WASHTENAW COUNTY

COMMUNITY SUPPORT
& TREATMENT SERVICES

CONSUMER GUIDE TO FEES FOR SERVICES

COMMUNITY… EVERYONE IS A MEMBER

OUR MISSION

Support the people we serve in leading lives rich in community membership and personal fulfillment.

We accomplish our purpose through:

- *Excellence in service to individuals and families*
- *Advocacy and education*
- *Partnerships with Alliances and others who share our vision.*

Our talented staff light a path to an inclusive future.

CSTS VALUES

We work to inspire and encourage:

- Hope
- Freedom
- Integrity
- Excellence

For the consumers, their families, and the whole of Washtenaw County.

Michigan law requires persons to pay for public mental health services if they or their family members receive such services. Following are some questions you might have about how we determine what you must pay.

Do I have to pay for public mental health services?

- Yes, if you, your minor child, or your husband or wife receives services

How much will I have to pay?

- As much as you can afford and still meet needed living expenses
- If you have insurance coverage, the insurance company will be billed
- You will never have to pay more than the cost of services

How is the amount determined?

There are two ways to determine the amont you must pay:

1. By using an income chart that bases how much you pay on your state taxable income for the following services.
    - Adult psychiatric hospital and crisis residential services of less than 61 days
    - All adult outpatient services, any services provided to your minor child
2. For all other services, your total financial circumstance is considered by
    - Adding together all money you receive
    - Adding together the value of some of your assets such as property you own
    - And money you have in the bank
    - And then subtracting all necessary expenses, such as personal debts, food, clothing, shelter, medical expenses, taxes, insurance, transportation, child support and education.

Is there any limit to what I must pay for my husband or wife or my child?

- Under certain conditions, you are required to pay for 730 days of hospital or residential services after which only your husband or wife can be charged.
- You will not have to pay for more than a total of 18 years for your minor children.

What you must do:

- Provide us with all information needed to figure out how much you can afford to pay.
- (flip over this page for the rest of the facts)

- Provide us with information about any health insurance that may cover services.
- Pay the amount we determine you can afford up to
    - Your co-insurance and/or deductible
    - The cost of the services
    - Or your ability to pay, whichever is lowest

How are you protected?

- You can ask the office where you applied for services for a new determination if your finances change and you feel that you cannot make payments.
- The law requires that we automatically set a new amount you must pay each year if you or family members are still receiving services.
- You also can ask for a review of your determination if you do not agree with the amount you are asked to pay.
- You can discuss your situation with the office where you applied for services if you are having problems with your payments.

What if I still feel that I can't pay the amount you say I must pay?

- After a review of how much we determined you could pay, you can ask for an administrative hearing.

This request for hearing must be a written request and must be sent within 30 days of the original fee determination, to the office where you applied for services.

- If you still believe this redetermined amount is more than you can pay, you can take your case to the probate court in the county where you live.

Customer Service: 1-877-779-9707

WASHTENAW COUNTY COMMUNITY SUPPORT & TREATMENT SERVICES

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Washtenaw County Community Support & Treatment Services
Community…everyone is a member.

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Is the information I provide confidential?

- Yes, all information will be held in the strictest confidence.
- You may be asked to sign a form that will allow us to provide medical information to your insurance company.

What if I still have questions about making payments or how my ability to pay was figured?

- You may contact the office where you applied for services.
- You may contact one of the organizations listed on the back of this brochure.
- You may contact the Department of Community Health.

TO GET SERVICES:

734-544-3050 or 1-800-440-7548
Monday– Friday, 8:30 am—5:00 pm