

# **Community Mental Health Partnership of Southeastern Michigan**



## **Guide To Services**

Funded in part by the  
Michigan Department of Community Health



***Community Mental Health  
Partnership of  
Southeastern Michigan***  
***Guide to Services***

Welcome from the Directors:

Welcome to the Community Mental Health Partnership of Southeastern Michigan. This Affiliation consists of the Community Mental Health Boards of Lenawee, Livingston, Monroe and Washtenaw Counties, and the Washtenaw Community Health Organization.

As an affiliation, we have revised and adapted several of our various brochures into this comprehensive document, which provides an overview of our services, explanations of various benefit systems, and contact information for each of our agencies.

We decided on the “shared document” approach because it best reflects our vision for the future of this partnership: a seamless, comprehensive array of services for our consumers and for our communities. It is our sincere hope that the collaboration you see in this document is reflected throughout our operations, and that the result is improved communication, accessibility, and of course, excellent service.

You will find our Customer Service contact information throughout this booklet; we invite you to share in this process by contacting us and telling us how we are doing. We greatly appreciate your involvement in making our Affiliation an example of effective partnership with each other, and more importantly, with you.

Sincerely,

Patrick Barrie, Executive Director, Washtenaw Community Health Organization

Roger Myers, Executive Director, Lenawee Community Mental Health Authority

Jane S. Terwilliger, Chief Executive Officer, Monroe Community Mental Health Authority

Angus “Mac” Miller, Executive Director, Livingston Community Mental Health Authority

Donna Sabourin, Director, Washtenaw County Community Support and Treatment Services

\*The Guide to Service is available in Spanish and Braille.

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## The Purpose of this Guide to Services

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The Community Mental Health Partnership of Southeastern Michigan (CMHPSM) is: Lenawee Community Mental Health Authority, Livingston Community Mental Health Authority, Monroe Community Mental Health Authority, Washtenaw County Community Support and Treatment Services and Washtenaw Community Health Organization. The Guide to Services was created to help people who receive services, their families, friends, and people who support them.

We hope that this Guide to Services helps you understand our services. We also hope that it will help you make the best use of the services we offer.

In the guide you will find:

- General information about services and your rights
- Sections for each partner of our affiliation to describe any information that is unique or specific to each county

Please read all of these sections to ensure that you fully understand the services and rights available to you.

If you have any questions about this Guide to Services please call **Customer Service's Department at 1-877-779-9707.**

**Customer Service hours are from 8:30 a.m. to 5:00 p.m., and after hours by appointment.**

## Overview of the Community Mental Health Partnership of Southeastern Michigan

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**Vision:** The CMHPSM will be a comprehensive system of care working in an integrated fashion with substance abuse and primary healthcare systems so that care and services provided better meet consumer needs in a more efficient and cost effective manner.

**Mission:** To provide quality behavioral health care that promotes recovery and wellness, fosters resilience and supports self determination and empowerment so that individuals serviced in our four-county affiliation are successful in achieving their personal goals and dreams.

**Values:**

- Respect the diversity of our communities and the people we serve
- Zero Tolerance for stigma
- Coordinated and continuous care between and across healthcare systems and providers
- Meaningful partnerships with consumers and community stakeholders
- Learning organization disciplines of systems thinking, team learning, shared vision, personal mastery, and mental models
- Data based decision making
- Innovation and creativity
- Provide the best quality services to the most people at the best cost.

### Access Standards/Service Requirements

Our system works under certain access requirements and other service requirements determined by the state. Access standards include things like how quickly people enter treatment or begin a service. Service requirements include using certain guidelines when providing services to consumers. These guidelines include the: Inclusion Practice Guideline; Housing Practice Guideline; Consumerism Practice Guideline; Personal Care in Non-Specialized Home Guideline; and the Substance Abuse Practice Guideline.

You have the right to information about these access standards and service requirements. If you would like this information, please contact your local Customer Service department.

## **We Are Here for YOU**

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### **Customer Service**

Each local CMH has a Customer Service Department prepared to assist you. A Customer Service representative is happy to help you at any time.

The following are just some of the services we can assist you with:

- Orient you to our system and services
- Provide further assistance with understanding your available benefits or any problems relating to benefits, along with any charges, co-pays or fees
- Complaints or problems with any services you are receiving
- Accessing transportation services needed for medically necessary services, including specialty services identified by the Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) program
- Information about providers who are accepting new consumers
- Access to information about our affiliate partners including annual reports, organizational charts, list of Board Members, board minutes, and board meeting schedule.

**Customer Service hours are from 8:30 a.m. to 5:00 p.m., evening by appointment.**

<u>County</u>	<u>Phone Number</u>	<u>Toll free Phone Number</u>	<u>TDD/TTY</u>
Lenawee	517-263-8905	877-779-9707	800-649-3777
Livingston	517-546-4126	877-779-9707	800-649-3777
Monroe	734-243-7340	877-779-9707	800-649-3777
Washtenaw	734-544-3000	877-779-9707	800-649-3777

### **Language Assistance**

If you use a TTY, please contact Customer Services at the following TTY phone number: 800-649-3777. Tell Michigan Relay to call 877-779-9707.

## Recovery and Resiliency

“Mental health recovery is a journey of healing and transformation enabling a person with a mental health problem to live a meaningful life in a community of his or her choice while striving to achieve his or her potential.”

Recovery is an individual journey that follows different paths and leads to different locations. Recovery is a process that we enter into and is a life long attitude. 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. The person centered planning process is used to identify the supports needed for individual recovery.

In recovery there may be relapses. A relapse is not a failure, rather a challenge. If a relapse is prepared for, and the tools and skills that have been learned throughout the recovery journey are used, a person can overcome and turn 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.

## Qualifying for Services

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The CMHPSM serves individuals with Medicaid insurance, or individuals who are enrolled in the MICHild, ABW program or individuals who have no insurance and cannot pay for services. The CMHPSM refers most individuals who have other insurance to agencies that are connected to that insurance group. Under special situations, we may serve some individuals who have insurance.

Michigan has a managed care delivery system for mental health and substance abuse services. The State of Michigan Department of Community Health (MDCH) sets rules and regulations that we must follow. This includes the types of services that are provided and the criteria used to determine if someone qualifies to receive services.

Medicaid recipients are guaranteed to get services that are medically necessary. For people who have no insurance or MICHild, there is no guarantee that they will get services if there is no money to provide those services. The CMHPSM must provide services to as many people as possible within its funds.

We must provide services to as many people as possible within the financial resources that are available. You would not be put on a waiting list if you have Medicaid, MICHild or ABW. You may be put on a waiting list if you do not have Medicaid and the CMHPSM does not have enough money for services.

## Mental Health

Each CMHA is responsible for providing mental health services to people who:

- Live in the county where they are requesting services, AND
- Have Medicaid Insurance, OR
- Are enrolled in the MIChild Program, OR
- Are enrolled in ABW Program, OR
- Cannot afford the cost of services

To be eligible for services, an individual must be an adult with a severe mental illness, a child or adolescent with a severe emotional disability, or a person of any age with a developmental disability.

## Substance Abuse

Each CMHA, through their Substance Abuse Coordinating Agencies, is responsible for providing substance abuse services to people who:

- Live in the county where they are requesting services, AND
- Have Medicaid Insurance, OR
- Are enrolled in the MIChild Program, OR
- Cannot afford the cost of services

## Types of Services Available

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The Michigan Department of Community Health has a contract with the Washtenaw Community Health Organization (WCHO). In that contract, the Department of Community Health defines different types and levels of services, depending on whether or not a person has Medicaid.

### If you have Medicaid:

- You are eligible for a wide array of services.
- You can not be put on a waiting list for a service that is considered “medically necessary” unless you agree to that.

### If you do not have Medicaid:

- The list of services we are required to give is not as large as it is for those who have Medicaid. The list of services available for those who do not have Medicaid is explained in the “MIChild or Those Who Don’t have Medicaid and Cannot Afford to Pay for Services” section of this guide.
- You can be put on a waiting list if the CMHA does not have enough money to pay for the service being recommended or if there are no openings in a recommended program.

In very rare cases, a CMHA in the affiliation may be able to help pay for services from an agency that does not have a contract with the CMHA. In those cases, the CMHA would approve services at that agency and agree to pay for those services. This only happens when you have a treatment need that cannot be provided by the agencies that currently contract with the CMH. Access staff can help make arrangements.

## Priority for Services

Some people receive priority for services. This means each CMHA in the affiliation must meet the needs of these groups first. After that, the CMHPSM can fund services for other people who meet criteria for treatment.

### You will get priority for mental health services:

- If you have no insurance and you have the most severe forms of serious mental illness, serious emotional impairment or developmental disability, or
- If you are in an urgent or emergency situation.

### You will get priority for substance abuse services:

- If you are pregnant and you inject drugs
- If you are pregnant and you are a substance abuser
- If you inject drugs
- If you are a parent and your child was removed from the home, or may soon be removed from the home, under the Michigan Child Protection Laws.

Our Affiliation believes it is important to coordinate mental health, substance abuse, and primary physical health care services in order to provide you with quality service. If you get services in the CMHPSM, we strongly encourage you to give consent in writing for your medical doctor and your mental health staff, and/or substance abuse staff so they can talk with each other about your treatment.

## Service Authorization

Services you request must be authorized or approved by CMHPSM. That agency may approve all, some or none of your requests. You will receive notice of a decision within 14 calendar days after you have requested the service during person-centered planning, or within 3 business days if the request requires a quick decision

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

## Payment for Services

If you are enrolled in Medicaid, MIChild, or Adult Benefits Waiver and meet the criteria for the specialty mental health and substance abuse services, your authorized mental health or substance abuse treatment will be covered. If you are a Medicaid beneficiary with a deductible (“spend-down”) as determined by the Michigan Department of Human Services (DHS) you may be responsible for the cost of a portion of your services.

No one may be denied services because they cannot afford to pay for the service. At your initial appointment and periodically throughout the time you receive services you will meet with a client accounts representative who will review your financial information to establish your ability to pay. This is done to be sure our services are affordable.

Your ability to pay is determined based on your income and family size. Fees are assessed on a sliding scale established by the Michigan Department of Community Health. Any deductible or co-pay you may be responsible for will not exceed your ability to pay. If you disagree with the amount you are asked to pay, you have the right to appeal the amount or ask that it be reduced. If you wish to make an appeal, contact your local Customer Service department.

Please read your payment agreement thoroughly for additional details related to your ability to pay. It is your responsibility to immediately notify a client accounts representative of any changes in status, income, or insurance.

If you do not provide the information needed to determine your ability to pay, or you fail to provide insurance information, you may be at risk for being charged the full amount for services.

Services will be provided only by persons approved by the CMH or your Medicaid HMO. The CMH will not pay for services received that have not been approved ahead of time, except for emergency mental health services. If you are having a mental health emergency, go to your local emergency room or call 911. Your community mental health agency is financially responsible for your emergency and urgently needed service, whether you are in or outside of the county where you live. For specific information regarding Emergency Services, please see the Crisis and Emergency Care section in this Guide to Service.

Medicaid: If you have Medicaid, the client accounts representative will verify the type of Medicaid you have. If you have a deductible or “spend down” amount that must be met before services you receive can be covered by Medicaid, the client accounts representative can discuss this with you and answer any questions you may have.

Private Insurance Coverage. If you have private insurance that pays for services provided through your local Community Mental Health Authority, the benefits from that insurance coverage are used to cover the cost of your services. Questions about deductibles and co-pays can be answered by the Client Accounts Officer when you meet with them. The charge for the deductible or co-pay will not exceed your Ability to Pay amount and will not exceed the actual cost of the service to be provided.

### Medical Necessity

Services authorized for treatment of a mental health concern must be medically necessary. This means that the services to be provided are needed in order to assure there is appropriate assessment and treatment of a mental illness or developmental disability.

Medical necessity also means that the amount (how much of a service you get), scope (who provides the service and how), and duration (how long the service will last) of your services are enough to meet those needs related to a mental illness or developmental disability.

Services that are considered ineffective, not helpful, experimental, or inappropriate will not be approved.

## How to Get Services

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For each county there is a central entry point for anyone seeking Mental Health and Substance Abuse Services. When you call ACCESS you can also receive health information, referrals to community resources, and screening appointments for mental health and/or substance abuse programs from a Health Services Access Professional.

You may call your Community Mental Health organization or your HMO to see about starting services or for information regarding service authorization.

To get services or information about services, call the office in your county:

### Health Services ACCESS Programs

<u>Local CMH</u>	<u>Phone</u>	<u>Toll Free/24 Hour</u>	<u>TDD/TTY</u>
Lenawee Community Mental Health Authority	517-263-8905	800-664-5005	800-649-3777
Community Mental Health Services of Livingston County	517-546-4126	800-615-1245	800-649-3777
Monroe Community Mental Health Authority	734-243-7340	800-886-7340	800-649-3777
Washtenaw Community Health Organization	734-544-3050	800-440-7548	800-649-3777

\*If you do not qualify for services through your local CMH, Access staff will actively assist you to find other agencies in the community who might be able to help.

During the treatment process, your needs may change. If this happens, staff will assist you to re-evaluate your plan of service and authorize changes in the plan.

Your input in this process is important. If you disagree with a decision about your eligibility to receive services and/or the amount and type of services authorized, you have the right to file an appeal. *Please refer to the Due Process Rights section in this Guide to Services.*

## Crisis and Emergency Care

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### Emergency and After-Hours Access to 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, 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 by calling 911. You may also contact:

**Psychiatric Emergency Care 24 Hours**

Psychiatric Emergency Care Services Program (PES)  
University of Michigan Hospital Emergency Room  
1500 E. Medical Center Dr.  
Ann Arbor, MI 48109  
734-996-4747

**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.

**Out of County coverage:**

If you have Medicaid, carry your card with you at all times. You are covered for emergency mental health services anywhere within the State of Michigan.

**Out of County Emergency Care:**

If you have a mental health emergency while you are outside of the county where you receive service, you should contact the CMH office where you are at the time of the emergency. That CMH program will contact your county CMH to arrange for your care. You may contact your CMH office while you are out of the county and they will assist you in seeking services with the nearest community mental health office.

**Receiving Services**

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To make sure you receive your services quickly and in a way that is easy to understand, the following information will help you to prepare for your visit and know what is available to assist you.

**For Your Visits:**

- Bring your Medicaid or insurance card and identification every time you visit.
- If you cannot keep your appointment and need to reschedule, please contact your local CMH 24 hours in advance.
- If your children are not participating in the service, please try to arrange child care as the staff cannot be responsible for watching children.
- You may be assigned a Supports Coordinator to assist you with your Person Centered Treatment Planning. Your Supports Coordinator will explain treatment options and authorize the services agreed upon.

If you need a sign language interpreter, contact Customer Services at 877-779-9707 as soon as possible so that one will be made available. Sign language interpreters are available at no cost to you.

If you do not speak English, contact Customer Services at 877-779-9707 so that arrangements can be made for an interpreter for you. Language interpreters are available at no cost to you.

### **Accessibility and Accommodations**

In accordance with federal and state laws, all buildings and programs of the CMHPSM are required to be physically accessible to individuals with all 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 CMHPSM. If you need more information or if you have questions about accessibility or service/support animals, contact Customer Services at 877-779-9707.

If you need to request an accommodation on behalf of yourself or a family member or a friend, you can contact Customer Services at 877-779-9707. You will be told how to request an accommodation (this can be done over the phone, in person and/or in writing) and you will be told who at the agency is responsible for handling accommodation requests.

### **Person Centered Planning**

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The process used to design your individual plan of mental health supports, service, or treatment is called “Person Centered Planning (PCP).” PCP is your right protected by the Michigan Mental Health Code.

The process begins when you determine whom, beside yourself, you would like at the Person Centered Planning meetings, such as family members or friends; and what staff from your CMH you would like to attend. You will also decide when and where the Person Centered Planning meetings will be held. Finally, you will decide what assistance you might need to help you participate in and understand the meetings.

During Person Centered Planning you will be asked what are your hopes and dreams, 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 Planning meeting if you want to talk about changing your plan of service.

You have the right to “independent facilitation” of the Person Centered Planning process. This means that you may request that someone other than the CMH staff conduct your planning meetings. You have the right to choose from available independent facilitators.

Children under the age of 18 with developmental disabilities or serious emotional disturbance also have the right to Person Centered Planning. However, Person Centered Planning must recognize the importance of the family and the fact that supports and services impact the entire

family. The parent(s) or guardian(s) of the children will be involved in pre-planning and Person Centered Planning using “family-centered practice” in the delivery of supports, services and treatment to their children.

### **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.

#### **Psychiatric Advance Directive**

Adults have the right under Michigan law to a “**psychiatric advance directive.**” A psychiatric advance directive is a tool for making decisions before a crisis happens, 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.

#### **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.

#### **Self-determination**

Self-determination is an option for payment of medically necessary services you might request if you are an adult beneficiary 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.

### **Individual Treatment Plan Process for Recipients of Substance Abuse Services**

When receiving substance abuse services, you are entitled to have an Individualized Treatment Plan. The provider will develop a plan with you based upon an assessment of your individual needs.

The Individualized Treatment Plan must:

- 1) Meet your needs,
- 2) Use clear and concise statements of the objectives you will be attempting to achieve, and
- 3) Include a realistic time schedule for achieving your objectives. The plan will also define the services that you will receive, the therapeutic activities that you will be expected to participate in, and the order in which services will be provided. The plan will include any referral for services you might need that are not available from the provider. The provider will review the plan with you on a regular basis and whenever there are changes to the plan.

## Service Array

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### **Mental Health Medicaid Specialty Supports and Services Descriptions**

Note: If you are a Medicaid beneficiary and have a serious mental illness, or serious emotional disturbance, or developmental disabilities, or substance use disorder, you may be eligible for some of the Mental Health Medicaid Specialty Supports and Services listed below.

Before services can be started, you will take part in an assessment to find out if you are eligible for services. It will also identify the services that can best meet your needs. You need to know that not all people who come to us are eligible, and not all services are available to everyone we serve. If a service cannot help you, your Community Mental Health will not pay for it. Medicaid will not pay for services that are otherwise available to you from other resources in the community.

During the Person Centered Planning process you will be helped to figure out the medically necessary services that you need and the sufficient amount, scope and duration required to achieve the purpose of those services. You will also be able to choose who provides your supports and services. You will receive an individual plan of service that provides all of this information.

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

Note: the Michigan Medicaid Provider Manual contains complete definitions of the following services as well as eligibility criteria and provider qualifications. The manual can be accessed at [www.mdch.state.mi.us/dch-medicaid/manuals/MedicaidProviderManual.pdf](http://www.mdch.state.mi.us/dch-medicaid/manuals/MedicaidProviderManual.pdf).

**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.

**Assessment** includes a comprehensive psychiatric evaluation, psychological testing, substance abuse screening, or other assessments except for physical health, conducted to determine a person's level of functioning and mental health treatment needs.

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

**Behavior Treatment Review:** If a person's illness or disability involves behaviors that they or others who work with them want to change, their individual plan of services may include a plan that talks about the behavior. This plan is often called a "behavior treatment plan." The behavior treatment plan is developed during Person Centered Planning and 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 (consumers) and staff work side by side to operate the clubhouse and to encourage participation in the greater community. Clubhouse programs focus on fostering recovery, competency, and social supports, as well as vocational skills and opportunities.

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

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

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

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

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

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

**Extended Observation Beds (or 23-hour stay units)** are used to stabilize a mental health emergency when a person needs to be in the hospital for only a short time. An extended observation bed allows hospital staff to observe and treat the person's condition for up to one day before they are discharged to another community-based outpatient service or admitted to the hospital.

**Family Skills Training** is education and training for families who live with and or care for a family member who is eligible for specialty services or 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.

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

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

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

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

**Intermediate Care Facility for Persons with Mental Retardation (ICF/MR)** provides 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 individual's ability to do things in order to take care of themselves every day, and treatments to help increase these abilities.

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

**Peer-Delivered and Peer Specialist Services** Peer-delivered services such as drop-in centers are entirely run by consumers 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 is provided by individuals who are in recovery from serious mental illness.

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

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

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

**Substance Abuse Treatment Services** (descriptions follow the Mental Health Services)

**Supports Coordination or Targeted Case Management:** A Supports Coordinator or Case Manager is a staff person who helps write an individual plan of service and makes sure the services are delivered. His or her role is to listen to a person's goals, and to help find the services and providers inside and outside the local community 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 includes treatment and supports necessary to maintain the child in the family home.

**Services for Only Habilitation Supports Waiver (HSW) and Children's Waiver Participants**  
Some Medicaid beneficiaries are eligible for special services that help them avoid having to go to an institution for people with developmental disabilities or nursing home. These special services

are called the Habilitation Supports Waiver and the Children's Waiver. In order to receive these services people with developmental disabilities need to be enrolled in either of these "waivers." The availability of these waivers is very limited. People enrolled in the waivers have access to the services listed above as well as these listed here:

**Chore Services** (for Habilitation Supports Waiver enrollees) are provided by paid staff to help keep the person's home clean, and safe.

**Non-Family Training** (for Children's Waiver enrollees) is customized training for the paid in-home support staff that provide care for a child enrolled in the Waiver.

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

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

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

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

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

The Substance Abuse treatment services listed below are covered by Medicaid. These services are available through the CMHPSM.

**Access, Assessment and Referral** determines the need for substance abuse services and will assist in getting to the right services and providers.

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

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

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

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

**Residential Treatment** is intensive therapeutic services which include overnight stays in a staffed licensed facility.

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

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

Lenawee Department of Human Services	517-264-6300	TDD 517-263-0607
Livingston Department of Human Services	517-548-0200	TDD 800-649-3777
Monroe Department of Human Services	734-243-7200	TDD 800-649-3777
Washtenaw Department of Human Services	734-481-2000	TDD 734-481-2119

### **Medicaid Health Plan Services**

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

- Ambulance
- Chiropractic
- Dental
- 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

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

### **Lenawee Health Plans**

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Great Lakes Health Plan  
P.O. Box 2127  
Southfield, MI 48075-4602  
800-903-5253

Health Plan of Michigan  
17515 W. Nine Mile Suite 500  
Southfield, MI 48075  
888-437-0606

### **Livingston Health Plans**

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Great Lakes Health Plan  
P.O. Box 2127  
Southfield, MI 48075-4602  
800-903-5253

Health Plan of Michigan  
17515 W. Nine Mile Suite 500  
Southfield, MI 48075  
888-437-0606

M-CAID Health Plan  
2301 Commonwealth Blvd.  
Ann Arbor, MI 48105  
800-527-5549

Midwest Health Plan  
5050 Schaefer  
Dearborn, MI 48126  
888-654-2200

### **Monroe Health Plans**

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Health Plan of Michigan  
17515 W. Nine Mile Road  
Suite 500  
Southfield, MI 48075  
1-888-437-0606

Molina Healthcare of Michigan  
100 W. Big Beaver Road  
Suite 600  
Troy, MI 48084  
1-888-898-7969

Monroe County Health Plan (those in an ABW)  
120 N. Washington Square #705  
Lansing, MI 48933  
1-866-291-8691

Care Source  
2900 West Road Suite 201  
East Lansing, MI 48823  
1-800-390-7102

Health Plan of Michigan  
777 Woodward Ave. Suite 600  
Detroit, MI 48226  
1-800-437-0606

## Washtenaw Health Plans

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M-CAID Health Plan  
2301 Commonwealth Blvd.  
Ann Arbor, MI 48105  
800-527-5549

Midwest Health Plan  
5050 Schaefer  
Dearborn, MI 48126  
888-654-2200

Molina Healthcare  
100 W. Big Beaver Road  
Suite 600  
Troy, MI 48084  
1-888-898-7969

## MIChild or Those Who Do Not Have Medicaid and Cannot Afford To Pay for Services

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Persons with severe and persistent mental illness and children and adolescents with severe emotional impairment

People with MIChild or no insurance may receive the following services if the CMH has enough funds to provide the service and the services are medically necessary.

- Assessment
- Development of a Person Centered Plan
- Planning, linking, coordinating, follow-up, and monitoring to assist an individual in gaining access to services
- Specialized training, treatment and support, including therapeutic clinical interactions, socialization and adaptive skill and coping skill training, health and rehabilitative services, and pre-vocational and vocational services
- Recipient rights services
- Mental health advocacy
- Prevention

### **Persons with Developmental Disability**

People with MIChild or no insurance may receive the following services if the CMH has enough funds to provide the service and the services are medically necessary.

- Assessment
- Development of a Person Centered Plan
- Planning, linking, coordinating, follow-up, and monitoring to assist an individual in gaining access to services
- Specialized training, treatment and support, including therapeutic clinical interactions, socialization and adaptive skill and coping skill training, health and rehabilitative services, and pre-vocational and vocational services
- Recipient rights services

- Mental health advocacy
- Prevention

### **Substance Abuse Services**

Everyone who asks for substance abuse treatment must receive an assessment. The assessment includes the American Society of Addiction Medicine Patient Placement Criteria. This criterion determines if you are eligible for services based on medical necessity.

Once you have been determined eligible for services, an Individual Treatment Plan is developed. The Individualized Treatment Plan lists the services that you want and are eligible for.

People with no insurance may receive the following services if the CMH has enough funds to provide the service and the service is medically necessary.

- Outpatient treatment
- Intensive outpatient treatment
- Detoxification Residential Services
- Pharmacological Supports (Methadone and LAAM)
- Prevention

People with MIChild Insurance may receive the following substance abuse services if there are enough funds to provide these services:

- Outpatient treatment
- Residential treatment
- Inpatient treatment
- Laboratory and pharmacy

To improve the quality of services CMHPSM wants to coordinate your care with the medical provider who cares for your physical health. If you are also receiving substance abuse services, 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 and improved functioning. Therefore you are encouraged to sign a "Release of Information" so that information can be shared. If you do not have a medical doctor and need one, contact Customer Services and the staff will assist you in getting a medical provider.

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

You have the right to have information about your mental health 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 you do not like. 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 CMHPSM about you. However, without a Release of Information signed by you the CMHPSM may not give information about you to a

family member. For minor children under the age of 18 years, parents are provided information about their child and must sign a release of information to share with others.

If you receive substance abuse services, you have rights related to confidentiality specific to substance abuse services

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

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

### **Recipient Rights Offices**

<u>County</u>	<u>Phone Number</u>	<u>Toll Free Phone Number</u>	<u>TDD/TTY</u>
Lenawee	517-263-8905	800-664-5005	1-800-649-3777
Livingston	517-546-4126	800-615-1245	1-800-649-3777
Monroe	734-243-7340	800-886-7340	1-800-649-3777
Washtenaw	734-544-3000	800-440-7548	1-800-649-3777

### **Confidential information about you may be released:**

- When you, your guardian, or your parent if you're a minor, signs a Release of Information
- If needed to get benefits for you or to get paid for the cost of treatment
- If the information is needed for research or statistical purposes - information that identifies you is still protected
- If you die and your spouse or other close relative needs the information to apply for and receive benefits.
- If you are going to harm yourself and/or another person. In this case staff may have to tell the police and the person you threatened to harm.
- If staff learns of or suspect that child abuse or neglect is happening. In this case, a report must be made to Children's Protective Services or local law enforcement.
- If staff learns of or suspects that a vulnerable adult is being abused or neglected. In this case Adult Protective Services must be called.

### **Accessing your records**

CMH keeps a record of the care you receive. You have the right to see your record at CMH. You or your guardian (or parent if you're a minor) can ask to see or get a copy of all or part of your record. Your request must be in writing. There may be a charge for the cost of copying.

If you or your legal representative believes your record contains incorrect information, you or she/he may request that your record be amended or corrected and/or place a statement in your record. You may not remove what is already in the record.

If you are an adult and you do not have a guardian, information put in your record after March 28, 1996, may not be withheld from you.

If you are denied access to your record, you, or someone on your behalf, may appeal the decision. Contact Customer Services at 877-779-9707.

## Recipient Rights

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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”. You will be given this booklet and have your rights explained to you when you first start services, and then once again every year. You can also ask for this booklet at any time.

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

If you receive substance abuse 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 abuse services in the “Know Your Rights” pamphlet.

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. Customer Services can also help you make a complaint.

You can call Recipient Rights or Customer Service at 877-779-9707.

### Recipient Rights Offices

<u>County</u>	<u>Phone Number</u>	<u>Toll Free Phone Number</u>	<u>TDD/TTY</u>
Lenawee	517-263-8905	800-664-5005	1-800-649-3777
Livingston	517-546-4126	800-615-1245	1-800-649-3777
Monroe	734-243-7340	800-886-7340	1-800-649-3777
Washtenaw	734-544-3000	800-440-7548	1-800-649-3777

## **Freedom from Retaliation**

If you use public mental health or substance abuse 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.

## **Grievance and Appeals Processes**

### **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 Customer Services. Assistance is available in the filing process by contacting Customer Services. 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 877-779-9707. Family members may also file a grievance or complaint.

If you do not get an answer about your grievance in 60 days, you can then file an appeal.

### **Appeals**

You will be given notice when a decision is made that denies your request for services or reduces, suspends or terminates the services you already receive. You have the right to file an “appeal” when you do not agree with such a decision. There are two ways you can appeal these decisions. There are also time limits on when you can file an appeal once you receive a decision about your services.

You may:

- Ask for a “Local Appeal” by contacting Customer Service at 877-779-9707.
- Ask for a Local Dispute Resolution Process (a local appeal) by calling your local Appeals Administrator of your local Customer Service department. You have 45 days to ask for a local appeal.
- Ask for a Second Opinion if you disagree with the decision to deny hospitalization. You have 30 days to ask for a second opinion.
- If you are a Medicaid recipient, you can ask for a Medicaid Fair Hearing before an administrative law judge (a state appeal). You have 90 days to request a fair hearing.
- Or if you do not have Medicaid, you can ask for a review of the Department of Community Health Alternative Dispute Resolution Process (a state appeal). This can only be done after you have done the Local Dispute Resolution Process and you do not agree with the written results of that 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 Services to file an appeal.

## Provider List

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The Community Mental Health Partnership of Southeastern Michigan has a complete Provider Directory of all the agencies we work with. A listing of all available providers, their locations, telephone numbers, and languages spoken can be found online at <http://cmhpsm.ewashtenaw.org> or your local CMH's website. If you do not have access to the internet at your home, free internet service is available at libraries. You can also receive a paper copy of the provider listing any time by contacting Customer Service at 877-779-9707.

<u>County</u>	<u>Phone Number</u>
Lenawee	517-263-8905
Livingston	517-546-4126
Monroe	734-243-7340
Washtenaw	734-544-3000

## Important Things to Know

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- To stop services: If you no longer wish to receive services from your CMH, you may sign a form called the Revocation of Consent form. This will stop your services at CMH. If you decide you need services from us in the future, you may call to request this.
- If you have a complaint about services, you may go to our accrediting body to voice your concern. If you have questions about how to file your complaint, you may contact the Joint Commission at this toll free U.S. telephone number 800-994-6610, 8:30a.m. - 5:00 p.m., Central Time, Monday through Friday. Email: [complaint@jcaho.org](mailto:complaint@jcaho.org) or mail to: Office of Quality Monitoring to Joint Commission, One Renaissance Blvd., Oakbrook Terrace, IL 60181.
- You have a right to receive information about available treatment options and other choices in a way or form that you can understand.
- If you do not speak or read English, we will provide you with free interpretation and written material in the language you use. Please ask staff if you need help. Also, some of the agencies that provide services through a contract with the WCHO may have staff who speak languages other than English. If you would like assistance in finding agency staff that are fluent in other languages, contact your local Customer Service Department.
- If you have a disability that affects your ability to hear or read, we can help you. For example, we can give you a sign language interpreter or written materials that are in large print. There is no cost for this. Please ask staff if you need help. You may also contact Customer Services at 877-779-9707.
- No one may be denied services because they cannot afford to pay for services. Your local CMH uses a "sliding scale" fee policy. This means that it is based on your ability to pay. There are no co-pays or deductibles. You will be asked to provide financial information. Your information will be kept confidential. If you disagree with the amount you are asked to pay, you have the right to appeal the amount or ask that it be reduced.

- Your local CMH will do everything possible to make sure that you are comfortable with the person who is your primary treatment staff, (for example, your case manager or your therapist). If you want to change your primary treatment staff you have the right to ask for a change. First speak with your primary treatment staff supervisor or contact Customer Services. We will try to honor your choice and make sure you have a good working relationship with your treatment provider. We may need to limit your right to change if it would disrupt services or if another provider is not available.
- If you are planning a trip outside of the area, tell your primary treatment staff so that plans can be made in case of an emergency. If plans have not been made, and you are in need of services, you should first try to call your primary treatment staff. If that is not possible, call the mental health or substance abuse program in the area you are visiting. Your primary treatment staff will attempt to work with them to help you.
- Plans for completing services (also known as discharge planning) begins when your Individualized Treatment Plan is done. You may stop services at any time unless you are under a court order to receive treatment. Before you decide to stop services talk with your primary treatment staff first. A discharge plan can be developed that will make it easier to start services again if you change your mind later. Staff can also help you find supports that may be available in the community.
- If you find that you need a service, support, or specialty service that is not part of the network benefit package, talk with your primary staff person. Your needs will be reviewed to see if anything can be arranged. If you are not happy with how these services have been set up for you, you may use one or more of the appeal and grievance methods that are described in the Grievance and Appeals Section of this guide.
- We believe it is very important to coordinate your mental health and substance abuse treatment with other important areas of your life. This could include your family, friends, work, school, and social groups. Your primary treatment staff will work very closely with these groups or people if you give written consent to share information with them. This will provide you with the best service possible.
- If you are interested in getting more information about the administrative structure or policies and procedures of your local CMH, please contact your Customer Service Department.
- You have the right to have a Durable Power of Attorney for Health Care, a Do-Not-Resuscitate Order according to Michigan Law, and/or a Crisis Plan. These are often called Medical Advanced Directives and Psychiatric Advanced Directives. If you have a guardian, appointed by the Probate Court, Michigan law does not allow you or your guardian to have these advanced directives.
- While you are receiving services, there may be changes in Federal, State, or local laws or policies that could affect the services you are receiving. If you have a question or want information about changes that are happening or being planned, you can call the Customer Service Department.

## How You Can Get Involved

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There are many ways you can get involved and have your voice heard in how we provide programs and services. For ideas on how you can be involved in your county, please see the “Consumer Advisory Committee” part of the local county information in this guide, or contact your local Customer Service department.

Another way you can get involved in our four-county affiliation is through the Regional Consumer Advisory Committee.

### **Regional Consumer Advisory Committee**

The Community Mental Health Partnership of Southeastern Michigan also has a Regional Consumer Advisory Committee representing all four counties. The Regional Consumer Advisory Committee (RCAC) is a committee consisting of board appointed consumers from each county within the affiliation. This committee is responsible for providing input, assistance and feedback on the provision of service, policy development and many other consumer related activities of the affiliation.

The RCAC meets on the 2nd Wednesday of each month from 10:00 a.m. – 12:00 p.m. at Washtenaw Community Health Organization, for more information on the council, please contact Customer Service at 877-779-9707.

## Advocacy groups

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Below is a list of agencies that can also help you with information about your benefits, rights, and services. Some of these agencies can help you advocate for yourself. Some of these agencies/groups have ways that you can get involved.

Alliance for the Mentally Ill  
921 North Washington  
Lansing, MI 48906  
(517) 485-4049  
(800) 331-4264

Association for Children's Mental Health  
941 Abbott  
East Lansing, MI 48823  
517-372-4016

Michigan Protection and Advocacy  
Services, Inc  
4095 Legacy Parkway, Suite 500  
Lansing, MI 48911  
(800) 288-5923  
[www.mpas.org](http://www.mpas.org)

United Cerebral Palsy – Michigan  
320 N. Washington Square, Suite 60  
Lansing, MI 48933  
(800) 828-2714

ARC/Michigan  
222 S. Washington Square, Suite 200  
Lansing, MI 48933  
(517) 487-5426

Michigan Disability Rights Coalition  
241 West Saginaw, Suite 450  
East Lansing, MI 48823  
(800) 760-4600

PARENT HELPLINE  
Toll Free, 24 hours – 7 days a week  
Confidential and anonymous  
(800) 942 4357

*Your Local Consumer Advisory Council*

Please contact your local Customer Service Department for meeting dates and times.

## MENTAL HEALTH GLOSSARY

**Access** — The entry point to the prepaid inpatient health plan (PIHP), sometimes called an “access center,” where Medicaid beneficiaries call or go to request mental health services.

**Adult Benefits Waiver** — Michigan health care program for certain low-income adults who are not eligible for the Medicaid program. Contact Customer Services for more information. This is a narrowly defined benefit that does not entitle you to all of the services and supports described in this brochure.

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

**Appeal** — A request for a review of an adverse action. An adverse action is any time your services are denied, or any time services you already have are reduced, suspended, or ended.

**Beneficiary** — an individual who is eligible for and enrolled in the Medicaid program in Michigan.

**CA** — an acronym for Substance Abuse Coordinating Agency. The CAs in Michigan manage services for people with substance use disorders.

**CMHA** — an acronym for Community Mental Health Authority.

**CMH** — an acronym for Community Mental Health. Each county in the partnership has its own community mental health system.

**CMHSP** — an acronym for Community Mental Health Services Program. There are 46 CMHSP’s in Michigan that provide services in their local areas to people with mental illness and developmental disabilities.

**CMHPSM** — an acronym for the Community Mental Health Partnership of Southeastern Michigan. This partnership includes Lenawee, Livingston, Monroe, and Washtenaw Counties.

**Fair Hearing** — a state level review of beneficiaries’ disagreements with health plans’ denial, reduction, suspension or termination of Medicaid services. State administrative law judges who are independent of the Michigan Department of Community Health perform the reviews.

**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.

**Developmental Disability** — as 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.

**Eligible Minor** — an individual who is less than 18 years of age who is recommended in the written report of a multi-disciplinary team under rules formerly made public by the Department of Education to be classified as either severely mentally impaired or severely multiply impaired.

**Emergency Situation** — a condition or situation in which an adult or child is experiencing a crisis and one of the following applies;

- The individual can reasonably be expected in the near future to physically injure himself/herself or another individual either intentionally or unintentionally.
- The individual is unable to provide himself/herself with food, clothing, shelter, or to attend to basic physical activities such as eating, toileting, bathing, grooming, dressing, or ambulating and this inability may lead in the near future to harm to the individual or another individual.
- The individual's judgment is so impaired that he or she is unable to understand the need for treatment and, in the opinion of the mental health professional, his or her continued behavior as a result of mental illness, developmental disability, or emotional disturbance can reasonably be expected in the near future to result in physical harm to the individual or another.
- It is not an emergency if safety can be assured and the situation can be handled during regular business hours.

**Grievance** — a complaint filed by a consumer or his or her representative regarding any adverse action or any practice of the managed care organization that has an impact on the consumer's access to, satisfaction with, or quality of services or treatment.

**Health Insurance Portability and Accountability Act of 1996 (HIPAA)** — 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.

**Legal Representative** — a court-appointed guardian or a parent who has legal custody of a minor.

**MDCH** — an acronym for Michigan Department of Community Health. 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.

**Medicaid Enrollee** — an individual who is covered by Medicaid and who is receiving services from a community mental health managed care plan.

**Medically Necessary** — a term used to describe one of the criteria that must be met in order for a beneficiary to receive Medicaid services. It means that the specific service is expected to help the beneficiary with his/her mental health, developmental disability or substance use (or any other medical) condition. Some services assess needs and some services help maintain or improve functioning.

**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.

**MiChild** — a Michigan health care program for low-income children who are not eligible for the Medicaid program. This is a limited benefit. Contact Customer Services for more information.

**Person Centered Planning** — a treatment and supports planning process to assist an individual in identifying and planning for his or her current and future needs and desires. All people receiving mental health services are entitled to receive Person Centered Planning.

**PIHP** — an acronym for Prepaid Inpatient Health Plan. There are 18 PIHPs in Michigan that manage the Medicaid mental health, developmental disabilities, and substance abuse services in their geographic areas. All 18 PIHPs are also community mental health services programs.

**Psychiatric Hospital** — a facility that provides inpatient diagnostic and therapeutic services 24 hours a day. This service is for persons who are not safe in other environments due to acute mental illness. Hospital stays may be as short as 24 hours. After discharge, treatment will be arranged with the local community mental health provider.

**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” 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.

**Responsible Party** — a consumer, parent, or guardian who is responsible for payment of any fees associated with the services provided.

**Specialty Supports and Services** — a term that means Medicaid-funded mental health, developmental disabilities and substance abuse supports and services that are managed by the pre-paid inpatient health plans.

**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** — as defined by the Michigan Mental Health Code means 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.

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

**Urgent Situation** — a situation in which the individual is determined to be at risk of experiencing an emergency situation in the near future if he or she does not receive treatment or care.



## Lenawee Community Mental Health Authority

Welcome to Lenawee Community Mental Health Authority. This guide has been prepared to help you understand our services and to help you become more familiar with your rights and responsibilities as a LCMHA “consumer”. We hope it is helpful to you in making informed decisions about the care and services you receive.

### **Mission Statement**

Our mission is to promote positive outcomes through quality mental health services.

### **Service Values**

We believe in the importance of:

- Ensuring that priority is given to individuals with the most severe forms of mental illness, emotional disturbance or developmental disabilities.
- Ensuring a comprehensive array of services.
- Being accountable to consumers, funding sources, regulatory bodies and general citizenry.
- Being a prudent steward of our funds.
- Prevention, community education, and collaborative services.
- Conducting ourselves with integrity, respect and in an ethical manner.

### **Agency Information**

#### **To Call Us**

The Lenawee Community Mental Health Authority is here to serve you. When you have questions regarding services, health care benefits, or claims, please call, write or visit our offices.

Crisis/Emergency calls are accepted 24 hours a day 7 days a week at 517-263-8905 or 800-664-5005.

TDD/TTY phone service is available for the hearing impaired at 800-649-3777.

Our website is [www.lcmha.org](http://www.lcmha.org)

#### **To Write Us**

Send written inquiries to: Lenawee Community Mental Health Authority, Attn: Customer Services at 1040 S. Winter Street, Suite 1022, Adrian, MI 49221. Please include your name, address, phone number, Medicaid number if you are a Medicaid recipient as well as other insurance information.

## **To Visit Our Offices**

We are located near the HOPE Community Center in the Lenawee County Human Services Building, 1040 S. Winter Street (first floor) Adrian, MI 49221.

## **How to Access Services in Lenawee County**

To access services, please contact Lenawee Community Mental Health Authority. You will speak with a professional in our Access Services who will help you decide if mental health services are what you need and how LCMHA can help you.

## **Customer Service Hours**

The LCMHA Customer Service Department is available Monday through Friday during regular business hours, 8:30 a.m. to 5:00 p.m. to answer any questions or concerns you may have. Evening hours are available by appointment. For information contact Customer Service at 517-263-8905 or 800-664-5005.

## **Office Hours**

Our regular business hours are 8:30 a.m. to 5:00 p.m. Monday through Friday. During our regular business hours a receptionist will direct your call to the appropriate staff.

## **After Hours Emergencies**

After regular business hours your call will be automatically directed to the Emergency Services staff.

**Emergency Services** are available 24 hours a day, 7 days a week to all adults and children of Lenawee County experiencing urgent situations. Service is always available by calling 517-263-8905 or 1-800-664-5005.

## **Substance Abuse Services**

The **Mid-South Substance Abuse Coordinating Agency** is responsible for substance abuse services in Lenawee County, so if you live in Lenawee County you should call the Mid-South Substance Abuse Coordinating Agency for substance abuse services at 517-783-4239 or 800-342-0349.

## **Accommodations**

Our offices and sites are barrier free. If you need additional assistance, please let us know.

English is our primary language spoken by our staff. Interpreters for other languages, including Spanish and American Sign Language, are available at no cost upon request.

### **Recipient Rights**

If you have questions about your rights or you want to make a complaint, including a confidentiality complaint, call the Office of Recipient Rights. To talk to a rights officer, request a complaint form, or get more information/help call:

Office of Recipient Rights  
1040 S. Winter Street, Suite 1022, Adrian, MI 49221  
517-263-8905 or 800-664-5005

### **Financial Responsibility for Mental Health Services**

Please see the “Qualifying for Services – Ability to Pay and Denial of Services” in the affiliation section of this manual for specific information about any financial responsibility for services.

### **Consumer Advisory Committee**

The mission of the **LCMHA Consumer Advisory Committee** is to fully integrate consumers and their families into decision-making processes throughout the Lenawee County Mental Health Authority.

The committee is made up of consumers of mental health services, developmental disability services, LCMHA board Customers, and staff appointed by the LCMHA Board.

If you wish to be a participant on the committee you may send a letter of interest and as openings occur you will be considered. New members are selected on representational needs. For more information contact Customer Service.

LCMHA Consumer Advisory Committee  
ATTN: Customer Service  
1040 S. Winter St. Suite 1022  
Adrian, MI 49221  
517-263-8905.

### **Lenawee Community Mental Health Authority Mental Health Awareness Committee**

This committee is dedicated to reducing the stigma associated with mental illness and developmental disabilities by educating our consumers, staff, and the general community on these issues. Our education consists of a Speaker’s Bureau of consumers and family members. We are available to any organizations, schools, etc. to talk about mental health issues. If you would like to be a part of this group or would like to learn more about stigma please contact Customer Service at 517-263-8905.



## Livingston Community Mental Health Authority

Welcome to Community Mental Health Services of Livingston County. We hope this information is helpful to you in making good decisions about the care and services you receive.

### **Mission Statement**

Our mission is to build resilience, facilitate recovery and enhance self-reliance for people challenged by a mental illness, developmental disability or an emotional disturbance.

### **Vision Statement**

Our vision is for a more rewarding life in the community for everyone.

### **Service Values**

- Dignity and respect
- Easy access to service
- Collaboration
- Responsiveness
- Building and Creating Support Networks
- Resource Management
- Community Integration
- Continuous Improvement

### **Agency Information**

#### **To Call Us**

We can be reached at 517-546-4126 or 1-800-615-1245. Our fax number is: 517-546-1300.

#### **To Write Us**

If you'd like to write us, please do so to the attention of Customer Service at:  
Community Mental Health Services of Livingston County  
2280 East Grand River  
Howell, MI 48843.

There are other ways to find information about us, such as the web. Our web address is: <http://www.cmhliv.org>.

**To Visit Our Offices**

Our main administrative office is located at 2280 East Grand River, Howell, MI 48843  
 Our other service locations are at the following sites:

<p><b>Main Building</b>                  2280 East Grand River                  Howell, MI 48843                  517-546-4126                  1-800-615-1245                  Fax: 517-546-1300                  Service Site for the following programs:                  Administrative Services                  Intake and Emergency Service                  Substance Abuse Access Services                  Medication Clinic                  Outpatient Therapy Programs for People with Mental Illness or Developmental Disabilities</p> <p>Hours: M, W-F 8-5                  Tuesdays 8-8                  Closed Weekends &amp; Holidays</p>	<p><b>Genesis Clubhouse</b>                  501 W. Grand River                  Fowlerville, MI 48836                  517-223-1393                  Fax: 517-223-1398</p>	<p><b>Maplewood</b>                  3760 Cleary College Drive                  Howell, MI 48843                  517-548-0081                  1-800-615-1246                  Fax: 517-548-0498                  Service Site for Prevention, and Child &amp; Adolescent Services                  Hours: M-Th 8-8; F 8-5                  Closed Weekends &amp; Holidays</p>
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**How to Access Services in Livingston County**

Services at Community Mental Health Services of Livingston County start with a call to our Intake Services. Intake Services will ask you for:

- Name, address and date of birth
- Insurance coverage and income
- Previous services, if any
- Current situation

**Customer Service Hours**

Customer Service is available to help you with questions or concerns you may have regarding your services. Please contact Customer Service during our regular business hours, 8:30 a.m. - 5:00 p.m., or evenings by appointment, for assistance.

## **Office Hours**

Our office hours vary depending on the site. Our main office is open Monday, Wednesday, Thursday and Friday from 8:00 a.m. - 5:00 p.m., and 8:00 a.m. - 8:00 p.m. on Tuesdays.

## **After Hours Emergencies**

24 Hour Emergency Services are available face to face and by telephone for people in crisis. This might include arranging inpatient treatment or other urgent services.

## **Substance Abuse Services**

Effective October 1, 2010, the Livingston Washtenaw Coordinating Agency for Substance Abuse Services (CA) implemented the Recovery Oriented Systems of Care (ROSC). This model is designed to build an array of services that can be made available to individuals based on their readiness for change and medical necessity.

There are three core providers — Livingston County Community Mental Health; Home of New Vision and Dawn Farm. Clients in the community seeking services will be able to contact these providers directly for access to services.

Livingston County Clients should contact Livingston County CMH for assistance at 517-546-4126.

## **Accommodations**

All offices and sites are barrier free. If you need additional assistance, please let us know.

For the most part, English is the language spoken by our staff. If you speak another language, including American Sign Language, we will be glad to bring someone in to help translate.

## **Recipient Rights**

If you have questions about your rights or you want to make a complaint, including a confidentiality complaint, call the Office of Recipient Rights. To talk to a rights officer, request a complaint form, or get more information/help call:

Recipient Rights Officer  
2280 East Grand River  
Howell, MI 48843  
517-546-4126 or 1-800-615-1245

## **Financial Responsibility for Mental Health Services**

Most of our services are paid for by Medicaid or other available state funds. If you have no insurance or your insurance does not pay for services at CMHLC, you will be asked to complete a financial assessment that will determine your ability to pay for services based on guidelines set by the State of Michigan. If you feel this amount is too much, we will give information on how to appeal. If you have a Medicaid card that indicates that your residence is not in Livingston County (maybe you just moved here), we will explain how to make the needed changes.

Please see the “Qualifying for Services – Ability to Pay and Denial of Services” in the affiliation section of this manual for specific information about any financial responsibility for services.

### **Consumer Advisory Committee**

A committee called the Consumer Action Panel meets monthly to identify how to continuously improve services to consumers and their families, and brainstorm new and innovative ideas. This group sponsors our Consumer Leadership Program and other advocacy efforts. The Consumer Action Panel meets the first Friday of the month at 4:00 p.m. at the Maplewood Building of Community Mental Health Services of Livingston County, 3760 Cleary Drive, Howell 48843.

### **Consumer Leadership**

This is an on-going training offered to consumers that teaches advocacy skills in three areas: personal leadership, community leadership, and political leadership. These trainings teach how to resolve conflict, solve problems, and impact your community as well as your interpersonal relationships.

There are a many other ways you can make a difference at Community Mental Health Services of Livingston County. For more information on committees, consumer leadership, and other ways you can get involved, please contact your Customer Service Department.



## Monroe Community Mental Health Authority

The Monroe Community Mental Health Authority is here to serve you. When you have questions regarding services, benefits, or claims, please call, write, or visit our offices.

### **Mission Statement**

Provide quality mental health care in partnership with consumers and our community to enrich lives and promote wellness.

### **Vision Statement**

To be recognized as a leader in behavioral healthcare that empowers consumers and is valued as a community resource dedicated to quality services.

### **Service Values**

- **Consumerism** – We adhere to the principles of Person Centered Planning, self determination, inclusion, and consumer satisfaction to guide our decision-making.
- **Diversity** – We respect that strength comes from embracing and building on the unique qualities of individuals in our community.
- **Community** – We believe that by working together we can build an excellent system of care, which strengthens our community.
- **Accountability** – We answer to our community and to our customers for our actions and results.
- **Access to Care** – We are committed to providing services that are available and easily accessible.
- **Quality** – We pursue excellence by using nationally recognized standards to improve our performance.
- **Leadership** – We are committed to providing leadership through cooperative partnerships.

**Agency Information**

**To Call Us**

Monroe Community Mental Health Authority accepts calls 24 hours a day at: 734-243-7340 or toll free at 800-886-7340.

Our regular business hours are Monday through Friday, 8:30 a.m. to 5:00 p.m. During regular business hours, a receptionist is available to help you and direct your calls to the appropriate staff member.

After regular business hours, our Emergency Services number 734-243-7340 is available for emergency situations.

**To Write Us**

Send your written inquiries to:  
Monroe Community Mental Health Authority  
1001 South Raisinville Road  
P.O. Box 726  
Monroe, MI 48161

Please be sure to include your name and telephone number on all correspondence. And, if you receive Medicaid, please include your Medicaid number along with your name and phone number.

**To Visit Our Offices**

Our main office building is located in Monroe Township at 1001 South Raisinville Road just south of M-50 (South Custer Road).

Our other service locations are at the following sites:

<b>ACT Program</b> 9 South Monroe Street Monroe, MI 48161	<b>Crossroads Clubhouse</b> 207 North Monroe Street Monroe, MI 48162	<b>New Directions Drop-In Center for Persons with Mental Illness</b> 201 W. Front St. Monroe, MI 48161 (734) 384-8424
<b>Hope Network</b> 123 West First Street Monroe, MI 48161	<b>Comprehensive Services to the Developmentally Disabled</b> 98 Winchester Street Monroe, MI 48161	

## **How to Access Services in Monroe County**

To access services, please contact the Monroe Community Mental Health Authority. You will speak with a professional in our Access Department who will help you decide if mental health services are what you need and how we can help you.

### **Customer Service Hours**

Regular business hours are Monday through Friday, 8:30 a.m. to 5:00 p.m.

Evening appointments are available on a pre-arranged basis. Can be reached by calling: 734-384-8780

### **Office Hours**

Regular business hours are Monday through Friday, 8:30 a.m. to 5:00 p.m.

Evening and Saturday appointments are available on a pre-arranged basis.

### **After Hours Emergencies**

24-hour Emergency Services ensure that help is available to anyone 24 hours a day, seven days a week. A mental health professional can be reached after regular business hours by calling: 734-243-7340 or 800-886-7340.

### **Substance Abuse Services**

Southeast Michigan Coordinating Agency is responsible for substance abuse services in Monroe County, so if you live in Monroe County you should call Southeast Michigan Coordinating Agency for substance abuse services at 734-283-9444 or 800-342-5140.

### **Accommodations**

All offices and sites are barrier free. If you need additional assistance, please let us know.

Monroe Community Mental Health Authority is on the direct line bus route of Lake Erie Transit Authority. Call LET at 734-242-6672 for the route schedule and fare information.

English is the primary language spoken by our staff. Interpreters for other languages, including American Sign Language, are available to you at no cost upon request.

### **Recipient Rights**

If you have questions about your rights or you want to make a complaint, including a confidentiality complaint, call the Office of Recipient Rights. To talk to a rights officer, request a complaint form, or get more information/help call:

Recipient Rights Officer  
Monroe Community Mental Health Authority  
Post Office Box 726 -1001 South Raisinville Road  
Monroe, MI 48161-0726  
734-243-7340 or 800-886-7340

### **Financial Responsibility for Mental Health Services**

Monroe Community Mental Health Authority is required to charge for the cost of services rendered and has adopted a Fee Assessment and Ability to Pay Policy based on income and family size as required by the Michigan Mental Health Code. It is your right to review this Policy and to request a rate schedule at any time.

Please see the “Qualifying for Services – Ability to Pay and Denial of Services” in the affiliation section of this manual for specific information about any financial responsibility for services.

### **Consumer Advisory Committee**

The Monroe Community Mental Health Authority provides you the opportunity to provide input and offer recommendations regarding programs and services through the Consumer Advisory Committee. The Committee meets monthly on the second Tuesday at 1:00 p.m. at the MCMHA, 1001 S. Raisinville Rd., Monroe, MI. Meetings are open to the public. For information on becoming a member, please contact Customer Service at 734-384-8780.



## Washtenaw Community Health Organization Washtenaw County Community Supports and Treatment Services

### **Mission Statement**

Individuals of all ages will have universal access to high quality, integrated healthcare.

### **Vision Statement**

To provide leadership for the development and implementation of unique, effective models of integrated (mental health, substance abuse, physical health) healthcare that create medical homes for Medicaid and indigent consumers.

### **Service Values**

- Have a Shared Vision & Shared Mission
- Consumer Involvement in all areas of the Affiliation
- Diversity
- Being a Leader within our own Communities and within the State
- Continuous Learning and Improvement
- Meaningful Outcomes from the services provided

### **Agency Information**

The Washtenaw Community Health Organization (WCHO) is a partnership between Washtenaw County and the University of Michigan Health System.

*WCHO Relationship to Washtenaw County Community Supports and Treatment Services* The WCHO provides public mental health services for Washtenaw County through Washtenaw County Community Supports and Treatment Services (also known as CSTS). CSTS is therefore the agency that provides mental health services in Washtenaw County.

### *WCHO as a Substance Abuse Coordinating Agency*

The WCHO also provides public substance abuse services for Livingston and Washtenaw County.

### **To Call Us**

The WCHO and CSTS can be reached through Access at 734-544-3050 or 24 Hour Access 800-440-7548. Our TDD/TTY number is: 800-649-3777

**To Write Us**

Both WCHO and CSTS can be reached through their administrative offices at:  
 555 Towner, PO Box 915  
 Ypsilanti, MI 48197

**To Visit Our Offices**

Our main offices are located at 555 Towner, Ypsilanti, MI 48197

Other CSTS service sites/offices are:

<b>Adult Services Clinics, Ypsilanti</b> 555 Towner Ypsilanti, MI 48197 734-544-6820	<b>Adult Services Clinics, Ann Arbor</b> 2140 E. Ellsworth Ann Arbor, MI 48108 734-222-3500
<b>Services for Persons with Developmental Disabilities</b> 2140 E. Ellsworth Ann Arbor, MI 48108 734-222-3400	<b>Huron Valley Child Guidance Clinic</b> 2940 Ellsworth Road Ypsilanti, MI 48197 734-971-9605 Tues. & Thurs., 8:30 a.m. - 8:00 p.m. Mon., Wed., Fri., 8:30 a.m. - 5:00 p.m.
<b>Adult Services, ACT</b> 2140 E. Ellsworth Ann Arbor, MI 48108 734-222-3500	

**How to Access Services in Washtenaw County**

The WCHO Health Services Access Program is the entry point for anyone wanting Mental Health, Substance Abuse, and Primary Health Care services. When you call Access you can receive health information, referrals to community services you might need, or screening appointments with a Health Services Access Professional for mental health and/or substance abuse services.

To get mental health, substance abuse, and health services you have to start by calling the WCHO Health Services Access Program. The phone number for Access is: 734-544-3050 or 1-800-440-7548.

Access staff will review your condition and your financial situation to decide if you are eligible for services. If you are eligible, Access will authorize mental health and/or substance abuse services at an agency that has a contract with WCHO. If you are not eligible, Access will try to refer you to another community agency that can help.

**If you are enrolled in the M-Care Medicaid Program:**

If you have Medicaid and are enrolled in the M-Care HMO, Access staff also provides you with mental health screenings and referrals. If you qualify for services, Access staff will give you an authorization to get services and refer you to an agency that has a contract with the WCHO. That agency will then be your main resource for treatment. Shortly after your referral that agency will meet with you and help you design a plan for your needs.

The WCHO Health Services Access Program will assess you for a mental health referral if you want one. If you are eligible for mental health services, Access will refer you to an M-Care provider.

**Customer Service Hours**

Our regular business hours are open Monday through Friday from 8:30 a.m. to 5:00 p.m., and evening hours by appointment, we are not open on County holidays.

**Office Hours**

Our regular business hours are open Monday through Friday from 8:30 a.m. to 5:00 p.m. We are not open on County holidays. Some sites may be open for extended hours.

**After Hours Emergencies**

If you need emergency services outside of regular business hours, call Psychiatric Emergency Services at 734-996-4747.

**Substance Abuse Services**

Effective October 1, 2010, the Livingston Washtenaw Coordinating Agency for Substance Abuse Services (CA) implemented the Recovery Oriented Systems of Care (ROSC). This model is designed to build an array of services that can be made available to individuals based on their readiness for change and medical necessity.

There are three core providers — Livingston County Community Mental Health; Home of New Vision and Dawn Farm. Clients in the community seeking services will be able to contact these providers directly for access to services.

Washtenaw County Clients may contact their core provider directly. Clients will be assigned a core provider by birth-month.

<b>Dawn Farm</b> (734) 669-8265	<b>Home of New Vision</b> (734) 975-1602
January	February
March	April
May	June
July	August
September	October
November	December

## **Washtenaw Health Plan**

The Washtenaw Health Plan (WHP) is a free health benefit for low income, uninsured people who live and receive services within the county. WHP works with doctors, clinics, hospitals, and other health care providers to help members get the health care they need.

Staff of the WHP determines if you are eligible for the WHP based on your income, Washtenaw County residency, and other insurance access information, and also helps WHP applicants and members with questions about WHP.

When applying, WHP staff will also check to see if you are eligible for other health care programs that may give you more benefits than WHP can, including Medicaid and Medicare.

WHP offers the following services to members:

1. Routine primary health services
2. Inpatient services
3. Some outpatient services
4. Some diagnostic tests
5. Limited prescription coverage
6. A limited Durable Medical Equipment benefit
7. Some pre-approved specialty care services
8. A limited Mental Health benefit

For more information on how to apply:

Call: Washtenaw Health Plan  
Toll-free 866-291-8691 or 734-544-3030

Visit or Mail Us: Washtenaw Health Plan  
555 Towner Street  
Ypsilanti, MI 48197

## **Public Health Department**

The Washtenaw County Environmental Health Division, operating under the Public Health Department, provides the following services:

1. Body Art Facility Inspection Program
2. Campground Inspection Program
3. Child Day Care, Foster Home & Group Home Inspection Program
4. Elevated Blood Lead (EBL) Investigations
5. Food Services Inspection Program, including Foodborne Illness (food poisoning) Investigation and Restaurant Complaints.
6. Home Toxics Collections Center, Recycling & Solid Waste Programs
7. Housing Complaints
8. Illegal Dumping Complaints
9. Mercury Spill Response

- 10. Onsite Well & Septic System Permits
- 11. Pollution Prevention Inspection Program
- 12. Radon Test Kits & Education Program
- 13. Public Swimming Pool & Public Beach Inspection & Water Testing
- 14. Time of Sale Well & Septic Inspection Program
- 15. Water Testing Services for Private Wells & Surface Water

**Primary Health Care Outpatient**

The Washtenaw Community Health Organization works closely with both local health systems (UM Health System and St. Joseph Mercy Health System) to coordinate primary health care services with mental health and substance abuse services. The WCHO does this through its affiliation with the University of Michigan Health System and contract relationship with the WHP. The WCHO does not provide funding to these organizations but has established close working relationships to help those we serve.

<b>Briarwood Medical Group</b>	734-998-7207	<b>Briarwood Health Associates</b>	734-647-9000
<b>Chelsea Family Practice</b>	734-475-1321	<b>Corner Health Center</b>	734-484-3600
<b>Cultural Life Medicine Practice</b>	734-961-9972	<b>Dexter Family Practice</b>	734-426-2796
<b>East Ann Arbor Health Clinic</b>	734-647-5715	<b>Hope Clinic</b>	734-484-2989
<b>Neighborhood Health Clinic</b>	734-544-6900	<b>New Hope Outreach Clinic</b>	734-998-6085
<b>North Campus Family Health Center</b>	734-647-1636	<b>Packard Community Clinic</b>	734-971-1073
<b>St. Joseph Mercy Adult Medicine &amp; Pediatrics</b>	734-547-7977	<b>Saline Health Center</b>	734-429-2302
<b>Shelter Association Health Clinic</b>	734-662-2829	<b>Taubman General Medicine</b>	734-936-5582
<b>Turner Geriatric Clinic</b>	734-764-6831	<b>U.M. School of Dentistry</b>	734-763-6933
<b>West Ann Arbor Health Center</b>	734-998-7380	<b>Whitmore Lake Health Clinic</b>	734-449-2033
<b>Ypsilanti Family Practice</b>	734-482-6221		

## **Accommodations**

All offices and sites are barrier free. If you need additional assistance, please let us know.

English is the primary language spoken by our staff. Interpreters for other languages, including Spanish and American Sign Language, are available at no cost upon request.

## **Recipient Rights**

If you have questions about your rights or you want to make a complaint, including a confidentiality complaint, call the Office of Recipient Rights. To talk to a rights officer, request a complaint form, or get more information/help call:

Recipient Rights Officer:

WCHO

555 Towner, PO Box 915, Ypsilanti, MI 48197

734-544-3000 or 800-886-7340

## **Financial Responsibility for Mental Health Services**

Please see the “Qualifying for Services – Ability to Pay and Denial of Services” in the affiliation section of this manual for specific information about any financial responsibility for services.

## **Consumer Advisory Committee**

Washtenaw Community Supports and Treatment Services and the WCHO seeks consumer partnership and input and about our programs and services. One of these ways is through local consumer advisory committees. We have two types of consumer advisory committees.

- 1) The **Consumer Advisory Panel** meets around the local services and supports system for people with a developmental disability. The Consumer Advisory Panel meets on the third Wednesday of the month, 1:30 p.m. - 2:30 p.m. at 2140 E. Ellsworth, Ann Arbor, MI 48108. Meetings are open to the public.
- 2) The **Consumer Advisory Council** meets around the local services and supports system for people with a mental illness. The Consumer Advisory Council meets on the second Friday of the month, 10:00 a.m. - 11:00 a.m. at the CSTS Ellsworth site at 2140 E. Ellsworth, Ann Arbor, MI 48108. Meetings are open to the public

For information on the panel, the council or on becoming involved, please contact Customer Service at 734-544-3000.

Created: 1/06; revised: 11/10

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