

# 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; mind, body, soul 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.

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 32, 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

## Table of Contents

<b>TOPIC</b>	<b>PAGE NO.</b>
<b>Table of Contents</b>	<b>6</b>
<b>Language Assistance &amp; Accommodations</b>	<b>8</b>
<b>Welcome to Mid-State Health Network (MSHN) Provider Network &amp; Directory</b>	<b>9</b>
<b>Local Choice Provider Listing</b>	<b>25</b>
<b>Accessing Services</b>	<b>26</b>
<b>Emergency and After-Hours Access to Services</b>	<b>27</b>
<b>Customer Service</b>	<b>29</b>
<b>Grievances &amp; Appeals Processes</b> <ul style="list-style-type: none"> <li>• Grievances</li> <li>• Local Appeals</li> <li>• State Medicaid Fair Hearing</li> <li>• MDHHS Alternative Dispute Resolution</li> </ul>	<b>32</b>
<b>Coordination of Care</b>	<b>37</b>
<b>Person-Centered Planning, Advance Directives, Crisis Plan, and Self-Determination</b>	<b>38</b>
<b>Recovery &amp; Resiliency</b>	<b>43</b>
<b>Life and Wellness</b>	<b>44</b>
<b>Co-Occurring Concerns</b>	<b>46</b>
<b>Your Responsibilities</b>	<b>48</b>
<b>Recipient Rights</b>	<b>49</b>
<b>Confidentiality &amp; Family Access To Information</b>	<b>52</b>
<b>Service Authorization (Includes Out of Network)</b>	<b>53</b>
<b>Payment for Services</b>	<b>56</b>
<b>Medicaid/Healthy Michigan Plan Specialty Care and Service Descriptions</b>	<b>57</b>

## Table of Contents

TOPIC	PAGE NO.
<b>Medicaid &amp; Healthy Michigan Specialty Services</b>	<b>58</b>
• <b>Services with Persons with Mental Health Needs (Medicaid/Healthy Michigan Plan)</b>	<b>58</b>
• <b>Services Available for Habilitation Supports Waiver and Children's Waiver Participants</b>	<b>64</b>
• <b>Services for Persons with Substance Use Disorders (Medicaid/Healthy Michigan Plan)</b>	<b>65</b>
• <b>Other State Plan Services</b>	<b>66</b>
• <b>Local Michigan Department of Health and Human Services (MDHHS) Offices</b>	<b>67</b>
• <b>Medicaid Health Plan and Healthy Michigan Plan Services</b>	<b>68</b>
• <b>Medicaid Fee for Service and Services Not Covered by Medicaid &amp; Healthy Michigan</b>	<b>71</b>
<b>Services for Persons without Health Insurance</b>	<b>72</b>
<b>Handbook Acronyms</b>	<b>74</b>
<b>Specialty Programs</b>	<b>75</b>
• <b>Children's Waiver</b>	<b>75</b>
• <b>Habilitation Support Waiver</b>	<b>76</b>
• <b>Serious Emotional Disturbance Waiver</b>	<b>76</b>
• <b>Autism Benefit</b>	<b>77</b>
• <b>Family Support Subsidy</b>	<b>78</b>
<b>Mental Health and Substance Use Disorder Glossary</b>	<b>79</b>
<b>Index</b>	<b>84</b>
<b>Community Resource Referrals (211)</b>	<b>85</b>
<b>Links To Helpful Mental Health and Substance Use Disorder Websites</b>	<b>86</b>
<b>Advocacy Organizations</b>	<b>88</b>
<b>Your Input is Valued</b>	<b>90</b>

## Language Assistance and Accommodations

### **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 an 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 30 and 31, 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).

### **Accessibility and Accommodations**

In accordance with federal and state laws, all buildings and programs of the MSHN 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 of the MSHN. 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 30 and 31.

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 30 and 31. You will be told how to request an accommodation (this can be done over the phone, in person and/or in writing).



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

The Mid-State Health Network (MSHN) manages public mental 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 provider Customer Service Representative or contact MSHN toll free at 1 (844) 405-3095.



### **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 beneficiaries, 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.

## Mental 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) 793-1288**

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

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

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

***Jeanne L. Diver, Customer Service and Rights Specialist***



## Mental Health Provider Directory

### **Bay-Arenac Behavioral Health Authority (BABHA)**

**(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

## Mental 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

Mt. Pleasant, MI 48858

Toll-free: (800) 317-0708

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

Harrison, MI 48625

Toll-free: (800) 317-0708

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

Mt. Pleasant, MI 48858

Toll-free: (800) 317-0708

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 page 13*

## Mental 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

## Mental 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 Officer***

***Joyce Tunnard, Customer Service***

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

## Mental 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

## Mental 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: 800-356-5568

Phone: (989) 269-9293



## Mental 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

## Mental 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***

***Maribeth Leonard, Chief Executive Officer***

***Anjali Mehta, MD, Medical Director***

***Clevester Moten, Recipient Rights Officer***

***Elizabeth Knoblauch, 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 page 19*

## Mental 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



## Mental 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***

***Angela Loiselle, 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

## Mental 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 Geoghan, 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

## Mental 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***

***Ann Tadeo, 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

## Mental Health Provider Directory

### **Shiawassee County Community Mental Health (SCCMH)** **(Shiawassee County)**

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

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

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

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

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

***Becke Browne, Recipient Rights Officer***

***Amy Phillips, 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**

P.O. Box 428

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**

P.O. Box 428

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

## Mental 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 Choice Provider Listing

### **Local Choice Listings**

Each local community mental health and SUD provider has also developed a unique provider system to meet the specific local needs of its community. You are able to request the list at any time by contacting your local Customer Service office as listed on pages 30 and 31.

This local directory has been created to help you make an informed decision in selecting a service provider. This local directory includes information about providers, their contact information, their location, their languages spoken, etc. 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 mental health and substance use disorder services and supports through your local community mental health and/or substance use disorder provider is just a phone call away. Each community mental health agency and SUD provider has a location to serve you. To access services, please call your local access center listed beginning on page 11. 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 to describe what is happening in your life that makes you feel you need services. You will also be asked about your insurance and your income.

Together, you and one of our 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 85.
- 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 community mental health has a point person 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 11.

## Emergency and After-Hours Access to Services

### **Emergency Services**

A “mental health emergency” is when a person is experiencing a serious mental illness, or a developmental disability, or a child is experiencing a serious emotional disturbance and can reasonably be expected in the near future to harm 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 mental health emergency, you should seek help right away. At any time during the day or night, call your local mental health emergency services department as listed beginning on page 11. You may also go to your local hospital emergency room or call “9-1-1” if you are having a mental 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 MSHN community mental health or SUD providers' emergency services you receive. Customer Service can answer questions about such bills by calling your local Customer Service as listed on pages 30 and 31.

### **Aftercare (Post-Stabilization) Services**

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



## Customer Service



### **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, mental 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.SVRS.TV 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 30 and 31, 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 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 30 and 31.

## Customer Service

<b>Community Mental Health Customer Service</b>	<b>Phone Number</b>
Bay-Arenac Behavioral Health Authority (Arenac, Bay)	(989) 497-1302 or Toll free (888) 482-8269
Community Mental Health Authority of Clinton-Eaton- Ingham Counties (Clinton, Eaton, Ingham)	(517) 346-8244 or Toll free (877) 333-8933
Community Mental Health for Central Michigan (Clare, Gladwin, Isabella, Mecosta, Midland, Osceola)	(989) 772-5938 or Toll free (800) 317-0708
Gratiot Integrated Health Network (Gratiot)	(989) 466-4192 or Toll free (800) 622-5583
Huron Behavioral Health (Huron)	(989) 497-1302 or Toll free (888) 482-8269
The Right Door for Hope, Recovery and Wellness (Ionia)	(616) 527-1790 or Toll free (888) 527-1790
LifeWays Community Mental Health (Hillsdale, Jackson)	(517) 780-3332 or Toll free (866) 630-3690
Mid-State Health Network (MSHN)	(517) 657-3011 (844) 405-3094
Montcalm Care Network (Montcalm)	(989) 831-7520 or Toll free (800) 377-0974
Newaygo Community Mental Health (Newaygo)	(231) 689-7330 or Toll free (800) 968-7330

## Customer Service

<b>Community Mental Health Customer Service</b>	<b>Phone Number</b>
Saginaw County Community Mental Health Authority (Saginaw)	(989) 797-3452 or Toll free (800) 258-8678
Shiawassee County Community Mental Health Authority (Shiawassee)	(989) 723-6791 or Toll free (800) 622-4514
Tuscola Behavioral Health Systems (Tuscola)	(989) 497-1302 or 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 30 and 31. 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 60 calendar days.

### **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.



## Grievances and Appeals Process

You may:

- Ask for a “Local Appeal” by contacting your local Customer Service office listed on pages 30 and 31 and/or
- Ask at any time for a Medicaid Fair Hearing before an Administrative Law Judge (a state appeal) if you have Medicaid or Healthy Michigan Plan (HMP)
- 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

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 45 calendar days to file an appeal once you have received a letter that denies, suspends, terminates, or reduces your services.
- You can request a quick appeal decision if waiting 45 calendar days for a decision would cause you serious harm.
- Your appeal will not be handled by anyone who was involved in making the initial decision and will be done by a person with the expertise about that particular need/service in question.
- You may also ask for a medical second opinion if you were denied services.
- You may ask to look over the information used in the adverse action.
- If you file an appeal, you will receive an acknowledgment letter. You will also receive a disposition (decision) letter in no more than 45 calendar days for standard appeal and 3 business days for an expedited (quick) appeal.

## Grievances and Appeals Process

### **State Medicaid Fair Hearing**

If you receive Medicaid or Healthy Michigan Plan (HMP) covered services and disagree with a decision to deny, suspend, terminate, or reduce services, you have the right to request a State Fair Hearing in writing signed by you or an authorized representative within 90 calendar days of receiving a notice letter.

You can file for a State Fair Hearing at the same time you are using the local appeal process by writing:

**Michigan Administrative Hearings System (MAHS)  
Michigan Department of Health and Human Services (MDHHS)  
Department of Licensing and Regulatory Affairs (LARA)  
P.O. Box 30763  
Lansing, MI 48909**

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.

## Grievances and Appeals Process

You can contact your local Customer Service office listed on pages 30 and 31 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.

In order to continue services, you must request the appeal by the date of action included on the letter you received to deny, suspend, terminate, or reduce your services. If the judge does not rule in your favor, you may be asked to pay for the services received. 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.

## Grievances and Appeals Process

### **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

### **Coordination of Care**

To improve the quality of services, we want to coordinate your treatment with the medical providers who care for your physical health.

If you are also receiving substance use disorder treatment, your mental 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, increased 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 30 and 31. 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 mental 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 mental 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 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.

### **Mental 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 mental health emergency. You make this plan before anything happens.

Sometimes in a medical or mental health emergency, a person cannot talk or give informed consent. So, before anything happens, you agree to let another person make medical or mental 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 anytime, 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 as listed on pages 30 and 31. There are forms available for both types of advance directives. A copy of the form should be kept in your medical/mental 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 30 and 31.



## 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 every day 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 mental 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 30 and 31.



### **Recovery and Resiliency**

“Mental health recovery is a journey of healing and transformation enabling a person with a mental illness and/or 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. Mental health and/or substance use disorder supports and services help people living with mental illness and/or 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.

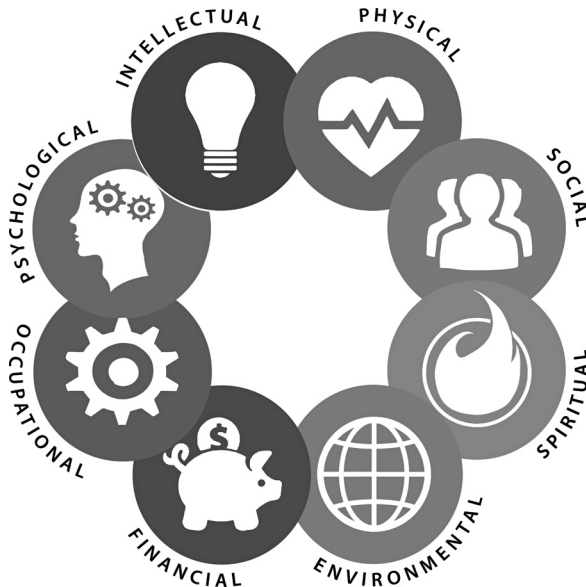
## Life and Wellness

(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 mental 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> 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

<b>Social:</b> Developing a sense of connection, belonging, and a well developed support system	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
<b>Spiritual:</b> Expanding our sense of purpose and meaning in life	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
<b>Occupational:</b> Personal satisfaction and enrichment derived from one's work	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
<b>Physical:</b> Recognizing the need for physical activity, diet, sleep, and nutrition	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
<b>Intellectual:</b> Recognizing creative abilities and finding ways to expand knowledge and skills	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, scrapbooking, doing arts/crafts
<b>Environmental:</b> Good health by occupying pleasant, stimulating environments that support well-being	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

## Co-Occurring Concerns

### **Co-Occurring Concerns**

Many people think of mental health issues and substance use issues as being separate illnesses. However, mental health and substance use disorder conditions often co-occur. In other words, individuals with substance use conditions often have a mental 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 mental 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 Schizoaffective Disorder), and Anxiety-Related Disorders (Post Traumatic Stress Disorder, Panic Disorder, Social Anxiety, Generalized Anxiety or Obsessive-Compulsive Disorder). Individuals with mental health issues often use substances to feel better. Using alcohol or other drugs not only fails to repair the mental health disorder but also prevents a person from developing effective coping skills...and also interferes with medications prescribed for mental health conditions.

For more information, contact the community mental health 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 mental 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 mental health disorders is never easy; however, it is even more challenging if they occur together. Integrated treatment or treatment that addresses mental 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
- 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 mental 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 mental health and substance use disorder services without discrimination
- Know the credentials of your service provider
- Know the details about your mental 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

### **In addition to the above, 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

## Recipient Rights

- A responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible

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

Every person who receives public mental 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.

### **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 mental 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 mental health system use seclusion or restraint as a means of coercion, discipline, convenience, or retaliation.

## Recipient Rights

### **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 mental health services. Customer Service 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 11 or your local Customer Service office as listed on pages 30 and 31.

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 mental 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 three business days if the request requires a quick decision.

All services must be medically necessary. Substance use disorder services may be urgent or non-urgent, whereas mental 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.

## **Service Authorization (includes Out of Network)**

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.

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 mental health only) and/or file an appeal (for mental health and SUD services). Please refer to the Appeal section in this guidebook beginning on page 32.

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 30 and 31. They will help 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. Please contact your local Customer Service office listed on pages 30 and 31 if you have other questions.

## Service Authorization (includes Out of Network)

### **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 30 and 31.



## 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 or Healthy Michigan Plan (HMP) and meet the criteria for the specialty or Healthy Michigan Plan mental health and substance use disorder services, the total cost of your authorized mental health or substance use disorder 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), or a Healthy Michigan Plan enrollee, you may be responsible for the cost of a portion of your services.

If you are uninsured or do not have enough insurance coverage, we will help you apply for Medicaid and/or Healthy Michigan Plan through the local MDHHS office or MI Child through the local Department of Public Health (DPH). If you need help with the application, please call your local Customer Service office as listed on pages 30 and 31; they will assist you and/or link you to someone that can help you. You can also get help at your local MDHHS or DPH office. If you are denied Medicaid, Healthy Michigan Plan, or MIChild, MDHHS and DPH have appeal processes that you will be asked to follow. Please contact your local Customer Service office listed on pages 30 and 31 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 mental health or substance use disorder services during the intake process.



## Medicaid HMP Specialty Care and Service Descriptions

### **Medicaid /Healthy Michigan Plan Specialty Care and Service Descriptions**

Note: If you are a Medicaid or Healthy Michigan Plan (HMP) beneficiary and have a serious mental illness, or serious emotional disturbance, developmental disability, and/or substance use disorder, you may be eligible for some of the mental health and substance use disorder Medicaid/Healthy Michigan Plan Specialty Supports and Services listed below. Please call your local access center as listed beginning on page 11 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 CMH provider will not pay for it. Medicaid/Healthy Michigan Plan 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.

**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 30 and 31.

## Medicaid & Healthy Michigan Specialty Services

In addition to meeting medically necessary criteria, services listed below marked with an asterisk (\*) require a doctor's prescription.

### **Services for Persons with Mental Health Needs** **(Medicaid / Healthy Michigan Plan)**

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

**Assessment** includes a comprehensive psychiatric evaluation, psychological testing, substance use disorder screening, or other assessments conducted to determine a person's level of functioning and mental 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.

**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 & Healthy Michigan Specialty Services

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

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

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

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

**\*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 developmental disabilities. Family Skills Training is education and training for families who live with and or care for a family member who is eligible for the Children's Waiver Program.

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

## Medicaid & Healthy Michigan Specialty Services

**Flint 1115 Waiver** The intent of this program is to provide the Targeted Case Management (TCM) services that are a part of a comprehensive health benefit available to Medicaid eligible pregnant women and children who consumed water from the Flint water system and lived, worked, or received childcare or education at an address that was served by the Flint water system during the specified time period. The PIHP 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 health conditions that are related to or impacted by a person's mental health condition. A person's primary doctor will treat any other health conditions they may have.

**Healthy Michigan Plan** is an 1115 Demonstration project that provides health care benefits to individuals who are: aged 19-64 years; have income at or below 133% of the federal poverty level under the Modified Adjusted Gross Income methodology; do not qualify or are not enrolled in Medicare or Medicaid; are not pregnant at the time of application; and are residents of the State of Michigan. Individuals meeting Healthy Michigan Plan eligibility requirements may also be eligible for mental health and substance abuse 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)

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

**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 mental health therapy, crisis intervention, service coordination, or other supports to the family.

## Medicaid & Healthy Michigan Specialty Services

**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 mental health crisis team in the person's home or in another community setting.

**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 mental 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 mental 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.

## Medicaid & Healthy Michigan Specialty Services

**Peer-Delivered and Peer Specialist Services** Peer-delivered services such as drop-in centers are entirely run by customers of mental health services. They offer help with food, clothing, socialization, housing, and support to begin or maintain mental 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.

**Personal Care in Specialized Residential Settings** assists adults with a mental illness or a 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 mental 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.

## Medicaid & Healthy Michigan Specialty Services

**Substance Use Disorder Treatment Services** (descriptions follow the mental health services section on page 65).

**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 mental 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 & Healthy Michigan Specialty Services

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

Some Medicaid beneficiaries are eligible for special services that help them avoid having to go to an institution for people with developmental disabilities or 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 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.



## Medicaid & Healthy Michigan Specialty Services

**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 developmental disability. Specialty services might also include specialized child and family training, coaching, staff supervision, or monitoring of program goals.

### **Services for Persons with Substance Use Disorders (Medicaid/HMP)**

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 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.

## Medicaid & Healthy Michigan Specialty Services

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

### **Other State Plan Services**

If you receive Medicaid or Healthy Michigan Plan, 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 and/or substance use disorder services, your local community mental health services program and/or your local substance use disorder provider will work with your primary care doctor to coordinate your physical, mental health, and substance use disorder services. If you do not have a primary care doctor, your local community mental health services program and/or your local substance use disorder provider will help you find one.

There may be some coverage rules and/or co-pays for such services. For further information, please contact your Medicaid Health Plan, Healthy Michigan Health Plan, or Medicaid caseworker as listed beginning on page 67.

Note: **Home Help Program** is another service available to Medicaid/Healthy Michigan Plan beneficiaries who require in-home assistance with activities of daily living, and household chores. In order to learn more about this service, you may call the local Michigan Department of Health and Human Services' (MDHHS)\* number listed on page 67 or contact your local Customer Service office as listed on pages 30 and 31 for assistance.

## Medicaid & Healthy Michigan Specialty Services

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

\*You would also contact MDHHS in your county in relation to Medicaid /Healthy Michigan Plan Fee for Service questions.

<b>COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES (MDHHS) OFFICE</b>	<b>PHONE NUMBER</b>
Arenac County MDHHS	Toll Free (989) 846-5500
Bay County MDHHS	Toll Free (989) 845-2100
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 & Healthy Michigan Specialty Services

### **Medicaid Health Plan and Healthy Michigan Plan Services**

Most Medicaid and Healthy Michigan beneficiaries also have a health plan for medical services. If you are enrolled in a Medicaid Health Plan (MHP) or Healthy Michigan Plan (HMP), 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 69. 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 30 and 31 for assistance.

## Medicaid & Healthy Michigan Specialty Services

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

1333 Gratiot, Suite 400

Detroit, MI 48207

(866) 316-3784

<http://aetnabetterhealth.com/Michigan>

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

20500 Civic Center Drive, Southfield, MI 48076

(800) 228-8554

<http://www.mibcn.com>

### **Harbor Health Plan**

4707 St. Antoine, 5 South, Detroit, MI 48201

(800) 543-0161

<http://www.harborhealthplan.com>

### **McLaren Health Plan**

G 3245 Beecher Road, Suite 200, Flint, MI 48532

(888) 327-0671

<http://www.mclarenhealthplan.org>

### **Meridian Health Plan of Michigan, Inc.**

777 Woodward Avenue, Suite 600, Detroit, MI 48226

(313) 324-3700 or (888) 437-0606

<http://www.mhplan.com>

### **HAP Midwest Health Plan, Inc.**

4700 Schaefer Road, Suite 340, Dearborn, MI 48126

(313) 581-3700 or (888) 654-2200

<http://www.midwesthealthplan.com>

### **Molina Healthcare of Michigan**

100 W. Big Beaver Road, Suite 600, Troy, MI 48084

(248) 925-1700 or (888) 898-7969

<http://www.molinahealthcare.com>

## Medicaid & Healthy Michigan Specialty Services

### **Priority Health Choice**

1231 E. Beltline NE  
Grand Rapids, MI 49525-4501  
(616) 942-0954 or (888) 975-8102  
<http://www.priority-health.com>

### **Total Health Care**

3011 W. Grand Blvd., Suite 1600, Detroit, MI 48202  
(313) 871-2000 or (800) 826-2862  
<http://www.totalhealthcareonline.com>

### **United Healthcare Community Plan**

26957 Northwestern Highway, Suite 400  
Southfield, MI 48033  
(248) 559-5656 or (800) 903-5253  
<http://www.uhccommunityplan.com>

### **Upper Peninsula Health Plan**

228 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 & Healthy Michigan Specialty Services

### **Medicaid Fee for Service**

Some Medicaid beneficiaries 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 67 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, 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 Mental Health Needs**

A person with a serious mental illness, serious emotional disturbance, or 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 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 11.



## 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 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 11.

### **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 11.

## 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 11.

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 Department as listed beginning on page 11 for more information. The application and annual renewal process include but are not limited to provision of school documents, birth certificates and tax documents.

## Mental Health & Substance Use Disorder Glossary

### **Mental Health Glossary**

The *Guide to Services* has some words that are not always easy to understand. The “Mental Health Glossary” section defines some of these words. You may want to refer to the “Mental Health 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 beneficiaries and uninsured/underinsured individuals call or go to request mental health services and/or substance use disorder services.

**Amount, Duration, and Scope:** How much, how long, and in what ways the Medicaid and HMP services that are listed in a person’s individual plan of service will be provided. This also applies to individual plan of services for those uninsured or underinsured individuals that are eligible for mental health and/or substance use disorder services.

**Beneficiary:** An individual who is eligible for and enrolled in the Medicaid or HMP 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.**

## Mental Health & Substance Use Disorder Glossary

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

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

**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 mental health care services.





## Mental Health & Substance Use Disorder Glossary

**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, 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, 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 30 and 31 for more information.

**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 developmental disabilities by local community mental health services programs and in state facilities.

## Mental Health & Substance Use Disorder Glossary

**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.

**PIHP:** An acronym for Prepaid Inpatient Health Plan. There are 10 PIHPs in Michigan that manage the Medicaid/HMP mental health, developmental disabilities, and substance use disorder services in their geographic areas. All 10 PIHPs are governed by a board of directors.

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

**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.

## Mental Health & Substance Use Disorder Glossary

**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.

**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.



## Index

Accessing Services	26
Advocacy Organizations	88
Community Resource Referrals	85
Confidentiality & Family Access to Information	52
Co-Occurring Concerns	46
Coordination of Care	37
Customer Service	29
Emergency and After-Hours Access to Services	27
Grievance and Appeals Processes	32
Handbook Acronyms	74
Language Assistance & Accommodations	8
Life and Wellness	44
Links to Helpful Mental Health and Substance Use Disorder Websites	86
Medicaid & Healthy Michigan Specialty Services	58
Medicaid Health Plan and Healthy Michigan Plan Services	68
Mental Health & Substance Use Disorder Glossary	79
Payment for Services	56
Person-Centered Planning	38
Recipient Rights	49
Recovery & Resiliency	43
Service Authorization	53
Services for Persons without Health Insurance	72
Specialty Programs (Children's Waiver, Habilitation Support Waiver, Serious Emotional Disturbance Waiver, Autism Benefit, Family Support Subsidy)	75
Table of Contents	6
Welcome to Mid-State Health Network (MSHN) Provider Network & Directory	9
Your Responsibilities	48

## 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 Dial “2-1-1” within your service area or 1-888-636-4211 or 1-989-835-2211 outside your service area <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 Lakeshore Dial “2-1-1” within your service area or 1-231-733-1155 or 1-877-211-5253 outside your service area <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 “2-1-1” within your service area or 1-269-565-4159 or 1-800- 250-5628 outside your service area <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 Dial “2-1-1” within your service area or 1-866-561-2500 outside your service area <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 Mental Health and Substance Use Disorder Websites

### **Links To Helpful Mental 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)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Depression and Bipolar  
Support Alliance  
[www.dbsalliance.org](http://www.dbsalliance.org)

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

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 (517) 487-5426 or [www.ARCMI.org](http://www.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)

#### **Centers for Independent Living**

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

#### **Citizens for Better Care**

5303 S Cedar Street, Suite 1

Lansing, MI 48911

(517) 393-9405 or [www.cbcmi.org](http://www.cbcmi.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.epilepsyofmichigan.org](http://www.epilepsyofmichigan.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 on pages 30 and 31 for more information.

### **Consumer Advisory Council**

The Consumer Advisory Council is a group of individuals living with a mental illness and/or 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.

## 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.

## 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:

### 1.0 Compliance

- 1.1 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.
- 1.2 Act in compliance with and abide by the code of ethics and the compliance plan during the entire term of employment or internship.
- 1.3 Report first-hand knowledge of unethical activity to appropriate leadership members.

### 2.0 Responsibility to Organization

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

### 3.0 Responsibility to Consumers and Quality Service Delivery

- 3.1 Primary responsibility is to the consumer.
- 3.2 Foster every effort to maximize consumer self-determination, including person-centered planning.
- 3.3 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.
- 3.4 Not accept gifts, services, gratuities, money, or anything else of monetary value that is offered as a consequence of The Right Door for Hope, Recovery and Wellness employment, but is not part of Board approved employment compensation or benefits.
- 3.5 Not take advantage of any opportunities for personal gain that is discovered in the course of employment at The Right Door for Hope, Recovery and Wellness or through the use of agency property, information, or position.
- 3.6 Personal Fund Raising is generally allowed among employees as long as it is not coercive and does not conflict with the values of the organization.

**Don't let people label you.**

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

### 4.0 Business and Marketing Practices

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

### 5.0 Confidentiality

- 5.1 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.

### 6.0 Discrimination

- 6.1 Avoid discrimination against, or refuse supports and services to, anyone on the basis of race, color, gender, age, disability, religion, sexual orientation, weight, political considerations, or financial status.

### 7.0 Competency

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

### 8.0 Conflict of Interest

- 8.1 Comply with agency policies and procedures regarding conflict of interest.
- 8.2 Avoid and abstain from activities or decisions that constitute a conflict of interest.
- 8.3 Avoid using professional relationship with consumer to further your own interests.
- 8.4 Avoid relationships with consumers that could impair professional judgment or exploit their trust and vulnerability.

### 9.0 Colleagues

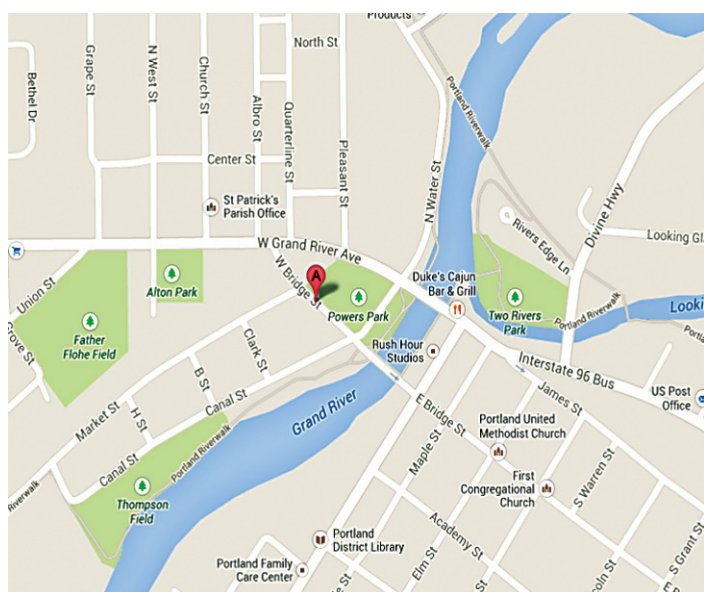
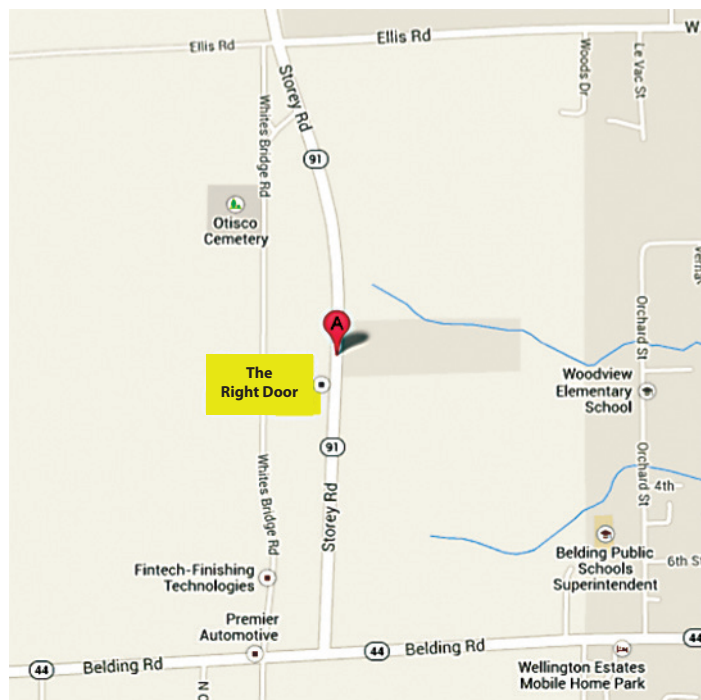
- 9.1 Treat all colleagues and community partners with respect, fairness, courtesy and good faith.
  - 9.1.1 Participate in peer-review activities in a responsible, equitable manner.
- 9.2 Avoid engagement in any form of harassment or discrimination, including sexual harassment.

Your present circumstances don't determine where you can go; they merely determine where you start.—Nido Quebin

## Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## 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) and Mental Health (MH) for Adults and Children and Adolescents; Case Management/Services Coordination—Developmental Disabilities (DD) and MH for Adults and Children and Adolescents; Crisis Intervention—AOD and MH for Adults and Children and Adolescents; Governance Standards (Applied by the ICCMHA board of directors); Intensive Family-Based Services—Family Services for Adults and Children and Adolescents; Outpatient Treatment—MH for Adults and Children and Adolescents.

**Tell us how we are doing.**  
**Contact our Customer Services Department at**  
**1(888) 527-1790**

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



May 2017