



washtenaw community health organization



Washtenaw County and the University of Michigan Working Together

(734) 544-3000

In Regional Affiliation With Lenawee & Livingston & Monroe Counties

Accredited by



Hours of Operation: Monday—Friday, 8:30 a.m.—5:00 p.m.

MISSION

To provide an integrated mental health, substance abuse and physical health care delivery system for Medicaid and indigent consumers, that is responsive to the needs and values of Washtenaw County.

Contracting For A Complete Array Of Services

As the local Community Mental Health Services Board, the Washtenaw Community Health Organization (WCHO) contracts with organizations that provide the highest quality health care for the citizens of Washtenaw County. The WCHO believes children and adolescents with serious emotional disorders, adults with severe and persistent mental illnesses, persons with developmental disabilities and those with substance abuse problems should have access to a comprehensive range of supports that include mental health, substance abuse and primary health care. The WCHO also believes people receiving Medicaid and those without insurance should have access to needed care. The WCHO believes the best care occurs when physical health care is fully integrated with mental health and substance abuse care.

Access

Health Services Access is the central entry point for all Medicaid-eligible and indigent adults and children requesting Community Mental Health, Public Health Services and/or Substance Abuse information and services in Washtenaw County.

Central Entry Access Numbers:

Call: (734) 544-3050

1 (800) 440-7548

Monday—Friday: 8:00 a.m.—6:00 p.m.

For 24 hour emergency services call

Psychiatric Emergency Services

(734) 996-4747

Mental Health and Developmental Disability Services

The WCHO contracts with Washtenaw County Community Support & Treatment Services (formerly CMH) and at least 50 other not-for-profit organizations for services for persons with serious mental illness and developmental disabilities throughout the County.

Substance Abuse Services

The WCHO oversees Substance Abuse funding for assessment, treatment and prevention services for Medicaid recipients and indigent persons in Livingston and Washtenaw Counties. Over 30 qualified providers are on the WCHO Substance Abuse Services Panels.

Primary Care and Specialty Physical Health Care

Utilizing the University of Michigan Health System and their affiliated medical partners, Medicaid recipients can access a full range of physical health care services, from community

-based primary care to specialty care. Care management and disease management programs coordinate and link with mental health and substance abuse services within the WCHO. The WCHO also provides enrollment services for the Washtenaw Health Plan's indigent health care program.

The Office of Recipient Rights

The Office of Recipient Rights insures individual rights are protected and maintained while receiving services. A Recipient Rights Officer or a Hearings Officer help to insure that quality mental health services are provided to consumers. Staff monitor service provisions and provide staff training and advocacy for consumers. Anyone can request a printed copy of the full range of consumer rights.

Customer Services

Customer Services' mission is to bring increased awareness of service options to consumers and the general public and to foster increased sensitivity to the issues surrounding mental illness, developmental disabilities and substance abuse. Customer Services seeks to promote the best interests of consumers.

1 (877) 779-9707

Inpatient Services

A hospital liaison consults with the patient, family and clinical staff regarding discharge plans from psychiatric hospitals. The WCHO conducts reviews to determine if appropriate levels of service are provided while individuals are hospitalized.

Court Services

Staff provide assistance with the judicial process for adults with a major mental illness in accordance with the Michigan Mental Health Code. They facilitate:

- Communication between Probate Court, local hospitals, law enforcement agencies and WCCMH.
- Voluntary hospitalizations for adults who present a danger to themselves and others.
- Probate Court Alternative Treatment Orders.
- Consultation on commitment proceedings/involuntary hospitalizations.

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Psychiatric Emergency Services (PES)

Immediate assistance is provided to individuals in crisis and their support systems so they may resume community functioning with the least amount of disruption. Service components include: 24 hour crisis telephone services, information, referral, walk-in crisis intervention, mobile crisis outreach, and inpatient psychiatric hospitalization.

Financial Services

The WCHO has overall responsibility for the management of funds for services. The Finance Unit ensures that all payments and receipts are appropriately processed.

Provider Relations

This unit ensures that the WCHO Provider Network offers a full continuum of care and gives consumers a choice of service providers. Through competitive procurement and credentialing processes, providers who deliver quality services are added to service panels. Services are continuously monitored through routine site visits, ongoing communication and the integration of a network wide Performance Improvement System. Access to care, quality of care, community integration and satisfaction with services are key performance indicators.

SERVICES AND SUPPORTS COMING TOGETHER TO PROVIDE AN INTEGRATED APPROACH TO CARE

WCHO PRINCIPLES

- Recovery & Hope
- Consumer & Family Involvement
- Public Accountability
- Comprehensive, Quality Services
- Community Based Services
- Integrated Care
- Research & Medical Education
- Adaptability

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Visit our website: www.ewashtenaw.org

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washtenaw community
health organization

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