WASHTENAW COUNTY

COMMUNITY SUPPORT
& TREATMENT SERVICES

ACCESSING SERVICES FOR PERSONS WITH MEDICAID

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.

WHO CAN RECEIVE SERVICES?

Anyone who has Medicaid insurance and lives in Lenawee, Livingston, Monroe, or Washtenaw County can receive a clini-cal assessment to find out if they are eligible to receive mental health or substance abuse services. All services must be medically necessary for your treatment and are designed to meet your unique needs and preferences.

MENTAL HEALTH, DISABILITIES, & SUBSTANCE ABUSE

- For adults, serious **mental health** problems are those that cause major long term problems in thinking, feeling, and being with others.
- For children and adolescents, serious emotional disturbances are con-ditions that make a child unable to control his or her emotions or behav-iors.
- A **Developmental Disability** is a physical or mental impairment that starts be-fore age 22 and is likely to be life-long and results in |substantial functional limitations to major life activity.
- A **Substance Abuse** problem is the taking of alcohol or other drugs in a pat-tern that places the individual at risk or endangers public safety.

What services are available?

For mental health services, you'll create a Individualized Plan of Service (IPOS) using the Person-Centered Planning (PCP) process. You can choose any number of goals to work on including skill building, assistance with personal care, or the coordination of other needs like medication, crisis services, counseling, physical therapy, or respite care.

For Substance Abuse services, an Individualized Treatment Plan will be developed and your ideas will be given strong consideration. The plan can include such things as individual and group counseling, mediation treatments (such as Methadone), and detoxification and residential programs.

What will happen when I call to get services?

Once you decide to seek services, all you need to do is call the number below ("To Get Services").

A trained professional will discuss your concerns over the phone. Sometimes we can gather enough information over the phone to decide if you are eligible for services and the type of services that would be recommended. Under those circumstances, our staff will refer you to an agency or program that will provide the service and agree to pay them for the services they provide.

It may be necessary for us to meet with you face to face to determine your eligibility. We will make arrangements that are convenient for you to meet with you in person and complete the assessment and then refer you to an agency or program and agree to pay.

If it is decided that you are not eligible for services, we will assist you in locating other agencies in the community that may be able to help.

Customer Service: 1-877-779-9707

WASHTENAW COUNTY COMMUNITY SUPPORT & TREATMENT SERVICES

WCCSTS Administration
555 Towner St.
Ypsilanti MI 48197

Phone: 734-544-3000
Fax: 734-544-6732
www.eWashtenaw.org/CSTS

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Remember…

- There will be no cost to you. Your Medicaid insurance will cover all costs of services and there are no co-pays.
- You have the right to appeal any decision that denies or reduces a service you wish to receive.
- We encourage you to give permission to work with any medical professionals treating you for your physical health.
- Materials are available in multiple languages and formats at your request
- Services are confidential.

TO GET SERVICES:

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