you are unable to do so, the person that you chose to be your advocate will tell the doctors or others the type of care you want. You can change your wishes or patient advocate at any time, as long as you are of sound mind, by updating the appropriate legal forms. The decision to have any type of advance directive, if one at all, is completely up to you.

If you would like more information on advance directives, please speak with your support staff or contact your local customer service office as listed on pages 31 and 32. There are forms available for both types of advance directives. A copy of the form should be kept in your medical/behavioral health records, at your doctor’s office, in your home, and with your patient advocate.

If you do not believe you have received appropriate information regarding advance directives from MSHN, your community mental health provider or substance use disorder provider, or you feel that your provider did not follow your advance directive, please contact your local customer service office as listed on pages 31 and 32.



## Person-Centered Planning, Advance Directives, Crisis Planning, and Self-Determination

### **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.

### **Natural Supports**

A natural support is someone that may help you with a variety of tasks and are people that you know that are not paid to help you. Your friends and family are natural supports, and we want you to use and obtain help from as many people as possible to make your life better. While you do have support from your community mental health provider and substance use disorder provider, we want to help you improve your life without having to rely on paid staff. This will allow you to become more independent and able to function in your everyday life. Identifying natural supports is an important step in the journey to recovery and to a self-determined life.



## Person-Centered Planning, Advance Directives, Crisis Planning, and Self-Determination

### Self-Determination

Self-determination is an option for payment of medically necessary services you might request if you are 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-determination, please speak with your support staff or your local customer service office as listed on pages 31 and 32.



### Recovery and Resiliency

"Recovery is a journey of healing and transformation enabling a person with a mental illness and/or intellectual/developmental disability; and/or a substance use disorder to live a meaningful life in a community of his or her choice while striving to achieve his or her potential."

Recovery is our guiding principle when providing services to empower individuals on their journey toward wellness. Recovery is an individual journey that follows different paths and leads to different locations. Your path to recovery and wellness is a journey because it is about the lifelong process that you enter into; it is not a destination. Recovery is unique to each individual and can truly only be defined by the individual themselves. What might be recovery for one person may be only part of the process for another.

Recovery may also be defined as wellness. Behavioral health and/or substance use disorder supports and services help people living with a mental illness and/or intellectual/developmental disability and/or 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 or setbacks. A relapse is not a failure, rather a challenge or an opportunity. 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. It takes time, and that is why **Recovery** is a process that will lead to a future that holds days of pleasure and the energy to persevere through the trials of life.

**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.

## Life and Wellness

(Adapted from Substance Abuse and Mental Health Services Administration [SAMHSA] Wellness Initiative)

### Life and Wellness

Wellness means overall well-being. It incorporates the mental, emotional, physical, financial, occupational, intellectual, environmental, and spiritual aspects of a person's life. Each aspect of wellness can affect overall quality of life, so it is important to consider all aspects of health. This is especially important for people with behavioral health and substance use disorder problems because wellness directly relates to the quality and longevity of your life.

What makes us well differs from person to person. As you read this, see how the eight Dimensions of Wellness apply to you:



|  |   |
|--|---|
| <b>Emotional/ Psychological:</b><br>Coping effectively with life and creating satisfying relationships | Be aware of your feelings; express feelings to others; learn coping mechanisms to overcome troubling emotions; do meditation, yoga, relaxation, or deep breathing; use humor; get a pet |
| <b>Financial:</b> Satisfaction with current and future financial situations                            | Make conscious decisions regarding spending money and budgeting; plan and prepare for future circumstances  |

## Life and Wellness

|  |  |
|--|--|
| <p><b>Social:</b><br/>Developing a sense of connection, belonging, and a well developed support system</p>       | <p>Make short list of family, friends, and peers who are supportive and positive; make at least one connection per day with a friend or family member by calling, emailing, visiting, or reaching out by social media; join a book club; volunteer</p>   |
| <p><b>Spiritual:</b> Expanding our sense of purpose and meaning in life</p>                                      | <p>This can mean different things to different people such as religion/church or nature. For many people, spirituality can provide meaning and purpose in their lives</p>  |
| <p><b>Occupational:</b><br/>Personal satisfaction and enrichment derived from one's work</p>                     | <p>We don't always think about our jobs or careers as part of our overall health. Personal satisfaction and a sense of purpose often enters one's life through work or school or volunteering</p>  |
| <p><b>Physical:</b><br/>Recognizing the need for physical activity, diet, sleep, and nutrition</p>               | <p>Stay active! Take the stairs, walk instead of drive, or join a local sports league; make healthy food choices; sleep is as important as diet and exercise; see your primary care doctor regularly; stay informed about your medications and ask your doctor about possible side effects; don't smoke; avoid the use and abuse of substances, such as alcohol, drugs, and caffeine</p> |
| <p><b>Intellectual:</b><br/>Recognizing creative abilities and finding ways to expand knowledge and skills</p>   | <p>Creative and stimulating activities add another dimension to wellness. Learning new things and pursuing personal interests are part of a healthy lifestyle such as finding new hobbies, taking school classes, taking community education courses, reading, writing poetry, painting, scrap booking, doing arts/crafts</p>  |
| <p><b>Environmental:</b> Good health by occupying pleasant, stimulating environments that support well-being</p> | <p>Find pleasing surroundings that encourage good physical and mental health, such as rooms with light, rooms with soothing colors, soothing music, or soothing indoor waterfall</p>   |

## Co-Occurring Concerns

### **Co-Occurring Concerns**

Many people think of behavioral health issues and substance use issues as being separate illnesses. However, behavioral health and substance use disorder conditions often co-occur. In other words, individuals with substance use conditions often have a behavioral health condition at the same time and vice versa, according to the Substance Abuse and Mental Health Services Administration (SAMHSA). Further, co-occurring issues also can lead to medical/physical health conditions such as liver conditions, high blood pressure, neurological issues, or pain, etc.

According to the Behavioral Health Evolution, some of the more common behavioral health disorders that co-occur with substance use disorder include: Mood-related disorders (such as Major Depression or Bi-Polar Depression), Severe Mental Illness (such as Schizophrenia or Schizo-affective Disorder), and Anxiety-Related Disorders (Post Traumatic Stress Disorder, Panic Disorder, Social Anxiety, Generalized Anxiety or Obsessive-Compulsive Disorder). Individuals with behavioral health issues often use substances to feel better. Using alcohol or other drugs not only fails to repair the behavioral health disorder but also prevents a person from developing effective coping skills...and also interferes with medications prescribed for behavioral health conditions.

For more information, contact your local community mental health and/or the substance use disorder provider.

### **Resources:**

**[www.samhsa.gov](http://www.samhsa.gov)**

**[www.bhevolution.org/public/cooccurring\\_overview.page](http://www.bhevolution.org/public/cooccurring_overview.page)**

**[www.helpguide.org/articles/addiction/substance-abuse-and-mental-health.htm](http://www.helpguide.org/articles/addiction/substance-abuse-and-mental-health.htm)**

## Co-Occurring Concerns

Symptoms of substance use disorders may mask symptoms of behavioral illness and vice versa according to the Behavioral Health Evolution. This, combined with denial, often make it difficult to diagnose a co-occurring disorder. According to SAMHSA there are many consequences of undiagnosed, untreated, or under treated co-occurring disorders including higher likelihood of experiencing:

- Homelessness
- Jail
- Medical illnesses
- Suicide
- Early death
- Frustration with lack of treatment progress
- Difficulty with social relationships
- Impaired work/school performance

Dealing with substance use disorders or behavioral health disorders is never easy; however, it is even more challenging if they occur together. Integrated treatment or treatment that addresses behavioral and substance use conditions at the same time leads to better outcomes, per SAMHSA

- Reduced substance use
- Improved psychiatric symptoms and functioning
- Decreased hospitalization
- Increased housing stability
- Fewer arrests
- Improved quality of life
- Healthy relationships
- Job and income retention

***There is hope! Combined treatment is the best for your road to recovery!***

## Your Responsibilities

### Your Responsibilities

You can assist us in providing you and other individuals with the best quality care by:

- Making every effort to keep scheduled appointments and arrive on time. If you will be delayed, we ask that you contact the staff person to inform them and to explore if it is still feasible to attend. If you cannot keep an appointment for any reason, we ask that you contact your staff person at least 24 hours in advance so that we can use this time for another individual. We will assist you in rescheduling your appointment for the earliest available date. Please inform your support staff of any barriers that you are encountering in attending appointments, such as transportation, appointment times, childcare, staff/customer rapport, sensitive topic, etc., so he/she may help brainstorm options to address these barriers
- Letting us know of a change in name, address, phone number, emergency contact, or insurance coverage
- Providing complete information regarding any medications being prescribed by other medical professionals or any medications being taken over the counter (including herbal supplements). Let us know what medications you are taking, why you are taking it/them, the proper way to take it/them, and possible side effects of that medication. Take your medications as prescribed. Tell your support staff and/or psychiatrist how medications are affecting you (whether good or bad)
- Participating in your care. Help develop your Person-Centered Plan or Treatment Plan
- Expressing your opinions, concerns, or suggestions in a helpful manner



## Recipient Rights

### **Recipient Rights**

You have rights when receiving public behavioral health services and/or public substance use disorder services. You have the right to get the care you need, which means you should expect to:

- Receive behavioral health and substance use disorder services without discrimination
- Know the credentials of your service provider
- Know the details about your behavioral health and substance use disorder services
- Know what you can expect from program staff during your sessions
- Have things explained to you so that you understand and receive information and services in a language you understand. Interpreters are available free of charge
- Know what your responsibilities are while you are receiving services
- Have the option to seek a second opinion (this standard does not apply to SUD Community Grant services)
- Have the option to refuse care, without penalty, unless it is court ordered, or will endanger you or others
- Receive the information listed in this handbook at least once a year or when requested
- Know who to contact if you think your rights have been violated



## Recipient Rights

### **You also have the following Rights and Responsibilities:**

- A right to receive information about the organization, its services, its practitioners and providers and member rights and responsibilities
- A right to be treated with respect and recognition of your dignity and right to privacy
- A right to participate with practitioners in making decisions about your health care
- A right to a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage
- A right to voice complaints or appeals about the organization or the care it provides
- A right to make recommendations regarding the organization's member rights and responsibilities policy
- A responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care
- A responsibility to follow plans and instructions for care that you have agreed to with your practitioners
- A responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible

### **Your Rights for Behavioral Health Services:**

Every person who receives public behavioral health services has certain rights. The Michigan Mental Health Code protects some rights. Some of your rights include:

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

More information about your many rights is contained in the booklet titled "Your Rights" and/or "Know Your Rights" brochure. 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. This recipient rights information is also available in other languages and formats.

You may file a Recipient Rights complaint any time if you think staff violated your rights. You can make a rights complaint either orally or in writing. A complaint form is available at all service sites and upon request through your local customer service office or Recipient Rights office.

## Recipient Rights

### **Your Rights for Substance Use Disorder Services:**

If you receive substance use disorder 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 disorder services in the "Know Your Rights" pamphlet.

### **Freedom from Retaliation:**

If you use public behavioral health or substance use disorder 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.

### **If You Think Your Rights Have Been Violated:**

You may contact your local community mental 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 in relation to behavioral health services. can also help you make a complaint. You can contact the Office of Recipient Rights at the phone number listed for your community mental health services program listed beginning on page 12 or your local customer service office as listed on pages 31 and 32.

If you have a recipient rights concern in relation to substance use disorder services, you may call your substance use disorder provider. Ask to talk with its recipient rights advisor. You can ask any questions you may have about your substance use disorder service rights. You can also get help to make a complaint. You may also call the MSHN SUD Recipient Rights Consultant at (517) 657-3011 or toll-free (844) 405-3094.

## Confidentiality & Family Access to Information

### **Confidentiality and Family Access to Information**

You have the right to have information about your behavioral health and SUD treatment kept private. You also have the right to look at your own clinical records and add a formal statement about them if there is something with which you do not agree. 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.

Family members have the right to provide information to MSHN, your CMH and/or your SUD provider about you. However, without a Release of Information signed by you, MSHN/your CMH/ and/or your SUD provider 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 receive substance use disorder services, you have rights related to confidentiality specific to substance use disorder services.

Under the Health Insurance Portability and Accountability Act (HIPAA), you will be provided with an official Notice of Privacy Practices from your community mental health and/or SUD provider. 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.

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

## Service Authorization (includes Out of Network)

### **Service Authorization**

When you first come to us, we will talk with you to figure out what we can do to help you. Together we will figure out what services will help you get better. We will approve those services, and then you can receive them. This is called prior authorization.

Services you request must be authorized or approved by your community mental health provider or substance use disorder provider. They 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 decision.

All services must be medically necessary. Substance use disorder services may be urgent or non-urgent, whereas behavioral health services may be emergent, urgent, or routine. This means that the services to be provided are needed to assure appropriate assessment and treatment of your condition. Services that are considered ineffective, experimental, or inappropriate will not be approved.

If you are referred to a community mental health agency or substance use disorder provider by the access center, you no longer have to obtain authorization from your community mental health provider or substance use disorder provider. The provider will contact the authorizing agency for further authorization on your behalf.

If you have other insurance that may cover your services, we may refer you to your insurance company for assistance. The insurance company will determine the amount and type of services for which you are eligible, based on your coverage.

(Continued on Next Page)

## Service Authorization (includes Out of Network)

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 should disagree with a decision made, you have the right to ask for a second opinion (for behavioral health only) and/or file an appeal (for behavioral health and SUD services). Please refer to the Appeal section in this handbook beginning on page 33.

If you are not receiving approved medical services as quickly as needed, you can get help. Call your local customer service office as listed on pages 31 and 32. They will help you get the treatment services you need. The customer service office may also help you file a grievance. A grievance is a way to complain about what is wrong with the help you are or are not getting.

Please note, we do not use any type of physician or other financial incentive plans to limit the services available to you. MSHN assures that compensation to individuals or entities that conduct utilization management activities is not structured so as to provide incentives for the individual or entity to deny, limit, or discontinue medically necessary services to any Medicaid enrollee. Please contact your local customer service office listed on pages 31 and 32 if you have other questions.

### **Out-of-Network Providers**

There may be times where there are no providers in our network that are able to provide you with a service that you need. If the service is a covered benefit of this plan, and it is medically necessary, the community mental health or substance use disorder provider in your county will work with you to find a provider outside its network to provide the service. This will be at no cost to you. If you need out-of-network care or have other questions, contact your local customer service office as listed on pages 31 and 32.

## Payment for Services

### Payment for Services

At the time of your first scheduled visit with your provider, you will meet with an agency staff person who will review with you the financial and insurance information you have been asked to bring and will establish your Ability to Pay (ATP).

If you are enrolled in Medicaid and meet the criteria for the specialty behavioral health services the total cost of your authorized behavioral health treatment will be covered. No fees will be charged to you. 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, your provider 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 you are uninsured or do not have enough insurance coverage, we will help you apply for Medicaid through the local MDHHS office. If you need help with the application, please call your local customer service office as listed on pages 31 and 32; they will assist you and/or link you to someone that can help you. You can also get help at your local MDHHS office. If you are denied Medicaid and would like to appeal the decision, MDHHS has an appeal processes that you will be asked to follow. Please contact your local customer service office listed on pages 31 and 32 if you have any questions.

In some instances our services may also include a co-pay or cost sharing arrangement depending upon your other type of insurance coverage. We will give you information about any possible cost-sharing for behavioral health or substance use disorder services during the intake process.

## Medicaid Specialty Supports and Service Array

### Medicaid Specialty Supports and Services Descriptions

Note: If you are a Medicaid enrollee and have a serious mental illness, or serious emotional disturbance, or intellectual/developmental disabilities, and/or substance use disorder, you may be eligible for some of the Medicaid Specialty Supports and Services listed below. Please call your local access center as listed beginning on page 12 for more information.

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, your Community Mental Health 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 asterisk (\*) require a doctor's prescription.

**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: [http://www.michigan.gov/mdhhs/0,4612,7-132-2945\\_42542\\_42543\\_42546\\_42553-87572--,00.html](http://www.michigan.gov/mdhhs/0,4612,7-132-2945_42542_42543_42546_42553-87572--,00.html)**

Customer Service staff can help you access the manual and/or information from it. Call your local customer service office as listed on pages 31 and 32.



## Medicaid Specialty Supports and Service Array

### Services for Persons with Behavioral Health Needs (Medicaid)

**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 behavioral 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 disorder 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, HMP, other insurance, or 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** may be available if a person's illness or disability involves behaviors that they or others who work with them want to change. In this case, 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 then is 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.

## Medicaid Specialty Supports and Service Array

**Community Inpatient Services** are hospital services used to stabilize a behavioral health condition in the event of a significant change in symptoms, or in a behavioral 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 behavioral health and well-being.

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

**\*Enhanced Pharmacy** includes doctor ordered non-prescription or over-the-counter items (such as vitamins or cough syrup) necessary to manage your health condition(s) when a person's Medicaid Health Plan or other insurance 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 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 intellectual/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.

## Medicaid Specialty Supports and Service Array

**Fiscal Intermediary Services** help individuals manage their service and supports budget and pay providers if they are using a “self-determination” approach.

**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 MDHHS 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.

**Health Services** include assessment, treatment, and professional monitoring of health services of behavioral conditions that are related to or impacted by a person’s behavioral 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 like behavioral health therapy, crisis intervention, service coordination, or other supports to the family.

**Housing Assistance** is assistance with short-term, transitional, or one-time-only expenses in an individual’s own home that his/ her resources and other community resources could not cover.

**Intensive Crisis Stabilization** (also available to HMP) is another short-term alternative to inpatient hospitalization. Intensive crisis stabilization services are structured treatment and support activities provided by a behavioral health crisis team in the person’s home or in another community setting.

## Medicaid Specialty Supports and Service Array

**Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID)** 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, or 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.

**\*Occupational Therapy** includes the evaluation by an occupational therapist of an individuals' 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 help people with developmental disabilities. Partners in Parenting help children with serious emotional disturbance and their families.

## Medicaid Specialty Supports and Service Array

**Personal Care in Specialized Residential Settings** assists adults with a mental illness or a intellectual/developmental disability 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 Use Disorder Treatment Services** (descriptions follow the behavioral health services section on page 64).

## Medicaid Specialty Supports and Service Array

**Supports Coordination or Targeted Case Management** is a service in which a Supports Coordinator or Case Manager 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 mental 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** with serious emotional disturbance and their families that include treatment and supports necessary to maintain the child in the family home.

## Medicaid Specialty Supports and Service Array

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

Some Medicaid enrollees are eligible for special services that help them avoid having to go to an institution for people with intellectual/developmental disabilities or a nursing home. These special services are called the Habilitation Supports Waiver and the Children's Waiver. In order to receive these services, people with intellectual/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) is a non-staff service that replaces the assistance that staff would be hired to provide. This service, used in conjunction with a self-determination arrangement, provides assistance to increase independence, facilitate productivity, or promote community inclusion.

**Non-Family Training** (for Children's Waiver enrollees) is 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) is 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) is individualized nursing service provided in the home, as necessary to meet specialized health needs.

**Specialty Services** (for Children's Waiver enrollees) are 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 intellectual/developmental disability. Specialty services might also include specialized child and family training, coaching, staff supervision, or monitoring of program goals.

## Medicaid Specialty Supports and Service Array

### Services for Persons with Substance Use Disorders (Medicaid)

The substance use disorder treatment services listed below are covered by Medicaid and HMP. Please refer to the list of current SUD providers within your handbook. You may also refer to MSHN's website at [www.midstatehealthnetwork.org](http://www.midstatehealthnetwork.org) or ask your local CMH or SUD provider for a list.

**Access, Assessment and Referral (AAR)** determines the need for substance use disorder services and will assist in getting to the right services and providers.

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

**Medication Assisted Treatment (MAT) (such as Methadone and Suboxone)** 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 substance use disorder outpatient treatment.

**Outpatient Treatment** includes therapy/counseling for the individual, and family and group therapy in an office setting.

**Peer Recovery and Recovery Support Service** are services to support and promote recovery and prevent relapse through supportive services that result in the knowledge and skills necessary for one's recovery.

**Residential Treatment** is 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.



## Medicaid Specialty Supports and Service Array

### Other State Plan Services

If you receive Medicaid, you may be entitled to other medical services not listed above. 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 mental 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 and/or Substance use disorder provider will help you find one.

Note: **Home Help Program** is another service available to Medicaid enrollees 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 listed on page 66 or contact your local customer service office as listed on pages 31 and 32 for assistance.

## Medicaid Specialty Supports and Service Array

### Local Michigan Department of Health & Human Services (MDHHS) Offices

\*You can also contact MDHHS in your county in relation to Medicaid Fee for Service questions.

| <b>COUNTY DEPARTMENT<br/>OF HEALTH AND HUMAN SERVICES<br/>(MDHHS) OFFICE</b> | <b>PHONE NUMBER</b> |
|--|---------------------|
| Arenac County MDHHS  | (989) 846-5500      |
| Bay County MDHHS   | (989) 895-2100      |
| Clare County MDHHS   | (989) 539-4260      |
| Clinton County MDHHS   | (989) 224-5500      |
| Eaton County MDHHS   | (517) 543-0860      |
| Gladwin County MDHHS   | (989) 426-3300      |
| Gratiot County MDHHS   | (989) 875-5181      |
| Hillsdale County MDHHS   | (517) 439-2200      |
| Huron County MDHHS   | (989) 269-9201      |
| Ingham County MDHHS  | (517) 887-9400      |
| Ionia County MDHHS   | (616) 527-5200      |
| Isabella County MDHHS  | (989) 772-8400      |
| Jackson County MDHHS   | (517) 780-7400      |
| Mecosta County MDHHS   | (231) 796-4300      |
| Midland County MDHHS   | (989) 835-7040      |
| Montcalm County MDHHS  | (989) 831-8400      |
| Newaygo County MDHHS   | (231) 689-5500      |
| Osceola County MDHHS   | (231) 796-4300      |
| Saginaw County MDHHS   | (989) 758-1100      |
| Shiawassee County MDHHS  | (989) 725-3200      |
| Tuscola County MDHHS   | (989) 673-9100      |

## Medicaid Specialty Supports and Service Array

### Medicaid Health Plan Services

Most Medicaid enrollees also have a health plan for medical services. If you are enrolled in a Medicaid Health Plan, the following kinds of health care services are available to you when your medical condition requires them.

- Ambulance
- Chiropractic
- Doctor visits
- Family planning
- Health check ups
- Hearing aids
- Hearing and speech therapy
- Home Health Care
- Immunizations (shots)
- Lab and X-ray
- Nursing Home Care
- Medical supplies
- Medicine
- Mental health (limit of 20 outpatient visits)
- Physical and Occupational therapy
- Prenatal care and delivery
- Surgery
- Transportation to medical appointments
- Vision

There may be some coverage rules and/or co-pays for such services. For further information, you can contact the health plan directly for more information about the services listed above. To contact your health plan, please call your MHP or HMP listed beginning on page 68. If you are not enrolled in a health plan or do not know the name of your health plan, you can contact your local customer service office as listed on pages 31 and 32 for assistance.

## Medicaid Specialty Supports and Service Array

### **Aetna Better Health of Michigan**

1333 Gratiot, Suite 400, Detroit, MI 48207

(866) 316-3784

<http://aetnabetterhealth.com/Michigan>

### **Blue Cross Complete of Michigan**

100 Galleria Officentre, Suite 210

Southfield, MI 48034

(800) 228-8554

<http://www.mibluecrosscomplete.com/>

### **Harbor Health Plan**

3663 Woodward Avenue, Suite 120

Detroit, MI 48201

(844) 427-2671

<http://www.harborhealthplan.com>

### **McLaren Health Plan**

G-3245 Beecher Road, Flint, MI 48532

(888) 327-0671

<http://www.mclarenhealthplan.org>

### **MeridianHealth**

1 Campus Martius, Suite 700

Detroit, MI 48226

(888) 437-0606

<http://www.mhplan.com>

### **HAP Midwest Health Plan**

PO Box 2578, Detroit, MI 48202

(888) 654-2200

<http://www.midwesthealthplan.com>

## Medicaid Specialty Supports and Service Array

### **Molina Healthcare of Michigan**

880 W. Long Lake Rd., Ste. 600 Troy, MI 48098  
(888) 898-7969

<http://www.molinahealthcare.com>

### **Priority Health**

1231 E. Beltline NE, Grand Rapids, MI 49525  
(800) 942-0954

<http://www.priorityhealth.com>

### **Total Health Care**

3011 W. Grand Blvd., Suite 1600, Detroit, MI 48202  
(313) 871-2000 or (800) 826-2862

<https://thcmi.com/>

### **United Healthcare Community Plan**

26957 Northwestern Highway, Suite 400  
Southfield, MI 48033  
(800) 903-5253

<http://www.uhccommunityplan.com>

### **Upper Peninsula Health Plan**

853 W. Washington Street, Marquette, MI 49855  
(906) 225-7500 or (800) 835-2556

<http://www.uphp.com>

**Note: Names and contact information for Medicaid Health Plans may change. Please see the (MDHHS) website for current information at: [http://michigan.gov/documents/mdch/MHP Service Area Listing 326102 7.pdf](http://michigan.gov/documents/mdch/MHP_Service_Area_Listing_326102_7.pdf)**

## Medicaid Specialty Supports and Service Array

### **Medicaid Fee for Service**

Some Medicaid enrollees do not have a health plan but instead are covered through the fee for service program. This may include persons with a Medicaid deductible.

You can obtain additional information regarding the fee for service program, other state plan services or cost sharing by contacting your local Michigan Department of Health and Human Services (MDHHS) listed on page 66 or Michigan Department of Health and Human Services Beneficiary Helpline at (800) 642-3195.

### **Services Not Covered by Medicaid and Healthy Michigan:**

- Services that are covered by another insurance program
- Services for which you are determined to be ineligible by the Access Center
- Psychological evaluation per court order (except for guardianship or if needed to provide care)

## Services for Persons without Health Insurance

### **Services for Persons without Health Insurance**

**Note:** *If you are a Michigan resident and have a serious mental illness, serious emotional disturbance, intellectual/developmental disability and/or substance use disorder, you may be eligible for some of the services listed below.*

Before services can be started, you will take part in a screening 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 request services are eligible, and not all services are available to everyone we serve.* If a service cannot help you, your CMH and/or SUD provider will not pay for it. Your county CMH provider and/or SUD provider will also not pay for services that are available to you from other resources in the community.

During the person-centered or treatment planning process, you will be helped to figure out the 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, although availability may vary depending on individual provider capacity and possibly type of funding that is used for your services. You will receive an individual plan of service that provides all of this information.

### **Services for Persons with Behavioral Health Needs**

A person with a serious mental illness, serious emotional disturbance, or intellectual/developmental disability may be able to get help from their local county community mental health agency for the following:

- Crisis stabilization and response
- Assessment and service planning
- Linking and coordinating to access services
- Specialized mental health treatment and support
- Prevention and advocacy services

## Services for Persons without Health Insurance

### **Services for those with Substance Use Needs**

People with substance use disorders may be able to get help with the following substance use disorder services:

- Detoxification
- Residential treatment
- Outpatient counseling
- Opioid replacement therapy and prevention

### **Possible Wait Lists:**

Community Mental Health must serve the people with the most serious problems first and give care to the people who need it most. Substance use disorder provider must serve certain populations first. The providers may use a waiting list to keep track of those who are next to receive service.

If you are put on a waiting list for the help you need, we will find other ways to help you while you wait. When it is your turn, you will get services. To learn more about services for persons without health insurance, please call your local SUD provider or MSHN's access and referral center at (844) 405-3095.





## Handbook Acronyms

|                |  |
|----------------|--|
| <b>Acronym</b> | An abbreviation formed from initial letters of other words                         |
| <b>AAR</b>     | Access, Assessment & Referral  |
| <b>ACT</b>     | Assertive Community Treatment  |
| <b>CLS</b>     | Community Living Supports  |
| <b>CMH</b>     | Community Mental Health  |
| <b>CMHSP</b>   | Community Mental Health Service Program  |
| <b>DD</b>      | Developmental Disability   |
| <b>DPH</b>     | Department of Public Health  |
| <b>FDA</b>     | Federal Food and Drug Administration   |
| <b>FSS</b>     | Family Support Subsidy   |
| <b>HIPAA</b>   | Health Insurance Portability and Accountability Act                                |
| <b>HMP</b>     | Healthy Michigan Plan  |
| <b>HSW</b>     | Habilitation Supports Waiver   |
| <b>IOP</b>     | Intensive Outpatient   |
| <b>ICF/IID</b> | Intermediate Care Facility for Individuals with Intellectual Disabilities          |
| <b>LARA</b>    | Michigan Department of Licensing and Regulatory Affairs                            |
| <b>MAHS</b>    | Michigan Administrative Hearings System  |
| <b>MAT</b>     | Medication Assisted Treatment  |
| <b>MDHHS</b>   | Michigan Department of Health and Human Services                                   |
| <b>MHP</b>     | Medicaid Health Plan   |
| <b>MRC</b>     | Michigan Relay Center  |
| <b>MSHN</b>    | Mid-State Health Network: the name for the new region in which your county belongs |
| <b>PCP</b>     | Person-centered Plan or Primary Care Physician                                     |
| <b>PIHP</b>    | Pre-paid Inpatient Health Plan   |
| <b>SAMHSA</b>  | Substance Abuse and Mental Health Services Administration                          |
| <b>SED</b>     | Serious Emotional Disturbance  |
| <b>SPMI</b>    | Severe and Persistent Mental Illness   |
| <b>SUD</b>     | Substance Use Disorder   |

## Specialty Programs

### **Specialty Programs**

Within the community mental health system, there are specialized services and programs available to specified populations with particular needs:

### **Children's Home and Community Based Services**

#### **Waiver (CWP):**

The Children's Waiver is a program available to children up to 18 years of age with severe intellectual/developmental disabilities that are at risk of being placed into an institution, that live with their birth or legally adoptive parents or with a relative named as legal guardian (further conditions apply), that have habilitative needs, that have high level of needs, and that would receive at least one CWP service per month. The CWP allows for enhancement or additions to Medicaid covered services including but not limited to community living supports, respite, environmental accessibility adaptations and special medical equipment and supplies, family training, and other specialty services. Individuals do not necessarily need to be on Medicaid at the time of CWP application in order to qualify for the CWP. If you would like more information about CWP, please contact your local CMH staff/Access Center or customer service office as listed beginning on page 12.



## Specialty Programs

### **Habilitation Supports Waiver Individuals with Developmental Disabilities (HSW):**

The Habilitation and Support Waiver is a program available to individuals of any age with intellectual/developmental disabilities that are at risk of being placed into an institution, that are Medicaid eligible, that reside in a community setting, that have habilitative needs, that have high level of needs, and that choose to participate with the HSW in lieu of the institutional placement. The HSW allows for enhanced or additions to Medicaid covered services including but not limited to community living supports, respite, environmental modifications, private duty nursing, enhanced medical equipment, out-of-home non-vocational habilitation, family training, and other specialty services. If you would like more information about HSW, please contact your local CMH staff/Access Center or customer service office as listed beginning on page 12.

### **Serious Emotional Disturbance Waiver (SEDW):**

The Serious Emotional Disturbance Home and Community Based Waiver (SEDW) is a program available to children up to 21 years of age with serious emotional disturbances (SED) that are at risk of being placed in a state psychiatric hospital, that are Medicaid eligible, that have high level of needs, and that live with their birth or legally adoptive parents (or have a plan to return to such/legal guardian/ in a foster home with permanency plan). The SEDW allows for enhancement of or additions to Medicaid state plan covered services including but not limited to wraparound service (required), community living supports, respite, family and non-family home care training, family support and training, child therapeutic foster care, therapeutic overnight camp, transitional services, therapeutic activities (recreation, music, and art therapies), and other specialty services. If you would like more information about SEDW, please contact your CMH staff/ Access Center or customer service office as listed beginning on page 12.

## Specialty Programs

### **Autism Benefit:**

Coverage of Applied Behavior Analysis (ABA) services is provided for Medicaid eligible children under 21 years of age who are diagnosed with Autism Spectrum Disorder (ASD) and who meet medical necessity criteria. ABA treatment is a Medicaid covered service under the Behavioral Health Treatment segment within the Early and Periodic Screening, Diagnosis and Treatment (EPSDT) benefit.

ABA is a recommended treatment service for children with ASD. This treatment has been researched for over 30 years and is endorsed by the United States Surgeon General. ABA treatment services can be used to address skill development and behaviors relevant to children diagnosed with Autism Spectrum Disorder. ABA treatment services commonly address areas including, but not limited to: language, social, and communication skills, following instructions, peer interactions, following daily routines, self-help and daily living skills, and behavior challenges.

By qualifying for the Autism Benefit, a child may also be eligible for additional services such as speech therapy, occupational therapy, respite, family training, community living supports, and/or physical therapy, if medically necessary. A child and family will be evaluated to determine eligibility for the Medicaid/MI Child Autism Benefit and appropriate intensity of ABA services. If you would like more information about Autism Benefit, please contact your local CMH staff/ Access Center or customer service office as listed beginning on page 12.

For those with state regulated private health insurance plans, an autism benefit is offered by the insurance plans to insured children from birth to 18 years of age who meet clinical eligibility criteria (i.e., diagnosis of Autism Spectrum Disorder) and clinical need. Please contact your private insurance carrier for more information.

## Specialty Programs

### **Family Support Subsidy (FSS):**

The Family Support Subsidy is a program offered by the state of Michigan to assist families caring for children with severe disabilities in their homes. The subsidy can pay for special expenses that the family has while caring for such special needs children. This financial support may help prevent or delay placement of a child outside the home or will help return the child back to the home from a placement. Payment is just over \$200 per month and is the same for all families/children.

Families may be eligible for this program if:

- They have a child under 18 years of age in the home who has been recommended by a local or intermediate school district (ISD) multidisciplinary team with an eligibility criteria of:
  - Cognitive impairment (CI) (must be in severe range of functioning as determined for local ISD)
  - Severe multiple impairment (SXI) or
  - Autism spectrum disorder (ASD) (must be in classification receiving special education in such classification or in a program designed for severe CI or SXI)
- Taxable income for the family cannot exceed \$60,000 per year
- Other criteria may apply

Please contact your local community mental health Access Center or customer service office as listed beginning on page 12 for more information. The application and annual renewal process include but are not limited to provision of school documents, birth certificates and tax documents.

## Behavioral Health & Substance Use Disorder Glossary

The *Guide to Services* has some words that are not always easy to understand. The "Glossary" section defines some of these words. You may want to refer to the "Glossary" section while reading the *Guide to Services* to help you to better understand each section.

**Access:** The entry point to the Prepaid Inpatient Health Plan (PIHP), sometimes called an "access center," where Medicaid and HMP enrollees and uninsured/underinsured individuals call or go to request behavioral health services and/or substance use disorder services.

**Adverse Benefit Determination:** (also called a Notice of 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.

## Behavioral Health & Substance Use Disorder Glossary

**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.

**Appeal:** A review of an Adverse Benefit Determination.

**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 abuse or other addictions. For the purposes of this handbook, behavioral health will include intellectual/developmental disabilities, mental illness and substance use disorders in both adults and children.

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

**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 developmental disabilities. May also be referred to as CMH.

**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.**

## Behavioral Health & Substance Use Disorder Glossary

**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/crisis services and needed to treat a behavioral emergency.

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

**Grievance:** Expression of dissatisfaction about any matter other than an adverse benefit determination or recipient rights complaint. Grievances may include, but are not limited to, the quality of care or services provided, and aspects of interpersonal relationships such as rudeness or a provider or employee, or failure to respect 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 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.



## Behavioral Health & Substance Use Disorder Glossary

**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 Health 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](http://www.michigan.gov/mdhhs/0,4612,7-132-2945_42542_42543_42546_42553-87572--,00.html)

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 focus 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.

## Behavioral Health & Substance Use Disorder Glossary

**Intellectual/Developmental Disability:** Is defined by the Michigan Mental Health code as 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.

**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 or HMP 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. PIHPs are unable to authorize (pay for) or provide services that are not determined as medically necessary for you.

**MI Child:** A Michigan Health care program for low-income children who are not eligible for the Medicaid program. This is a limited benefit. Contact your local customer service office as listed on pages 31 and 32 for more information.

## Behavioral Health & Substance Use Disorder Glossary

**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.

**MSHN:** An acronym for Mid-State Health Network, the PIHP for a region of 12 community mental health agencies and substance use disorder providers in 21 counties.

**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 PHIP/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, developmental disabilities, and substance abuse 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.

**Preauthorization:** 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.

## Behavioral Health & Substance Use Disorder Glossary

**Premium:** An amount to be paid for an insurance policy, a sum added to an ordinary price or charge.

**Prescription Drugs:** Is a pharmaceutical drug that legally requires a medical prescription to be dispensed. In contrast, 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.

**Provider Network:** Refers to all Behavioral Health Providers and SUD providers that are directly under contract with the MSHN PIHP to provide services and/or supports through direct operations or through subcontractors.

**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.

## Behavioral Health & Substance Use Disorder Glossary

**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.

**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 function 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.

**Specialty Supports and Service:** A term that means Medicaid/HMP-funded mental health, developmental disabilities and substance use disorder supports and services that are managed by the Pre-Paid Inpatient Health Plans.

## Behavioral Health & Substance Use Disorder Glossary

**State Fair Hearing:** A state level review of enrollees' disagreements with 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 (SUD 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.

**Support Staff:** Community mental health and/or substance use disorder staff that work with you in the development and implementation of your person-centered plan. Such staff would include case managers/support coordinators, therapists, psychiatrists, peer support specialists, etc.

**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.



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## Community Resource Referrals

### **Community Resource Referrals**

If you are looking for a certain resource in your community to meet one of your needs, talk to your local CMH, SUD provider, or Customer Service. They can help you find what you need such as housing, public benefits, respite, transportation, healthcare or utility assistance. Below is a list of places that can help you find what you need in your home community. Look for your county in the list below and then contact that agency for assistance.

| <b>COUNTY</b>  | <b>COMMUNITY RESOURCE</b>   |
|--|---|
| <b>Arenac, Bay, Clare, Gladwin, Gratiot, Huron, Isabella, Midland, Saginaw, and Tuscola Counties</b> | <b>2-1-1 of Northeast Michigan<br/>Dial "2-1-1" within your service area or<br/>1-888-636-4211 or 1-989-835-2211 outside your<br/>service area<br/><a href="http://www.211nemichigan.org">www.211nemichigan.org</a></b>                     |
| <b>Mecosta, Newaygo, and Osceola Counties</b>  | <b>C.A.L.L. 2-1-1 Community Access Line of the<br/>Lakeshore<br/>Dial "2-1-1" within your service area or<br/>1-231-733-1155 or<br/>1-877-211-5253 outside your service area<br/><a href="http://www.call-211.org">www.call-211.org</a></b> |
| <b>Ionia and Montcalm Counties</b>   | <b>HandsOn Battle Creek 2-1-1 Michigan Dial<br/>"2-1-1" within your service area or<br/>1-269-565-4159 or 1-800- 250-5628<br/>outside your service area<br/><a href="http://www.handsonbc.org">www.handsonbc.org</a></b>                    |
| <b>Clinton, Eaton, Hillsdale, Ingham, Jackson and Shiawassee Counties</b>                            | <b>2-1-1 of Central Michigan c/o LifeWays<br/>Dial "2-1-1" within your service area<br/>or 1-866-561-2500<br/>outside your service area<br/><a href="http://www.centralmichigan211.org">www .centralmichigan211.org</a></b>                 |

**Please note that a community resource directory may be available for any county within the state of Michigan on [www.uwmich.org/2-1-1/2-1-1-call-centers](http://www.uwmich.org/2-1-1/2-1-1-call-centers), on [www.211.org](http://www.211.org).**



## Links To Helpful Behavioral Health and Substance Use Disorder Websites

### Links To Helpful Behavioral Health and Substance Use Disorder Websites

Following are state and national websites that are known to be reputable and to have good up-to-date information. Many of these sites have mental health and substance use disorder related fact sheets that may be downloaded free of charge.

Adult Children of Alcoholics [www.adultchildren.org](http://www.adultchildren.org)

Children of Parents with Mental Illness  
[www.copmi.net](http://www.copmi.net)

Alcoholics Anonymous  
[www.aa.org](http://www.aa.org)

Children and Adults with Attention Deficit Disorder (CHADD)  
[www.chadd.org](http://www.chadd.org)

American Association of Suicidology  
[www.suicidology.org](http://www.suicidology.org)

Al-anon and Ala-teen  
[www.al-anon.alateen.org](http://www.al-anon.alateen.org)

American Psychiatric Association  
[www.psychiatry.org](http://www.psychiatry.org)

American Academy of Child and Adolescent Psychiatry  
[www.aacap.org](http://www.aacap.org)

Autism Alliance of Michigan  
[www.autismallianceofmichigan.org](http://www.autismallianceofmichigan.org)

Autism Society of America  
[www.autism-society.org](http://www.autism-society.org)

American Psychological Association  
[www.apa.org](http://www.apa.org)

Center for Parent Information and Resources  
[www.parentcenterhub.org](http://www.parentcenterhub.org)

Anxiety and Depression Association of America  
[www.adaa.org](http://www.adaa.org)

Cocaine Anonymous  
[www.ca.org](http://www.ca.org)

Bipolar Children  
[www.bpchildren.com](http://www.bpchildren.com)

## Links To Helpful Behavioral Health and Substance Use Disorder Websites

Depression and Bipolar Support Alliance

[www.dbsalliance.org](http://www.dbsalliance.org)

Marijuana Anonymous

[www.marijuana-anonymous.org](http://www.marijuana-anonymous.org)

Michigan Assistive Technology Program

[www.copower.org/assistive-tech](http://www.copower.org/assistive-tech)

Narcotics Anonymous

[www.na.org](http://www.na.org)

National Alliance on Mental Illness (NAMI)

[www.nami.org](http://www.nami.org)

National Dissemination Center for Children with Disabilities (NICHCY)

[www.parentcenterhub.org](http://www.parentcenterhub.org)

National Institute of Mental Health

[www.nimh.nih.gov](http://www.nimh.nih.gov)

National Mental Health America

[www.nmha.org](http://www.nmha.org)

National Schizophrenia Foundation

[www.nsfoundation.org](http://www.nsfoundation.org)

National Suicide Prevention Lifeline

[www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)

Postpartum Support International (PSI)

[www.postpartum.net](http://www.postpartum.net)

Stop A Suicide

[www.StopASuicide.org](http://www.StopASuicide.org)

Stop Bullying

[www.stopbullying.gov](http://www.stopbullying.gov)

Substance Abuse and Mental Health Services Administration

[www.samhsa.gov](http://www.samhsa.gov)

Suicide Prevention Resource Center

[www.sprc.org](http://www.sprc.org)

U.S. Department of Veterans Affairs

[www.mentalhealth.va.gov](http://www.mentalhealth.va.gov)

WebMD

[www.webmd.com](http://www.webmd.com)

## Advocacy Organizations

### **Advocacy Organizations**

Agencies that may be able to help you problem solve.

#### **ARC Michigan**

1325 S. Washington Ave.  
Lansing, MI 48910  
(800) 292-7851 or [arcmi.org](http://arcmi.org)

#### **Association for Children's Mental Health**

6017 W. St. Joseph Hwy., Suite #200  
Lansing, Michigan 48917  
(517) 372-4016 or [www.acmh-mi.org](http://www.acmh-mi.org)

#### **Autism Society of Michigan**

2178 Commons Parkway  
Okemos, MI 48864  
(800) 223-6722 or [www.autism-mi.org](http://www.autism-mi.org)

#### **Michigan Statewide Independent Living Counsel**

2843 East Grand River Ave #283  
East Lansing MI 48823  
(800) 808-7452 or [www.misilc.org](http://www.misilc.org)

#### **Disability Network**

1476 Haslett Rd.  
Haslett, MI 48840  
(517) 339-0539 or [www.dnmichigan.org](http://www.dnmichigan.org)

#### **Epilepsy Foundation of Michigan**

25200 Telegraph Road, Suite 110  
Southfield, MI 48033  
Toll-free (800) 377-6226 or  
[www.epilepsymichigan.org/](http://www.epilepsymichigan.org/)

## Advocacy Organizations

### **Michigan Disability Rights Coalition**

3498 E. Lake Lansing Rd., Suite 100  
East Lansing, MI 48823  
(800) 760-4600 or [www.copower.org](http://www.copower.org)

### **Michigan Protection & Advocacy Services, Inc.**

4095 Legacy Parkway, Suite 500  
Lansing, MI 48911  
(800) 288-5923 or [www.mpas.org](http://www.mpas.org)

### **Michigan Relay Center**

P.O. Box 285  
Aurora, NE 68818  
Voice/TTY: 844-578-6563  
Fax: 402-694-5110  
Email: [mirelay@hamiltonrelay.com](mailto:mirelay@hamiltonrelay.com)

### **National Alliance on Mental Illness - Michigan (NAMI)**

401 S. Washington, Suite 104  
Lansing, MI 48933  
(800) 331-4264 or [www.namimi.org](http://www.namimi.org)

### **National Parent Helpline**

(855) 427-2736  
[www.nationalparenthelpline.org](http://www.nationalparenthelpline.org)

### **National Suicide Prevention Lifeline**

(800) 273-8255  
(800) 799-4889 (for those with hearing or speech impairment)  
[www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)

### **United Cerebral Palsy-Michigan**

3496 Lake Lansing Road, Suite 170  
East Lansing, MI 48823  
(800) 828-2714 or [www.ucpmichigan.org](http://www.ucpmichigan.org)

## Your Input is Valued

### **Your Input is Valued**

MSHN, your local CMH provider, and your local SUD provider have designed ways for you to share your experiences and/or provide feedback on how we may improve our services.

From time to time, we will seek your feedback about services that you have received. The information you provide is very important to let us know what is working and what is not. The results are used to make informed decisions about our services and processes. Please take advantage of these opportunities and be honest in your feedback.

Periodically there are groups of people who meet to provide feedback about their satisfaction, the effectiveness, and the efficiency of our services. Members of these groups may include individuals receiving mental health/substance use disorder services (or those who have in the past), family members, advocates, community members, and/or service providers. Below are two examples of groups you may get involved with, and there may be more as needed. There may be other opportunities for involvement. Contact your local customer service office on pages 31 and 32 for more information.

### **Consumer Advisory Council**

The Consumer Advisory Council is a group of individuals living with a mental illness and/or intellectual/developmental disability and/or substance use disorder (as a primary or secondary customer) who provide feedback and guidance for community mental health services and supports policies, processes, and service delivery. There may be opportunities for participation in work groups with a more specific focus.

### **Recipient Rights Advisory Committee**

The Recipient Rights Advisory Committee (RRAC) is a group of people who meet regularly and serve in an advisory capacity to the provider's Recipient Rights Offices. As with most committees and councils, meeting times are subject to change due to staff availability, holidays, etc. It is a good idea to call ahead before attending your first meeting to ensure you will be at the right place at the right time.

## The Right Door for Hope, Recovery and Wellness Code of Ethics

This procedure shall apply to all employees, volunteers and student interns of The Right Door for Hope, Recovery and Wellness.

**Compliance:** Maintain a high standard of personal and professional conduct in capacity or identity as an employee or representative of The Right Door for Hope, Recovery and Wellness. Act in compliance with and abide by the code of ethics and the compliance plan during the entire term of employment or internship. Report first-hand knowledge of unethical activity to appropriate leadership members.

**Responsibility to Organization:** Work to achieve the organization's mission, vision, and values. Support the integrity and reputation of the organization, and represent the organization in a positive manner. Respond responsibly to criticism from those outside the organization. Work to accomplish the organization's goals and outcomes: Accessibility: Immediacy of Service, Effectiveness: Services provide for positive consumer outcomes, Efficiency: Services are cost-effective and competitive, Satisfaction: Services meet needs and expectations, and Quality: Services promote wellness. Respect organizational policies, procedures, and decisions, and take initiative toward their improvement when it will better serve the interests of consumers. Report/document all supports and services correctly to ensure that consumers and payers are billed appropriately and fairly. Appropriately sign, date, and witness those documents requiring a witness when asked.

**Responsibility to Consumers and Quality Service Delivery:** Primary responsibility is to the consumer. Foster every effort to maximize consumer self-determination, including person-centered planning. Assist person requesting organizational help in obtaining other supports and services if The Right Door for Hope, Recovery and Wellness is unable to serve them. Not accept gifts, services, gratuities, money, or anything else of monetary value that is offered because of The Right Door for Hope, Recovery and Wellness employment, but is not part of Board approved employment compensation or benefits. Not take advantage of any opportunities for

## The Right Door for Hope, Recovery and Wellness Code of Ethics

personal gain that is discovered during employment at The Right Door for Hope, Recovery and Wellness or through the use of agency property, information, or position. Personal Fund Raising is generally allowed among employees if it is not coercive and does not conflict with the values of the organization.

**Business and Marketing Practices:** Maintain accurate and complete records, data, and information owned, used, and managed by The Right Door for Hope, Recovery and Wellness. Maintain accurate books, records, and accounts to accurately and fairly reflect agency standing and activities. Cooperate fully and appropriately with internal and external audits, investigations, and reviews. Abide by fair hiring and staff managed practices, in accordance with agency policies, procedures, and state and federal labor laws.

**Confidentiality:** Maintain the highest level of confidentiality by not disclosing any information identifying consumers to others, including co-workers, unless the consumer consents in writing, or the disclosure is required by a court order, or the disclosure is made to emergency personnel in an emergency, or the suspicion of adult or child abuse or neglect, or consumer threatens to harm self or others. Employees will access consumer Protected Health Information (PHI) only when access to that information is a necessary part of their job function. Accessing consumer PHI for purposes other than to perform functions of your position may result in disciplinary action. Employees will be assigned roles in the Electronic Health Record appropriate to their job function. Employees who are or ever were consumers of agency services will not access their PHI. All requests to view PHI shall follow the disclosure procedures for accessing ones record as outlined in agency procedure. If you are aware or become aware of an acquaintance or family member that is served by our agency, you should notify the Compliance Officer. We may then prohibit your access to that file.

## The Right Door for Hope, Recovery and Wellness Code of Ethics

**Discrimination:** Avoid discrimination against, or refuse supports and services to, anyone based on race, color, gender, age, disability, religion, sexual orientation, height weight, political considerations, or financial status.

**Competency:** Employees shall accurately represent their education, training, experience, and competencies as they relate to profession or scope of practice. Diagnose, treat, or advise on problems within the boundaries and scope of any recognized competency. Take responsibility for enhancing professional knowledge, skills, and abilities, and actively improve competency through documented staff development plan

**Conflict of Interest:** Comply with agency policies and procedures regarding conflict of interest. Avoid and abstain from activities or decisions that constitute a conflict of interest. Avoid using professional relationship with consumer to further your own interests. Avoid relationships with consumers that could impair professional judgment or exploit their trust and vulnerability. Employees who are certified as Notary Publics may witness documents such as Power of Attorney, guardianship, advance directives and/or agency contracts for clients, personnel, and other stakeholders in accordance with applicable state laws. The person who witnesses a document should be neutral and have no financial or other interest involved.

**Colleagues:** Treat all colleagues and community partners with respect, fairness, courtesy and good faith. Participate in peer-review activities in a responsible, equitable manner. Avoid engagement in any form of harassment or discrimination, including sexual harassment.

**Peer Support Specialists:** In addition to the above, agency peer supports will abide by the Michigan Peer Support Specialist Code of Ethics. Certified Peer Specialists will maintain high standards of personal conduct in a manner that fosters recovery. Certified Peer Specialists will practice and promote Person Centered Planning and Self-Determination with those they serve. Certified Peer Specialists will advocate for the full integration and/or re-integration of individuals into the communities of their choice and will promote the value of these individuals in those communities. Certified



## The Right Door for Hope, Recovery and Wellness Code of Ethics

Peer Specialists will be directed by the knowledge that all individuals have the right to live in a safe and the least restrictive environment. Certified Peer Specialists will actively pursue recovery in their own lives as well as role model recovery for others. Certified Peer Specialists will keep current with emerging knowledge relevant to recovery, and openly share this knowledge with their colleagues and those they serve. Certified Peer Specialists will, when appropriate, openly share their recovery stories and be able to identify and describe the supports that promote their recovery. Certified Peer Specialists will respect the privacy and confidentiality of those they serve. Certified Peer Specialists will, at all times, respect the rights and dignity of those they serve. Certified Peer Specialists will not practice, condone, facilitate or collaborate in any form of discrimination on the basis of ethnicity, race, gender, sexual orientation, age, religion, national origin, marital status, political belief, mental or physical disability, or any other preference or personal characteristic, condition or state. Certified Peer Specialists will never intimidate, threaten, harass, use undue influence, physical force or verbal abuse, or make unwarranted promises of benefits to the individuals they serve. Certified Peer Specialists will never engage in sexual/intimate activities with the consumers they serve. Certified Peer Specialists will not exchange gifts of significant value with those they serve. Certified Peer Specialists will not abuse substances under any circumstances.

### References:

- **Michigan Certified Peer Support Specialist Code of Ethics 2014**
- **CARF ASPIRE to Excellence STANDARDS**

## My Important Numbers

**Emergency Services / Crisis Line:**

1(888)527-1790

**My primary worker is:**

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

**My psychiatrist is:**

Name: \_\_\_\_\_

Location: \_\_\_\_\_

Phone Number: \_\_\_\_\_

**My medical doctor is:**

Name: \_\_\_\_\_

Location: \_\_\_\_\_

Phone Number: \_\_\_\_\_

**Other:** \_\_\_\_\_

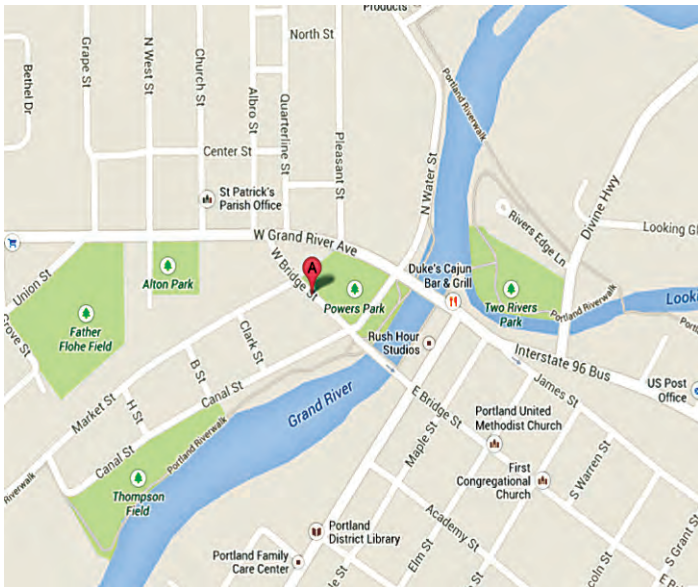
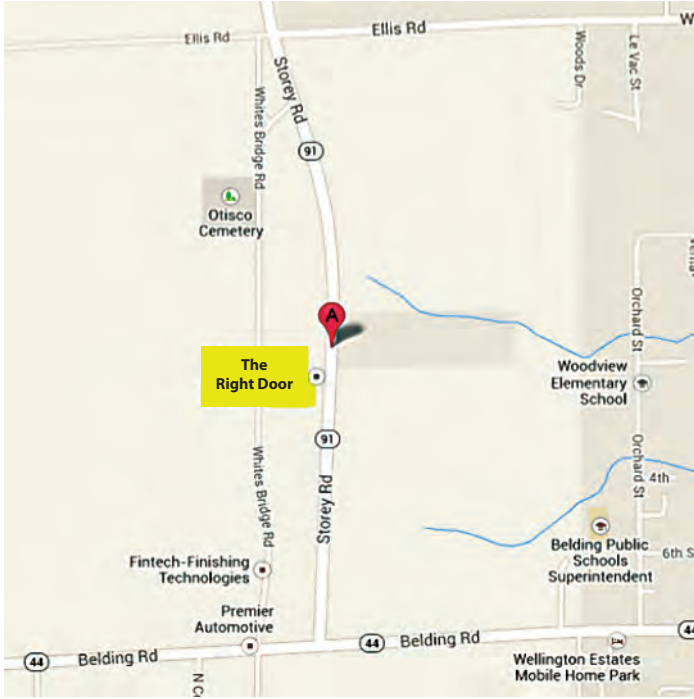
### **The Right Door for Hope, Recovery and Wellness is a VOTER REGISTRATION SITE**

If you would like a Voter Registration Application,  
please ask a receptionist.

Our Voter Registration services are available without regard for the voter's political preference. Information and other assistance regarding registering or voting shall not be withheld or refused on the basis of support for or against a particular candidate or particular political party.

What a wonderful thought it is that some of the best days of our lives haven't happened yet.

# Maps of Satellite Office Locations





Our programs have been awarded a three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) for its following behavioral health programs:

**Assessment and Referral**—Alcohol and Other Drugs/Addictions (AOD), Intellectual and Developmental Disabilities (IDD) and Mental Health (MH) for Adults and Children and Adolescents

**Case Management/Services Coordination**—IDD, AOD and MH for Adults and Children and Adolescents; Crisis Intervention—IDD, AOD and MH for Adults and Children and Adolescents

**Intensive Family-Based Services—Family Services**—for Adults and Children and Adolescents

**Outpatient Treatment**— IDD, AOD, and MH for Adults and Children and Adolescents

**Governance Standards** (Applied by Board of Directors)

**Tell us how we are doing.**

**Contact our Customer Services Department at**

**1(888) 527-1790**

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



February 2018