

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,

Kathleen M. Reynolds, 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

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The Purpose of this Guide to Services

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
- A list of service providers arranged alphabetically
- A list of service providers arranged by service type
- 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 the Customer Service 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

Our Vision:

Recognition by our customers as a model of excellence for a regional system of care.

Our Mission:

To provide leadership in the development of integrated care through partnerships with Consumers and the Community to assure consumers achieve their desired outcomes.

The Washtenaw Community Health Organization (WCHO) manages public mental health for the partnership, and manages substance abuse funds for Washtenaw and Livingston counties. The WCHO contracts with its' partners to provide mental health and substance abuse services to adults with a severe and persistent mental illness, children with a severe emotional disturbance, and individuals with a developmental disability, who live in the service area.

To reach our mission, we use the Person Centered Planning (PCP) process to develop and implement all individual plans of service. Person Centered Planning builds on the

individual's ability to participate in activities that promote community life, and honor a person's preferences, choices and abilities. The PCP process includes family, friends and professionals joining together with the individual to focus on their desires, dreams, strengths and needs for support.

To reach our mission we also develop and implement evidence-based, best practice, and innovative services. The goal of these services is to provide our consumers with the most up to date and best researched practices available to help them achieve their person centered plan goals. These services are supported through federal, state and local grants. We partner with researchers from the University of Michigan, Eastern Michigan University and nationally recognized experts in the field for the technical expertise to conduct service utilization, research, and monitoring.

Our affiliation implements and evaluates the six evidence-based practice (EBP) toolkits available through the Substance Abuse and Mental Health Services Administration of the federal government (SAMHSA)

The six practices are:

- Assertive Community Treatment (ACT)
- Family Psychoeducation
- Supported Employment
- Integrated Dual Disorders Treatment (IDDT)
- Medication Management
- Illness Management and Recovery

Four practices have been put into action at various levels through the service area. They are ACT, Family Psychoeducation, Integrated Dual Disorders Treatment, and Medication Management. The Supported Employment and Illness Management and Recovery toolkits are currently in the early stages of implementation.

For more information on all these practices go to:

<http://mentalhealth.samhsa.gov/cmhs/communitysupport/toolkits/about.asp>

Other evidence-based, innovative practices include Dialectical Behavioral Therapy, Parent Management Training and Motivational Interviewing.

We are on the path to becoming nationally recognized leaders in the provision, evaluation and integration of the highest quality, evidence-based services available to our consumers and their families. This vision will become a reality as we continue to be diligent to staff training, expert consultation and collaboration, grant development, program evaluation, and most importantly person centered service.

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

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 the 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

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

County	Phone Number	Toll Free Phone Number
Lenawee	517. 263. 8905	877.779.9707
Livingston	517. 546.4126	877.779.9707
Monroe	734. 243. 7340	877.779.9707
Washtenaw	734. 544.3000	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

The CMHPSM serves individuals with Medicaid insurance, or individuals who are enrolled in the MI CHILD 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 MI CHILD, there is no guarantee that they will get services if there is no money to provide those services. The WCHO 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. You may be put on a waiting list if you do not have Medicaid or you are enrolled in the MI CHILD program, and the WCHO 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 MI CHILD 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 MI CHILD Program, OR
- Cannot afford the cost of services

Types of Services Available

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 more complete set of services.
- The list of services available for those with Medicaid is explained in the “Medicaid Covered and Additional Services” section of this guide.
- 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 “MI Child or those who do not 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 organize 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 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, MI Child, or Adult Benefits Waiver and meet the criteria for the specialty mental health and substance abuse services, the total cost of 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 your 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

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 nearest to where you live:

Health Services ACCESS Programs

Local CMH	Phone	Toll Free/24 Hour	TDD/TTY
Lenawee Community Mental Health Authority	517. 263.8905	800. 664.5005	800. 649.3777
Livingston Community Mental Health Authority	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	734. 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 person centered plan 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 a grievance. ***Please refer to the Due Process Rights section in this Guide to Services.***

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. At any time during the day or night call:

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

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 up.

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.

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

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

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.mi.us/dch-medicaid/manuals/MedicaidProviderManual.

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 Management 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 management plan." The behavior management 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 staffs 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 Customer 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. The state of Michigan has one ICF/MR called the Mt. Pleasant Center.

Medication Administration is when a doctor, nurse, or other licensed medical provider gives an injection, or an oral medication or topical medication.

Medication Review is the evaluation and monitoring of medicines used to treat a person's mental health condition, their effects, and the need for continuing or changing their medicines.

Mental Health Therapy and Counseling for Adults, Children and Families includes therapy or counseling designed to help improve functioning and relationships with other people.

Nursing Home Mental Health Assessment and Monitoring includes a review of a nursing home resident's need for and response to mental health treatment, along with consultations with nursing home staff.

***Occupational Therapy** includes the evaluation by an occupational therapist of an individuals' ability to do things in order to take care of themselves every day, and treatments to help increase these abilities.

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

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 include 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 DHS	517.264.6300	TDD 517.263.0607
Livingston DHS	517.548.0200	TDD 800.649.3777
Monroe DHS	734.243.7200	TDD 800.649.3777
Washtenaw DHS	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

Great Lakes Health Plan
 PO box 2127
 Southfield, MI 48037
 800-903-5253

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

Livingston Health Plans

Great Lakes Health Plan
 PO box 2127
 Southfield, MI 48037
 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

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

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

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

Washtenaw Health Plans

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

MI Child or those who do not have Medicaid and cannot afford to pay for services

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

People with MI Child or no insurance must 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 MI Child or no insurance must 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 must 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
- Acupuncture may be used as an adjunct therapy with any of the above

People with MI Child 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

County	Phone Number	Toll Free Phone Number
Lenawee	517. 263. 8905	800.664.5005
Livingston	517. 546.4126	800.615.1245
Monroe	734. 243. 7340	800.886.7340
Washtenaw	734. 544.3000	800. 440.7548

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

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

County	Phone Number	Toll Free Phone Number
Lenawee	517. 263. 8905	800.664.5005
Livingston	517. 546.4126	800.615.1245
Monroe	734. 243. 7340	800.886.7340
WCHO	734. 544.3000	800. 440.7548
Washtenaw CSTS	734. 544.3000	800. 440.7548

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 the 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.

- Request a Second Opinion if you disagree with the decision on any services you request. 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.

Important Things to Know

- 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.
- 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 staffs who speak languages other than English. If you would like assistance in finding agency staffs 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's 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 Person Centered Plan or 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 Due Process Rights 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

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 Schedule of monthly meetings rotates between each county through out the year. The RCAC meets on the 2nd Wednesday of each month from 10:00 a.m. – 12:00 p.m. For the location of a particular meeting, or for more information the council, please contact Customer Service at 877.779.9707.

Advocacy groups

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

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

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

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

Michigan Protection and Advocacy
Services, Inc
4095 legacy Parkway, Suite 500
Lansing, MI 48911
(800) 288-5923
www.mpas.org

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

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

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 is a 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 is an individual who is eligible for and enrolled in the Medicaid program in Michigan.

CA is an acronym for Substance Abuse Coordinating Agency. The CAs in Michigan manages services for people with substance use disorders.

CMHA is a Community Mental Health Authority.

CMH means 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 is the Community Mental Health Partnership of Southeastern Michigan. This partnership includes Lenawee, Livingston, Monroe, and Washtenaw Counties.

Fair Hearing—is 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) is 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 is 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 is 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 is 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 is a court-appointed guardian or a parent who has legal custody of a minor.

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

Medically Necessary is 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 is 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.

MI Child is 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 is 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 is 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 is 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 is 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 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.

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

Specialty Supports and Services is 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 is 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 is 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.

Alphabetical Provider List

Below is a list of providers in our region. This provider list may change. You will receive notifications of changes as needed.

The languages listed only indicate that the provider has one or more staff persons who are able to speak this language. We cannot certify these staff can offer any interpretation. Providers cannot also guarantee that the staff person will still be available to consumers. Interpretive services are available. If you need assistance with interpretation or information on this list, please contact the Customer Service Department.

Access International 609 E. Liberty St. 734-994-1456
P.O. Box 7710
Ann Arbor, MI 48107

Counties: Washtenaw
Services: Language Interpretation
Language: N/A
Accepting New Consumers: Yes
ADA Homes, Inc.

16250 Northland Drive, 248-552-9223
Suite 204
Southfield, MI 48075

Counties: Washtenaw
Services: Supported Living
Language: N/A
Accepting New Consumers: Yes

Adult Learning Systems 1954 South Industrial Drive 734-668-7447
Ann Arbor, MI 48108

Counties: Washtenaw, Livingston, Monroe
Services: Licensed Setting, Supported Living
Language: N/A
Accepting New Consumers: Yes

Alliance for the Mentally Ill 1100 N. Main St. 734-994-6611
Ann Arbor, MI 48104

Counties: Washtenaw
Services: FEST Programming
Language: N/A
Accepting New Consumers: Yes

Avalon Housing 404 W. Washington 734-663-5858
Ann Arbor, MI 48104

Counties: Washtenaw
Services: Supported Living
Language: N/A
Accepting New Consumers: Yes
Behavior Educators Inc.

623 N. Broad St. 517-264-1313
Adrian, MI 49221

Counties: Lenawee

Services: Group Therapy, Skill Building

Language: N/A

Accepting New Consumers: Yes

Bethesda Lutheran Home

700 Hoffman Drive
Watertown, WI 53094

800-369-4636

Counties: Monroe

Services: Licensed Setting

Language: N/A

Accepting New Consumers: Yes

BethHarold Home Healthcare

15565 Northland Dr. Suite 403
Southfield, MI 48075

248-423-3300

Counties: Monroe

Services: Respite

Language: N/A

Accepting New Consumers: Yes

Bixby Medical Center

818 Riverside Ave.
Adrian, MI 49221

517-265-0900

Counties: Lenawee

Services: Specialty Services

Language: Multiple Languages Available

Accepting New Consumers: Yes

Care One, Inc.

301 W. Michigan Ave.
Suite 320
Ypsilanti, MI 48197

734-480-0011
X 102

Counties: Washtenaw

Services: Child Waiver

Language: N/A

Accepting New Consumers: Yes

Caro Center

2000 Chambers Rd.
Caro, MI 48723

989-673-3191

Counties: Washtenaw

Services: State Hospital

Language: N/A

Accepting New Consumers: Yes

Case Management of Michigan

P.O. Box 3035
Kalamazoo, MI 49003-3035

269-381-4446

Counties: Livingston

Services: Case Management

Language: N/A

Accepting New Consumers: Yes

Catholic Social Services- Lenawee

199 N. Broad St.
Adrian, MI 49221

517-263-2191

Counties: Lenawee

Services: Specialty Services

Language: N/A

Accepting New Consumers: Yes

Catholic Social Services-
Livingston

2020 E. Grand River Suite 104
Howell, MI 48843

517-545-5944

Counties: Lenawee

Services: Prevention, Substance Abuse Treatment Service

Language: N/A
Accepting New Consumers: Yes
 Catholic Social Services of Washtenaw County 4925 Packard Rd. Ann Arbor, MI 48108 734-971-2730
Counties: Washtenaw
Services: Person-Centered Plans Services
Language: N/A
Accepting New Consumers: Yes
 Chelsea Arbor 900 Victors Way, Ste 310 Ann Arbor, MI 48108 734-930-0201
Counties: Washtenaw
Services: State Substance Abuse Treatment Service
Language: N/A
Accepting New Consumers: Yes
 Chelsea Community Hospital 775 S. Main St. Chelsea, MI 48118 734-475-1311
Counties: Lenawee, Livingston, Monroe (out of network), Washtenaw
Services: Community Hospital
Language: Multiple Languages Available
Accepting New Consumers: Yes
 Children's Home of Detroit 900 Cook Rd. Grosse Pointe Woods, MI 313-886-0800
Counties: Livingston
Services: Licensed Setting
Language: N/A
Accepting New Consumers: Yes
 Christ Centered Homes 327 W. Monroe St. Jackson, MI 49202 517-788-9231
Counties: Lenawee
Services: Licensed Setting
Language: N/A
Accepting New Consumers: Yes
 Communication Access Center for the Deaf and Hard of Hearing 1631 Miller Rd. Flint, MI 48503 810-239-3112
Counties: Washtenaw
Services: Licensed Setting
Language: American Sign Language
Accepting New Consumers: Yes
 Community Living Network 1631 Miller Rd. Flint, MI 48503 810-239-3112
Counties: Washtenaw
Services: Fiduciary Voucher Service
Language: N/A
Accepting New Consumers: Yes
 Community Residence Corporation 107 Ferris Ypsilanti, MI 48197 734-482-3300
Counties: Washtenaw
Services: Licensed Setting, Supported Living
Language: N/A
Accepting New Consumers: Yes
 Community Supports and Treatment 555 Towner 734-544-3000

Services Ypsilanti, MI 48197
Counties: Washtenaw
Services: Supported Employment
Language: N/A
Accepting New Consumers: Yes
 Comprehensive Services for the 1505 Dixie Dr. Suite 3 734-241-7441
 Developmentally Disabled Monroe, MI 48162
Counties: Monroe
Services: Supported Employment
Language: N/A
Accepting New Consumers: Yes
 COPE P.O. Box 6072 734-971-6629
 Ann Arbor, MI 48106-6072
Counties: Washtenaw
Services: State Substance Abuse Prevention
Language: N/A
Accepting New Consumers: Yes
 Corner Health Center 47 N. Huron St. 734-484-3700
 Ypsilanti, MI 48197
Counties: Washtenaw
Services: Prevention Service
Language: N/A
Accepting New Consumers: Yes
 Dawn Farm 6633 Stoney Creek Rd. 734-485-8725
 Ypsilanti, MI 48198
Counties: Washtenaw
Services: State Substance Abuse Treatment Service
Language: N/A
Accepting New Consumers: Yes
 E. W. Sparrow Hospital 1215 E. Michigan Ave. 517-483-2700
 Lansing, MI 48192
Counties: Livingston, Monroe (Out of Network)
Services: Community Hospital
Language: Multiple Languages Available
Accepting New Consumers: Yes
 Estuary Corporation 11205 Milford Rd. 248-634-3657
 Holly, MI 48422-9155
Counties: Livingston
Services: Supported Living
Language: N/A
Accepting New Consumers: Yes
 Everest, Inc. P.O. Box 2353 734-657-3037
 Riverview, MI 48192
Counties: Monroe
Services: Licensed Setting
Language: N/A
Accepting New Consumers: Yes
 Excel Employment 3075 E. Grand River 517-540-1155
 Howell, MI 48843
Counties: Washtenaw
Services: Licensed Residential

Language: N/A
Accepting New Consumers: Yes
 Fairfax Manor Health Care Associates
Counties: Livingston
Services: Supported Employment
Language: N/A
Accepting New Consumers: Yes
 Family Counseling & Children's Services 220 N. Main St. 517-263-5352
 Adrian, MI 49221
Counties: Lenawee
Services: Specialty Service
Language: N/A
Accepting New Consumers: Yes
 Family Friend 2280 E. Grand River 517-546-4126
 Howell, MI 48843
Counties: Livingston
Services: Respite
Language: N/A
Accepting New Consumers: Yes
 Family Services & Children's Aid-Lenawee 330 W. Michigan Ave. 517-787-7920
 Jackson, MI 49204
Counties: Lenawee
Services: Individual & Group Therapy
Language: N/A
Accepting New Consumers: Yes
 Family Services & Children's Aid-Washtenaw 330 W. Michigan Ave. 517-787-7920
 Jackson, MI 49204
Counties: Washtenaw
Services: Child Waiver
Language: N/A
Accepting New Consumers: Yes
 First Step 2050 Washtenaw, West Suite 734-485-6161
 Ypsilanti, MI 48197
Counties: Washtenaw
Services: Prevention Service
Language: N/A
Accepting New Consumers: Yes
 Flower Hospital P.O. Box 1626 419-824-1444
 Toledo, OH 43603
Counties: Monroe
Services: Out of Network Hospital
Language: Multiple Languages Available
Accepting New Consumers: Yes
 Foote Memorial Hospital 205 N. East Ave. 517-789-5971
 Jackson, MI 49204
Counties: Livingston
Services: Community Hospital
Language: Multiple Languages Available
Accepting New Consumers: Yes
 Forensic Center P.O. Box 2060 734-429-2531

Counties: Washtenaw	Ann Arbor, MI 48106	
Services: State Hospital		
Language: N/A		
Accepting New Consumers: Yes		
Freedom Works	P.O. Box 656	248-887-1597
	Highland, MI 48357	
Counties: Livingston		
Services: Supported Employment		
Language: N/A		
Accepting New Consumers: Yes		
Friends Who Care	2770 Carpenter Rd. Suite 200	734-971-6300
	Ann Arbor, MI 48108	
Counties: Washtenaw		
Services: Child Waiver		
Language: N/A		
Accepting New Consumers: Yes		
Full Circle	10 S. Prospect	734-485-2020
	Ypsilanti, MI 48198	
Counties: Washtenaw		
Services: Consumer Drop In Service		
Language: N/A		
Accepting New Consumers: Yes		
Gerontology Network of W. Michigan	500 Cherry St. S.E.	616-456-6235
	Grand Rapids, MI 49503	
Counties: Lenawee		
Services: Mental Health Services		
Language: N/A		
Accepting New Consumers: Yes		
Goodwill Industries of SE Michigan	600 E. Beecher St.	517-263-2135
	Adrian, MI 49221	
Counties: Lenawee		
Services: Day Programming Service		
Language: N/A		
Accepting New Consumers: Yes		
Great Lakes Recovery	241 Wright St.	906-228-4692
	Marquette, MI 49855	
Counties: Washtenaw		
Services: State Substance Abuse Treatment Service		
Language: N/A		
Accepting New Consumers: Yes		
Guardian Trac LLC	100 E. Chicago Rd. Suite 100	269-651-4500
	Sturgis, MI 49091	
Counties: Lenawee, Washtenaw		
Services: Fiduciary Voucher Service		
Language: N/A		
Accepting New Consumers: Yes		
Harbor Oakes Hospital	35031 23 Mile Rd.	586-725-5777
	New Baltimore, MI 48047	X 240
Counties: Washtenaw		
Services: Community Hospital		

Language: N/A
Accepting New Consumers: Yes
 HARC 3075 Platt Rd., Suite 203 734-572-9355
 Ypsilanti, MI 48197

Counties: Washtenaw
Services: Prevention Service
Language: N/A
Accepting New Consumers: Yes
 Hartland Schools P. O. Box 900 810-632-6022
 Hartland, MI 48353

Counties: Washtenaw
Services: COBO- Substance Abuse Service
Language: N/A
Accepting New Consumers: Yes
 Havenwyck 1525 University Dr. 248-373-9200
 Auburn Hills, MI 48326

Counties: Livingston, Monroe, Washtenaw
Services: Community Hospital
Language: N/A
Accepting New Consumers: Yes
 Hawthorne Center 18471 Haggerty 248-349-3000
 Northville, MI 48167

Counties: Livingston
Services: State Facility
Language: N/A
Accepting New Consumers: Yes
 Heartland Home Health Care 3840 Packard, Suite 230 734-677-8140
 Ann Arbor, MI 48104

Counties: Monroe, Washtenaw
Services: Child Waiver
Language: N/A
Accepting New Consumers: Yes
 Heigira programs 43825 Michigan Ave. 734-397-3088
 Canton, MI 48188

Counties: Washtenaw
Services: State Substance Abuse Treatment Service
Language: N/A
Accepting New Consumers: Yes
 Helping Hands- Helping Homes 3840 Packard, Suite 230 734-677-8140
 Ann Arbor, MI 48104

Counties: Monroe
Services: Licensed Setting
Language: N/A
Accepting New Consumers: Yes
 Helpsource 3879 Packard Rd. 734-973-1900
 Ann Arbor, MI 48108

Counties: Washtenaw
Services: Prevention Services, Substance Abuse Treatment Service, Skill Building
Language: N/A
Accepting New Consumers: Yes
 Henlyn Care Inc. P.O. Box 142 734-369-2203

Whittaker, MI 48190

Counties: Washtenaw

Services: AFC Home

Language: N/A

Accepting New Consumers: Yes

Henry Ford Kingswood Hospital 10300 W. Eight Mile Rd. 248-398-3200
Ferndale, MI 48220

Counties: Livingston, Monroe (Out of Network), Washtenaw

Services: Community Hospital

Language: N/A

Accepting New Consumers: Yes

Herrick Hospital-Lenawee Health Alliance 500 E. Pottawatamie 517-265-0439
Tecumseh, MI 49286

Counties: Lenawee, Livingston, Monroe, Washtenaw

Services: Community Hospital

Language: Multiple Languages Available

Accepting New Consumers: Yes

Highfields, Inc. 5123 Old Plank Rd. 517-628-2287
P.O. Box 98

Highfields, Inc. Onondaga, MI 49264
1206 Clinton Rd. 517-783-4250
Jackson, MI 49202

Counties: Lenawee

Services: Mental Health Services

Language: N/A

Accepting New Consumers: Yes

Home Non-Profit Housing Inc. 852 W. Elm 734-242-2177
Monroe, MI 48162

Counties: Monroe

Services: Supported Living, Respite Service

Language: N/A

Accepting New Consumers: Yes

Home of the New Vision 2500 Packard, Suite 105 734-975-1602
Ann Arbor, MI 48104

Counties: Washtenaw

Services: State Substance Abuse Treatment Service

Language: N/A

Accepting New Consumers: Yes

Home Life 5420 A. Beckley Rd., Suite 234 269-660-0854
Battle Creek, MI 49045

Counties: Livingston

Services: Licensed Setting

Language: N/A

Accepting New Consumers: Yes

Hope Network 3375 S. Division 616-281-7260
Grand Rapids, MI 49501-0141

Counties: Lenawee, Livingston, Monroe, Washtenaw

Services: Licensed Setting, Day Programming Service, Supported Living, Supported Employment, Specialty Service

Language: N/A

Accepting New Consumers: Yes

Interconnections 110 W. Maumee St. 517-265-9588
Adrian, MI 49221

Counties: Lenawee
Services: Drop In Center
Language: N/A
Accepting New Consumers: Yes

Interim Health Care 3425 Executive Pkwy, Suite 1147 419-578-4698
Toledo, OH 43606

Counties: Monroe
Services: Respite Service
Language: N/A
Accepting New Consumers: Yes

JOAK American Homes 3820 Packard Rd., Suite 1810 734-973-7764
Ann Arbor, MI 48108

Counties: Washtenaw
Services: Licensed Setting, Supported Living, Child Waiver Service
Language: N/A
Accepting New Consumers: Yes

Judson Center 4925 Packard Rd., Suite 200 734-528-1692
Ann Arbor, MI 48108

Counties: Livingston, Washtenaw
Services: Respite, Prevention Service
Language: N/A
Accepting New Consumers: Yes

Jusko Moore P.O. Box 7003 734-657-4049
Ann Arbor, MI 48107

Counties: Livingston
Services: Child Waiver- Speech Therapy
Language: N/A
Accepting New Consumers: Yes

Kairos Healthcare, Inc. 6379 Dixie Highway 989-777-4357
Bridgeport, MI 48722

Counties: Washtenaw
Services: State Substance Abuse Treatment Service
Language: N/A
Accepting New Consumers: Yes

Kalamazoo Psychiatric 3299 Gull Road P.O. Box 63 269-337-3351
Hospital Nazareth, MI 49074-0063

Counties: Lenawee
Services: State Facility
Language: N/A
Accepting New Consumers: Yes

Kaye Shepard Home 3346 St. Anthony Rd. 734-856-2629
Temperance, MI 48182

Counties: Monroe
Services: Respite Service
Language: N/A
Accepting New Consumers: Yes

Key Development Center 2708 E. Grand River, Suite 113 517-545-5890
Howell, MI 48843

Counties: Livingston

Services: Prevention, Substance Abuse Treatment Service

Language: N/A

Accepting New Consumers: Yes

Key Opportunities, Inc. 400 N. Hillsdale St.
Hillsdale, MI 49242

517-437-4469

Counties: Monroe

Services: Supported Employment Service

Language: N/A

Accepting New Consumers: Yes

Kids in Motion 2636 S. Milford Rd.
Highland, MI 48357

248-684-9610

Counties: Washtenaw

Services: Child Waiver- Occupational Therapy, Physical Therapy, Speech Therapy

Language: N/A

Accepting New Consumers: Yes

Lazar & Associates 1516 South Bundy Dr.
Los Angeles, CA 90025

310-453-3302

Counties: Lenawee, Livingston, Monroe, Washtenaw

Services: Language Translators/Interpreter Service

Language: N/A

Accepting New Consumers: Yes

Levine PC 2540 Hepworth Dr.
Davis, CA

517-467-9001

Counties: Lenawee

Services: Specialty Service

Language: N/A

Accepting New Consumers: Yes

Lighthouse Inc. P.O. Box 289
Caro, MI 48723

989-673-2500

Counties: Washtenaw

Services: Licensed Setting

Language: N/A

Accepting New Consumers: Yes

Lincoln Schools 7425 Willis Rd.
Ypsilanti, MI 48197

734-484-7031

Counties: Washtenaw

Services: Prevention Service

Language: N/A

Accepting New Consumers: Yes

Lussier Home 13312 Oakridge Ln.
Chelsea, MI 48118

734-475-6034

Counties: Washtenaw

Services: AFC Home

Language: N/A

Accepting New Consumers: Yes

Lutheran Social Services 21700 W. Highway, Suite 205
Southfield, MI 48075-4906

248-395-1205

Counties: Monroe

Services: Licensed Setting

Language: N/A

Accepting New Consumers: Yes

M&M Medical Staffing Inc. P.O. Box 400 517-403-7003
Deerfield, MI 49238

Counties: Lenawee
Services: Child Waiver
Language: N/A
Accepting New Consumers: Yes

Macomb-Oakland Regional 16200 19 Mile Rd. P.O. Box 380710 586-263-8700
Center Clinton Township, MI 48038

Counties: Monroe
Services: Specialty Service- Autism
Language: N/A
Accepting New Consumers: Yes

Macomb Residential 2 Crocker Blvd., Suite 205 586-469-4480
Opportunities Mr. Clemens, MI 48043

Counties: Monroe
Services: Licensed Setting
Language: N/A
Accepting New Consumers: Yes

Manor Foundation 115 East St. 517-849-2151
Jonesville, MI 49250

Counties: Livingston
Services: Licensed Setting
Language: N/A
Accepting New Consumers: Yes

Masterpeace 308 S. Maumee St. 517-423-6889
Tecumseh, MI 49286

Counties: Lenawee
Services: Specialty Service
Language: N/A
Accepting New Consumers: Yes

Mastrofrancesco 13944 Stratford 734-671-3654
Riverview, MI 48192

Counties: Monroe
Services: Licensed Setting
Language: N/A
Accepting New Consumers: Yes

Maxim Healthcare Services 25899 W. 12 Mile Rd. 248-357-7080
Southfield, MI 48034

Counties: Washtenaw
Services: Child Waiver, Licensed Setting
Language: N/A
Accepting New Consumers: Yes

Medical College of Ohio 3000 Arlington Ave. 419-383-4000
Toledo, OH 43614

Counties: Lenawee, Monroe
Services: Out of Network- Community Hospital
Language: Multiple Languages Available
Accepting New Consumers: Yes

Memorial Healthcare 826 W. King St. 989-723-5211
Owosso, MI 48867

Counties: Livingston

Services: Community Hospital
Language: Multiple Languages Available
Accepting New Consumers: Yes
 Mercy Memorial Hospital P.O. Box 67 734-242-7726
 Monroe, MI 48161

Counties: Monroe
Services: Community Hospital
Language: Multiple Languages Available
Accepting New Consumers: Yes
 Michigan Community P.O. Box 317 517-546-0375
 Services, Inc. Swartz Creek, MI 48474
Counties: Livingston
Services: Supported Employment, Licensed Setting
Language: N/A
Accepting New Consumers: Yes
 Michigan Department of 3810 Packard Rd. 734-677-1125
 Career Rehabilitation Ann Arbor, MI 48108
Counties: Monroe
Services: Supported Employment
Language: N/A
Accepting New Consumers: Yes
 Michigan Visiting Nurses 2850 S. Industrial Hwy., Ste 75A 734-677-0020
 Ann Arbor, MI 48104
Counties: Lenawee, Washtenaw
Services: Child Waiver
Language: N/A
Accepting New Consumers: Yes
 Millennium Treatment 1400 E. 12 Mile Rd. 586-758-6670
 Service Madison, MI 48071
Counties: Washtenaw
Services: State Substance Abuse Treatment Service
Language: N/A
Accepting New Consumers: Yes
 Mt. Pleasant Center 1400 W. Pickard 517-722-2918
 Mt. Pleasant, MI 48858
Counties: Livingston
Services: State Facility
Language: N/A
Accepting New Consumers: Yes
 National Council on 16647 Wyoming 313-342-3606
 Alcoholism and Drug Detroit, MI 48221
 Dependency
Counties: Washtenaw
Services: State Substance Abuse Treatment Service
Language: N/A
Accepting New Consumers: Yes
 NEC Health 17300 Henderson Pass, Suite 200 210-366-0363
 San Antonio, TX 78232
Counties: Washtenaw
Services: Pharmacy Service
Language: N/A

Accepting New Consumers: Yes

Neighborhood Senior Services 5361 Mc McCauley Dr. P.O. Box 995 Ann Arbor, MI 48106 734-712-7775

Counties: Washtenaw

Services: Prevention Service

Language: N/A

Accepting New Consumers: Yes

New Horizons Rehabilitation Services, Inc. 1814 Pond Run Auburn Hills, MI 48326 248-625-0808

Counties: Washtenaw

Services: Supported Employment

Language: N/A

Accepting New Consumers: Yes

New Passages 70 Lafayette Pontiac, MI 48342 248-338-7459

Counties: Livingston, Washtenaw

Services: Supported Living, Supported Employment, Medication Management

Language: N/A

Accepting New Consumers: Yes

Northwest Drug Rehabilitation 880 N. Ford Blvd. Ypsilanti, MI 48198 734-484-9600

Counties: Washtenaw

Services: Substance Abuse Treatment Service

Language: N/A

Accepting New Consumers: Yes

NW Ohio Speech and Language P.O. Box 2619 Toledo, OH 43606-0619 419-536-4247

Counties: Monroe

Services: Specialty Service

Language: N/A

Accepting New Consumers: Yes

Oakwood Heritage Hospital 10000 Telegraph Rd. Taylor, MI 48180 313-295-5001

Counties: Monroe

Services: Out of Network Hospital

Language: Multiple Languages Available

Accepting New Consumers: Yes

Oakwood Care Connection 1633 Fairlane Circle, Suite 100 Allen Park, MI 48101 313-996-3078

Counties: Monroe

Services: Respite Service

Language: N/A

Accepting New Consumers: Yes

Ozone House 1705 Washtenaw Ann Arbor, MI 48104 734-662-2265

Counties: Washtenaw

Services: COBO Substance Abuse Service

Language: N/A

Accepting New Consumers: Yes

PALS International 900 Wilshire Dr. Suite 105 248-362-2060

Troy, MI 48084

Counties: Washtenaw

Services: Language Translator/Interpreter Service

Language: N/A

Accepting New Consumers: Yes

Parents Together

448 S. Huron St.

734-484-6464

Ypsilanti, MI 48197

Counties: Washtenaw

Services: Prevention Service

Language: N/A

Accepting New Consumers: Yes

Partners in Personal

1100 N. Main St.

734-214-3890

Assistance

Ann Arbor, MI 48104

Counties: Washtenaw

Services: Supported Living

Language: N/A

Accepting New Consumers: Yes

Personalized Nursing

2755 S. Main St.

734-214-3890

Plymouth, MI 48170

Counties: Lenawee

Services: Licensed Setting

Language: N/A

Accepting New Consumers: Yes

Pine Rest Mercy Care

300 68th St. S.E.

616-455-5000

Grand Rapids, MI 49548

Counties: Monroe

Services: Community Hospital

Language: N/A

Accepting New Consumers: Yes

Progressive Residential

2950 W. Square Lake Rd., Suite 209

248-641-7200

Services

Troy, MI 480

Counties: Monroe, Washtenaw

Services: Supported Living, Licensed Setting, Respite

Language: N/A

Accepting New Consumers: Yes

ProHealth

17250 W. 12 Mile Rd. Suite 200

248-833-0130

Southfield, MI 48076

Counties: Washtenaw

Services: Out of Network Child Waiver

Language: N/A

Accepting New Consumers: Yes

Quest Inc.

3800 Glengary Ct .

734-662-4685

Ann Arbor, MI 48105

Counties: Washtenaw

Services: Licensed Setting

Language: N/A

Accepting New Consumers: Yes

Real Life Living Services,

1100 N. Main St.

734-222-6076

Inc.

Ann Arbor, MI 48104

Counties: Washtenaw

Services: Child Waiver, Supported Living

Language: N/A
Accepting New Consumers: Yes
 RecoverMetrics LLC 16900 Lathrop Ave. Building A 708-339-8560
 Harvey, IL 60426

Counties: Washtenaw
Services: AFC, Fiduciary Voucher Service
Language: N/A
Accepting New Consumers: Yes
 Renaissance Community 25 E. Main, P.O. Box 166 734-439-0464
 Homes Milan, MI 48160

Counties: Lenawee, Livingston, Washtenaw
Services: Supported Living, Licensed Setting
Language: N/A
Accepting New Consumers: Yes
 Rose Hill Center 5130 Rose Hill Blvd. 248-634-5530
 Holly, MI 48442

Counties: Livingston
Services: Licensed Setting
Language: N/A
Accepting New Consumers: Yes
 Sacred Heart Rehab 400 Stoddard Rd. P.O. Box41038 810-392-2167
 Memphis, MI 48041-1038 x 205

Counties: Washtenaw
Services: State Substance Abuse Treatment Service
Language: N/A
Accepting New Consumers: Yes
 Saints Inc. 35115 E. Michigan Ave. 734-722-2221
 Wayne, MI 48184

Counties: Washtenaw
Services: Supported Living, Licensed Setting
Language: N/A
Accepting New Consumers: Yes
 Serenity Home Health Inc. 3460 E. Ellsworth 734-677-0766
 Ann Arbor, MI 48108

Counties: Washtenaw
Services: Child Waiver
Language: N/A
Accepting New Consumers: Yes
 Services to Enhance 2941 S. Gulley Rd. 313-278-3040
 Potential Dearborn, Mi 48124-3160

Counties: Washtenaw
Services: Supported Employment
Language: N/A
Accepting New Consumers: Yes
 Shelter Association 312 W. Huron St. 734-662-2829
 Ann Arbor, MI 48104

Counties: Washtenaw
Services: PATH Program
Language: N/A
Accepting New Consumers: Yes
 SOS Crisis Center 101 S. Huron 734-485-8730

Ypsilanti, MI 48197

Counties: Washtenaw

Services: Prevention Service

Language: Spanish

Accepting New Consumers: Yes

Spectrum Community Services 28303 Joy Rd. Westland, MI 48185 734-458-8729

Counties: Livingston, Washtenaw

Services: Supported Living, Child Waiver, Licensed Setting, Respite

Language: N/A

Accepting New Consumers: Yes

St. Louis Center 16195 Old U.S. 12 Chelsea, MI 48118 734-475-8430

Counties: Livingston, Washtenaw

Services: Licensed Setting, AFC

Language: N/A

Accepting New Consumers: Yes

St. Charles Mercy 2600 Navarre Oregon, OH 43616 419-251-8661

Counties: Monroe

Services: Out of Network Hospital

Language: N/A

Accepting New Consumers: Yes

St. Joseph Mercy Hospital 5301 E. Huron River Dr. Ann Arbor, MI 48105 734-786-8025

Counties: Livingston (Out of Network), Monroe (Out of Network), Washtenaw

Services: Prevention, Treatment, Community Hospital

Language: Multiple Languages Available

Accepting New Consumers: Yes

St. Vincent Medical Center 2213 Cherry St. Toledo, OH 43608 419-251-3232

Counties: Monroe

Services: Out of Network Hospital

Language: Multiple Languages Available

Accepting New Consumers: Yes

Synod Residential Services 2140 Washtenaw Ypsilanti, MI 48197 734-483-9363

Counties: Monroe, Washtenaw

Services: Supported Living, Licensed Setting

Language: N/A

Accepting New Consumers: Yes

Team Mental Health Services 33505 W. 14 Mile Rd., Suite 20 Farmington Hills, MI 313-274-3700

Counties: Livingston

Services: Licensed Setting

Language: N/A

Accepting New Consumers: Yes

The Family Center 700 Stewart Rd. Monroe, MI 48162 734-240-1760

Counties: Monroe

Services: Specialty Service

Language: N/A
Accepting New Consumers: Yes
 Toepfer Home 1760 Dover Ct. 734-485-8281
 Ypsilanti, MI 48198

Counties: Washtenaw
Services: AFC Home
Language: N/A
Accepting New Consumers: Yes
 Toledo Hospital P.O. Box 691 419-291-8850
 Toledo, OH 43697-0691

Counties: Monroe
Services: Out of Network Hospital
Language: Multiple Languages Available
Accepting New Consumers: Yes
 Touchstone Innovare 201 E. Sheldon SE 616-459-0255
 Grand Rapids, MI 49503

Counties: Lenawee
Services: Skill Building
Language: N/A
Accepting New Consumers: Yes
 Turning Point Recovery 534 Franklin Rd. 248-334-7760
 Center Pontiac, MI 48341

Counties: Livingston, Washtenaw
Services: Substance Abuse Treatment Service
Language: N/A
Accepting New Consumers: Yes
 University of Michigan 1500 E. Medical Center Dr. 734-764-9196
 Hospital Ann Arbor, MI

Counties: Lenawee, Monroe (Out of Network), Washtenaw
Services: Community Hospital
Language: Multiple Languages Available
Accepting New Consumers: Yes
 University Translators 220 N. 5th St. 734-665-7295
 Services LLC Ann Arbor, MI 48104

Counties: Washtenaw
Services: Interpretation Language Service
Language: Multiple Languages Available
Accepting New Consumers: Yes
 W.A. Foote Hospital 205 N. East Ave. 517-788-4811
 Jackson, MI

Counties: Lenawee, Monroe (Out of Network), Washtenaw
Services: Community Hospital
Language: Multiple Languages Available
Accepting New Consumers: Yes
 Wedgwood Christian Youth 3300 36th St. S.E. 616-942-2110
 and Family Services P.O. Box 88007
 Grand Rapids, MI

Counties: Livingston
Services: Licensed Setting
Language: N/A
Accepting New Consumers: Yes

Whitmore Lake Public Schools 8877 Main St. 734-449-4464
Whitmore Lake, MI 48189

Counties: Washtenaw

Services: Prevention Service

Language: N/A

Accepting New Consumers: Yes

Work Skills Corporation 100 Summit St., P.O. Box 570 810-227-4868
Brighton, MI 48116 X 104

Counties: Livingston, Washtenaw

Services: Supported Employment, Out of Home Non Voc

Language: N/A

Accepting New Consumers: Yes

Provider List by Service Type

AFC Homes

Recovermetrics
Henlyn Care Inc.
St. Louis Center
Toepfer Home
Lussier Home

Case Management

Case Management of Michigan

Child Waiver

Family Services & Children's Aid
Friends Who Care
Heartland Home Health Care
M & M Medical Staffing Inc.
Michigan Visiting Nurses
Serenity Home Health Inc.
Kids in Motion
Jusko Moore
Maxim Healthcare Services
ADA Homes Inc.
JOAK American Homes
ProHealth
Real Life Living Services
Spectrum Community Services
Care One, Inc.

Consumer Drop In Services

Full Circle
Interconnections

Day Programming Services

Goodwill Industries of SE Michigan
Hope Network-Community Connections

Fiduciary Voucher Service

Guardian Trac LLC
Community Living Network

Hospitals

Chelsea Community Hospital
E.W. Sparrow Hospital
Flower Hospital
Foote Memorial Hospital
Harbor Oaks Hospital
Havenwyck
Henry Ford Kingswood Hospital
Herrick Hospital
Medical College of Ohio
Memorial Healthcare
Mercy Memorial Hospital
Oakwood Heritage Hospital
Parkview Behavioral Health
Pine Rest Mercy Care
Providence Hospital
St. Charles Mercy
St. Joseph Mercy Hospital
St. Vincent Medical Center
Toledo Hospital
Truman Medical Center
University of Michigan Hospital
W.A. Foote Hospital

Interpretation & Language Services

Access International
Lazar & Associates
PALS International
University Translators Services LLC

Licensed Settings

Adult Learning Systems
Beacon Harbor
Bethesda Lutheran Home
Children's Home of Detroit
Christ Centered Homes, Inc.
Communication Access Center for the Deaf & Hard of Hearing
Community Residences Corporation
Everest Inc.
Helping Hands
HomeLife
Hope Network
Lighthouse Inc.
JOAK American Homes
Lutheran Social Services

Macomb Residential Opportunities
Manor Foundation
Mastrofrancesco
Michigan Community Services, Inc.
Phoenix Residential Network
Progressive Residential Services
Quest Inc.
Renaissance Community Homes
Rose Hill Center
Saints, Inc.
Spectrum Community Services
St. Louis Center
Synod Residential Services
Team Mental Health Services
Wedgwood Christian Youth and Family Services

Mental Health Services

Behavior Educators Inc.
Gerontology Network of W. Michigan
Herrick Outpatient Mental Health

Miscellaneous

Alliance for the Mentally Ill
Catholic Social Services of Washtenaw County
Shelter Association
Touchstone Innovare

Payee Services

Synod Residential Services

Pharmacy Services

NEC Health

Prevention Services

Catholic Social Services-Livingston County
Complete Counseling Center
Corner Health Center
First Step
HARC
Helpsource
Judson Center
Key Development Center
Lincoln Schools
Neighborhood Senior Services
Parents Together
SOS Crisis Center
St. Joseph Mercy Hospital
Whitmore Lake Public Schools

Respite Services

BethHarold Home Healthcare

Family Friend
Kaye Shepard Home
Progressive Residential Services
Home Non-Profit Housing Inc.
Interim Health Care
Judson Center
Oakwood Care Connection
Spectrum Community Services

Specialty Services

Bixby Medical Center
Catholic Charities-Lenawee
Family Counseling & Children's Services
Masterpeace
NW Ohio Speech and Language
Psych Systems
The family Center
Macomb-Oakland Regional Center
Hope Network

Substance Abuse Treatment Services

Brighton Hospital
Catholic Social Services-Livingston County
Chelsea Arbor
Community Supports and Treatment Services
COPE
Dawn Farms
Great Lakes Recovery
Hartland Schools
Hegira Programs
Helpsource
Homes of New Vision
Kairos Healthcare, Inc.
Key Development Center
Millennium Treatment Service
National Council on Alcoholism and Drug Dependency
Northwest Drug Rehabilitaiton
Ozone House
Personalized Nursing
Sacred Heart Rehab
St. Joseph Mercy Hospital
Washington Way

Supported Employment

Community Supports & Treatment Services
Comprehensive Services for the Developmentally Disabled
Excel Employment
Freedom Works
Hope Network Southeast
Key Opportunities
Michigan Department of Career Rehabilitation

New Horizons Rehabilitation Services, Inc.
New Passages
Services to Enhance Potential
Work Skills Corporation
Goodwill

Supported Living

ADA Homes Inc.
Adult Learning Systems
Avalon Housing
Community Residence Corporation
Home Non-Profit Housing Inc.
Hope Network
JOAK American Homes
Macomb Residential Opportunities
New Passages
Partners in Personal Assistance
Real Life Living Services, Inc.
Renaissance Community Homes
Saints Inc.
Spectrum Community Services
Synod Residential Services

State Facilities

Caro Center
Forensic Center
Hawthorne Center
Kalamazoo Psychiatric Hospital
Mt. Pleasant Center

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, a 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 phone service is available for the hearing impaired at (800) 649-3777.

Our website is 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 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 1800-664-5005.

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:

Emily Rotash, 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

LCMHA 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 Anti Stigma 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 promote positive outcomes for people challenged by a mental illness, developmental disability or an emotional disturbance.

Vision Statement

Our vision is that consumers' success in achieving their outcomes brings recognition to our system of care as a model of excellence.

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:

Intake Services 2280 East Grand River Howell, MI 48843 (517) 546-4126 1-800-615-1245 Fax: (517) 546-1300 Supports coordination for people with mental illness or developmental disabilities and all Administrative services Hours: M, W-F 8-5 Tuesdays 8-8 Closed Weekends & Holidays	Maplewood 3760 Cleary College Driver Howell, MI 48843 (517)548-0081 1-800-615-1246 Fax: (517) 548-0498 Adult Outpatient Services, Prevention, and Child & Adolescent Services Hours: M-Th 8-8; F 8-5 Closed Weekends & Holidays	Assertive Community Treatment 2280 East Grand River Howell, MI 48843 (517) 546-4126 1-800-615-1245 Fax: (517) 546-1300
Genesis Clubhouse 501 W. Grand River Fowlerville, MI 48836 (517) 223-1393 Fax: (517) 223-1398		

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

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, 8:30am – 5:00pm, 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 8am to 5pm, and 8am to 8pm 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

The WCHO is the Coordinating Agency responsible for substance abuse services in Washtenaw County, please call the WCHO Health Services Access Program for substance abuse services at (734) 544-3050 or (800) 440-7548.

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:

Kirsten Ora, Recipient Rights Officer
Elizabeth Mooney, 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 4pm 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

(800) 886-7340 toll free

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

Post Office 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:

<p>ACT Program 9 South Monroe Street Monroe, MI 48161</p>	<p>Crossroads Clubhouse 207 North Monroe Street Monroe, MI 48162</p>	<p>Drop-In Center for Persons with Mental Illness Monroe, MI 48161 (Call Customer Service Dept. for new location)</p>
<p>Drop-In Center for Persons with Developmental Disabilities 312 Harrison Street Monroe, MI 48161</p>	<p>Hope Network 123 West First Street Monroe, MI 48161</p>	<p>Comprehensive Services to the Developmentally Disabled 98 Winchester Street Monroe, MI 48161</p>

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.

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:

Shelley Koyl or Elke Meek, Recipient Rights Officers
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 third Tuesday at 1:00 p.m. at the Gateway Building, 123 West First Street, Monroe, Michigan. Meetings are open to the public. For information on becoming a member, please contact Customer Service at (734) 243-7340 extension 8780.



Washtenaw Community Health Organization and 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: (734) 484-6703

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:

Adult Services Clinics, Ypsilanti 555 Towner Ypsilanti, MI 48197 (734) 544-6820	Adult Services Clinics, Ann Arbor 2140 E. Ellsworth Ann Arbor, MI 48108 (734) 222-3500
Services for Persons with Developmental Disabilities 2140 E. Ellsworth Ann Arbor, MI 48108 (734) 222-3400	Huron Valley Child Guidance Clinic 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.
Adult Services, ACT 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 am to 5:00 pm, 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 am to 5:00 pm. We are not open on County holidays. Some sites may be open for extended hours (see site listing above).

After Hours Emergencies

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

Substance Abuse Services

The WCHO is the Coordinating Agency for responsible substance abuse services in Washtenaw County, please call the WCHO Health Services Access Program for substance abuse services at (734) 544-3050 or (800) 440-7548.

Washtenaw Health Plan

WCHO Health Services Access (HSA) helps people apply for the Washtenaw Health Plan (WHP), 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.

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

When applying for WHP, HSA 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 at Health Services Access
Toll-free (800) 440-7548 or (734) 544-3050
Monday, Tuesday, Thursday, Friday: 8:30am-5:00pm
Wednesday: 9:30am-5:00pm

Please leave a message after business hours. If you need emergency services when HSA is closed, call Psychiatric Emergency Services at (734) 996-4747.

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

Walk-In Hours

Monday, Tuesday, Thursday, Friday: 9:00am-12:00pm and 1:00pm-5:00pm
Wednesday: 9:30am-12:00pm and 1:00pm-5:00pm

Fax Us: (734) 544-6726

Visit Our Website: <http://whp.ewashtenaw.org>

Public Health Department

WCHO Health Services Access (HSA) also provides health information and referrals to people seeking services from the Washtenaw County Public Health Department.

The Washtenaw Public Health Department provides the following services in Washtenaw County:

1. Washtenaw County Health Improvement Plan
2. Tobacco education, prevention, and cessation programs
3. Health Education on high priority topics
4. Environmental Health
5. AIDS/HIV, Sexually Transmitted Disease Clinic,
6. Communicable Disease reporting and health services information
7. Immunizations and vaccine distribution
8. Tuberculosis Screening (skin tests) and treatment
9. Children's Special Health Care Services
10. Hearing and Vision screening
11. Maternal Child Health
12. Maternal and Infant Support (MSS & ISS) services
13. Women, Infant, and Children (WIC)

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.

Briarwood Medical Group (734) 998-7207	Briarwood Health Associates (734) 647-9000
Chelsea Family Practice (734) 475-1321	Dexter Family Practice (734) 426-2796
Hope Clinic (734) 484-2989	East Ann Arbor Health Clinic (734) 647-5715
New Hope Outreach Clinic (734) 998-6085	North Campus Family Health Center (734) 647-1636
Saline Health Center (734) 429-2302	Taubman General Medicine (734) 936-5582
Turner Geriatric Clinic (734) 764-6831	West Ann Arbor Health Center (734) 998-7380
Ypsilanti Family Practice (734) 482-6221	Cultural Life Medicine Practice (734) 961-9972
Dr. Deborah Perry (734) 429-9377	Dr. Sumanchandra Patel (734) 480-3370
Neighborhood Health Clinic (734) 544-6900	St. Joseph Mercy Adult Medicine & Pediatrics (734) 547-7977
Whitmore Lake Health Clinic (734) 449-2033	Corner Health Center (734) 484-3600
Packard Community Clinic (734) 971-1073	Shelter Association Health Clinic (734) 662-2829
U.M. School of Dentistry (734) 763-6933	

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:

Denice Virgo, Shane Ray, Nicole LaBrie, Robyn McLane, & Matthew Zugel
Recipient Rights Officers
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, 2:00pm-4:00pm 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, 10am-11:30am, 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.