

# COMMUNITY MENTAL HEALTH

# Guide to Services

Your guide to the public behavioral health system  
in 21 counties



Alcona

Alpena

Antrim

Benzie

Charlevoix

Cheboygan

Crawford

Emmet

Grand Traverse

Iosco

Kalkaska

Leelanau

Manistee

Missaukee

Montmorency

Ogemaw

Oscoda

Otsego

Presque Isle

Roscommon

Wexford



## Table of Contents

Welcome to the Northern Michigan Regional Entity .....	1
Area Map of Community Mental Health Coverage .....	2
Emergency and After-Hours Services.....	3
Post Stabilization Services.....	4
Medical Emergency .....	4
Customer Services.....	5
Consumer Involvement.....	6
Language Assistance, Accessibility and Accommodations .....	6
Confidentiality and Family Access to Information .....	6
Accessing Your Records.....	8
How To Obtain Care .....	8
Service Authorization .....	8
Payment for Services.....	9
Person-Centered Planning.....	9
Psychiatric Advance Directive.....	10
Crisis Plan .....	10
Self-Determination .....	10
Coordination of Care.....	11
Recovery & Resiliency .....	11
Grievance and Appeals Processes.....	11
Recipient Rights.....	12
Recipient Responsibilities .....	13
Service Array .....	14
Mental Health Medicaid Specialty Supports and Services.....	14
Services for Only Habilitation Supports Waiver and Children's Waiver Participants .....	18
Services for Persons with Substance Use Disorders.....	19
Other Medicaid Medical Services .....	20
Medicaid Health Plan Services .....	20
 <b>Appendix A – Mental Health Glossary</b> (provides definitions of terms found in this Guide).....	 23
<b>Appendix B – Community Resources and Advocacy Organizations</b> .....	26



# Welcome to the Northern Michigan Regional Entity

The Michigan Department of Community Health ([www.michigan.gov/mdch](http://www.michigan.gov/mdch)) contracts with ten organizations to manage, within specific geographic areas, the behavioral health (mental health, intellectual/developmental disability and substance use disorder) services for people with Medicaid. These organizations are called Prepaid Inpatient Health Plans (PIHPs).

The Northern Michigan Regional Entity (NMRE) is the PIHP for 21 northern Michigan counties. This means the NMRE manages the Medicaid funding for the behavioral health services in the region. This includes contracts with Community Mental Health Service Programs (CMHSPs) which provide mental health services to adults with a severe and persistent mental illness, children with a severe emotional disturbance, and individuals with intellectual/developmental disabilities. The NMRE also contracts with Northern Michigan Substance Abuse Services (NMSAS). NMSAS, in turn, contracts with providers across the region. For persons with co-occurring mental health and substance use disorders, the NMRE and the CMHSPs (also referred to as CMHs) are committed to provide integrated services.

In addition to making sure that services are available within the region, the NMRE must watch over the quality of care given to persons served as well as control costs. Each CMH, and the NMRE as a whole, monitors the services and providers in the region.

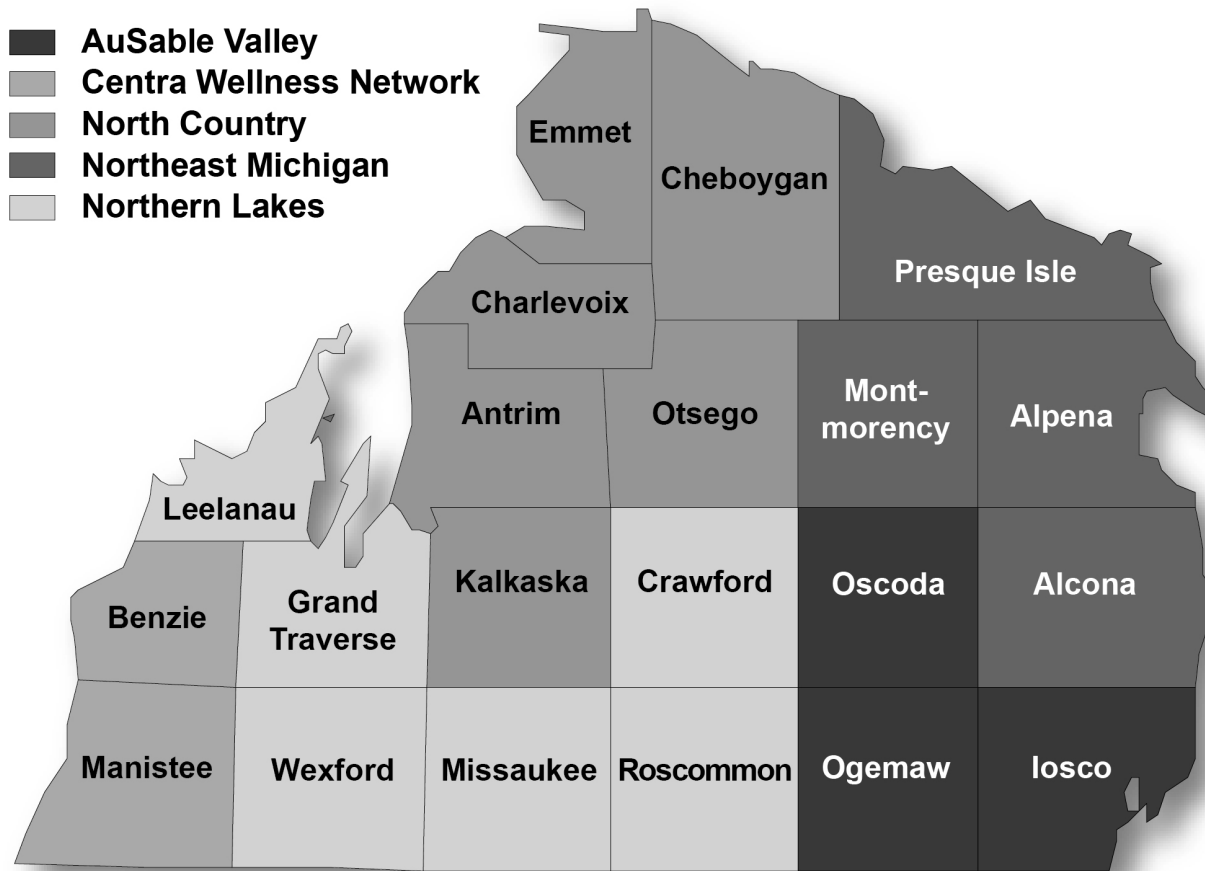
Everyone at some point in life needs a little help and support. It is important that you and your family receive the right care, at the right place, and at the right time. Services are available to residents of the 21-county area who have Medicaid, are uninsured, and/or are eligible for services as defined by the Michigan Mental Health Code. If you, or a family member, are eligible and in need of behavioral health services, you will be provided with:

- Confidential services, 24 hours a day, 365 days a year;
- Help for your behavioral health needs;
- Person-centered planning and the opportunity to ask questions, make choices, and help decide what your plan of services will be;
- A safe, clean and comfortable setting for receiving services;
- Respectful and dignified services at all times.

It is important to read this guide carefully. Please keep it to use as a reference. It will help you understand your benefits and responsibilities while receiving behavioral health services. This guide is also useful for contacting people who can help answer your questions.

To find out more about Michigan's public behavioral health service delivery system, you can visit the Michigan Department of Community Health at [www.michigan.gov/mdch](http://www.michigan.gov/mdch). Additional information about the NMRE operations and structure (for example, organizational chart, annual report) is available at [www.nmre.org](http://www.nmre.org) or from your Customer Services staff.

## Area Map of CMH Coverage



**Alcona**  
311 Lake  
Harrisville, MI 48740  
By appointment only

**Charlevoix**  
6250 M-66 North  
Charlevoix, MI 49720  
(231) 547-5885

**Grand Traverse**  
105 Hall Street, Ste A  
Traverse City, MI 49684  
(231) 922-4850

**Manistee**  
2198 US 31 S  
Manistee, MI 49660  
(877) 398-2013

**Oscoda**  
42 N Mt Tom Rd  
Mio, MI 48647  
(989) 826-3208

**Wexford**  
527 Cobbs St  
Cadillac, MI 49601  
(231) 775-3463

**Alpena**  
400 Johnson Street  
Alpena, MI 49707  
(989) 356-2161

**Cheboygan**  
825 S Huron, Suite 4  
Cheboygan, MI 49721  
(231) 627-5627

**Iosco**  
1199 W Harris Ave  
Tawas City, MI 48763  
(989) 362-8636

**Missaukee**  
527 Cobbs St  
Cadillac, MI 49601  
(231) 775-3463

**Otsego**  
800 Livingston Blvd  
Gaylord, MI 49735  
(989) 732-7558  
(989) 732-6292

**Antrim**  
203 East Cayuga  
Bellaire, MI 49615  
(231) 533-8619

**Crawford**  
204 Meadows Drive  
Grayling, MI 49738  
(989) 348-8522

**Kalkaska**  
625 Courthouse Dr  
Kalkaska, MI 9746  
(231) 258-5133

**Montmorency**  
630 Caring St  
Hillman, MI 49746  
(989) 742-4549

**Presque Isle**  
156 N Fourth St  
Rogers City, MI 49779  
(989) 734-7223

**Benzie**  
6051 Frankfort Hwy  
Ste 200  
Benzonia, MI 49616  
(877) 398-2013

**Emmet**  
1420 Plaza Drive  
Petoskey, MI 49770  
(231) 347-6701

**Leelanau**  
105 Hall Street, Ste A  
Traverse City, MI 49684  
(231) 922-4850

**Ogemaw**  
511 Griffin  
West Branch, MI 48661  
(989) 345-5571

**Roscommon**  
2715 S Townline Rd  
Houghton Lake, MI 48629  
(989) 366-8550

**CUSTOMER SERVICES** Northern Michigan Regional Entity (800) 834-3393  
AuSable Valley (989) 362-8636 • Centra Wellness Network (877) 398-2013 • North Country (231) 439-1265  
Northeast (989) 358-7847 • Northern Lakes (800) 337-8598 • NMSAS (800) 686-0749

## **Emergency and After-Hours Access to Services**

---

### **Mental Health Emergency**

A **mental health emergency** is when: 1) A person is experiencing symptoms and behaviors that can reasonably be expected in the near future to lead him/her to harm him/herself or another; or 2) Because of his/her inability to meet his/her basic needs, he/she is at risk of harm; or 3) 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.

During normal business hours you can call or go directly to your local community mental health office, or the nearest hospital emergency room, or call 911.

Any time during the day or night you can call Third Level Crisis Intervention Center at **1-800-442-7315**.

### **Emergency Phone Numbers**

<b>County</b>	<b>Telephone</b>
Benzie, Manistee	(877) 398-2013
Crawford, Missaukee, Roscommon, Wexford	(800) 492-5742 TDD-TTY (231) 876-3281
Grand Traverse, Leelanau	(231) 922-4850 TDD-TTY (231) 935-3871
All other counties (Alcona, Alpena, Antrim, Charlevoix, Cheboygan, Emmet, Iosco, Kalkaska, Montmorency, Ogemaw, Oscoda, Otsego, Presque Isle)	(800) 834-3393
After Hours and TDD-TTY	(800) 442-7315
The Michigan Relay Service (711) for the hearing-impaired is an alternative available in all counties at all times.	

**OR**

Go to your nearest Hospital Emergency Room

**OR**

Call **911**

**OR**

**Poison HELP 1-800-222-1222**

**Please note: if you utilize a hospital emergency room, there may be health care services provided** to you as part of the hospital treatment that you receive for which you may receive a bill and may be responsible for depending on your insurance status. These services may not be part of the PIHP services you receive. Customer Services can answer questions about such bills.

## **Post-Stabilization Services** *(Follow up 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. Prior to the end of your emergency level-care, your local CMH will help you to coordinate your post stabilization services.

If you travel outside the county where you receive services and are in need of mental health services, you may:

- Go to the nearest Emergency Room, or
- Call the community mental health (CMH) program in the county where you are at, or
- Go to the CMH office where you normally receive services.

## **Medical Emergency**

---

In a medical emergency, a person with Medicaid who has an emergency medical condition will not need to pay for the emergency services, or for tests or treatment needed to diagnose or stabilize the condition. You are also not responsible for payment of ambulance services if other means of transportation would endanger your health. If your coverage is not through Medicaid, you may be responsible for costs associated with the treatment you receive. Please coordinate this with the provider who sees you for your emergency.

The attending emergency room physician, or the provider actually treating you, is responsible for determining when you are sufficiently stabilized for transfer or discharge.

**If you are having a medical emergency,  
go to the nearest hospital emergency room  
or call 911.**

You may go to any hospital emergency room or other setting for emergency services. Permission from Medicaid or your insurance company is not needed. Some of the emergency rooms in our area are located at:

Alpena Regional Medical Center  
1501 W. Chisholm  
Alpena, MI 49707  
(989) 356-7390

McLaren Northern Michigan  
416 Connable Street  
Petoskey, MI 49770  
(231) 487-4000

Charlevoix Area Hospital  
14700 Lake Shore Drive  
Charlevoix, MI 49720  
(231) 547-4024

McLaren Northern Michigan-  
Cheboygan Campus  
748 Main Street  
Cheboygan, MI 49721  
(231) 627-5601

Kalkaska Memorial Health Center  
419 S. Coral  
Kalkaska, MI 49646  
(231) 258-7500

Mercy Hospital  
400 Hobart Street  
Cadillac, MI 49601  
(231) 876-7200



Mercy Health Services North  
1100 Michigan Avenue  
Grayling, MI 49738  
(989) 348-5461

Munson Medical Center  
1105 Sixth Street  
Traverse City, MI 49684  
(231) 935-5000

Otsego Memorial Hospital  
825 N. Center Ave.  
Gaylord, MI 49735  
(989) 731-2100

Paul Oliver Memorial Hospital  
224 Park Avenue  
Frankfort, MI 49635  
(231) 352-2200

Tawas St. Joseph Hospital  
200 Hemlock  
Tawas City, MI 48763  
(989) 362-3411

West Branch Regional Medical Center  
2463 S. M-30  
West Branch, MI 48661  
(989) 345-3660

West Shore Medical Center  
1465 East Parkdale Avenue  
Manistee, MI 49660  
(231) 398-1000

If there is no hospital nearby or if you do not know where one is, call 911 for assistance.

## **Customer Services**

---

The focus of Customer Services is Customer Satisfaction. The role of the Customer Services Staff is to:

- Help you learn about services and how to access them.
- Answer your questions about local CMH programs and processes or refer you to the appropriate staff.
- Assist you with questions about eligibility and financial issues.
- Listen to your concerns and help you find resolutions with assistance of the appropriate staff.
- Assist you with your grievance and appeal options.

Concerns regarding the services you receive should be discussed with your assigned workers (i.e., case manager, therapist, etc.) directly. In addition to discussing your concerns with your workers, additional support and assistance are available by calling Customer Services at the phone numbers listed below.

Customer Services staff are available Monday through Friday during regular business hours, except for holidays. If you need to speak with someone after hours, please call and leave a message. A staff person will contact you on the next business day.

For more information contact:

<b>Customer Services Office</b>	<b>Telephone</b>
AuSable Valley CMH	(989) 362-8636
Centra Wellness Network	(877) 398-2013
North Country CMH	(231) 439-1265
Northeast Michigan CMH	(989) 358-7847
Northern Lakes CMH	(800) 337-8598
Northern Michigan Regional Entity	(800) 834-3393

For a listing of current Customer Services staff, please see accompanying insert.

It is important that you are satisfied with the services we provide. From time to time we may ask you to participate in satisfaction surveys and/or interviews. The answers you provide will indicate how satisfied you are with the services provided and the people that provided them. You have the right to not answer the questions. The services you get will not change if you choose not to answer the questions. All answers will be kept private and confidential.

## **Consumer Involvement**

---

Many opportunities exist for people served to share their suggestions for improving services. If you would be willing to serve in this way, please contact your local Customer Services staff or the Northern Michigan Regional Entity Customer Services Office at (800) 834-3393.

## **Language Assistance, Accessibility and Accommodations**

---

### **Language Assistance**

If you are a person who is deaf or hard of hearing, you can call the Michigan Relay Center (MRC) at 711 to reach the Northern Michigan Regional Entity, your local CMH or service provider. This service is available all the time. If you prefer to use a TTY please contact your local or regional Customer Services staff at the number listed at the bottom of this page.

If a sign language interpreter is needed, contact Customer Services 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 so that arrangements can be made to provide 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 CMHs 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 CMHs. If you need more information or if you have questions about accessibility or service/support animals, please contact your local or regional Customer Services staff at the number listed at the bottom of this page.

If you need to request an accommodation on behalf of yourself, or a family member or a friend, you can contact Customer Services at 1-800-834-3393. 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.

## **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 with which you do not agree. Generally, information about you can only be given to others with your permission or your court-appointed guardian with authority to consent. 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 the community mental health services program about you. However, without a “Release of Information” signed by you or your court-appointed guardian with authority to consent, the community mental health services program may not give information about you to a family member. For minor children under the age of 18 years, parents/guardians are provided information about their child and must sign a release of information before information can be shared with others.

If you receive substance use disorder services, you have rights related to confidentiality specific to substance use disorder 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.

Confidential information about you may be released when you, your guardian or your parent (if you are a minor) signs a Release of Information.

At times your permission is not needed to share your mental health or substance use information. These times include:

- 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.
- Staff learns of or suspects that child abuse or neglect is happening. In this case, a report must be made to the Children’s Protective Services or local law enforcement.
- Staff learns of or suspects that a vulnerable adult is being abused or neglected. In this case, Adult Protective Services must be called.
- CMH needs to get benefits for you or to get paid for the cost of treatment.
- You die and your spouse or other close relative needs the information to apply for and receive benefits.
- A law or court order requires your information to be released.
- When state laws require that information be disclosed to a local health department due to a communicable disease.

By way of your Medicaid Medical Assistance application form with the Michigan Department of Human Services, the CMHs are required, by law, to share necessary information between the Medicaid health plans, programs and providers, which you (or your child or ward) participate in, in order to maintain, manage and coordinate quality health care and benefits. This information may include, when applicable, information about communicable diseases, behavioral or mental health services. Any necessary referral or treatment for alcohol or other drug abuse will comply with the federal confidentiality law 42 CFR Part 2.

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

## Accessing Your Records

---

Your local CMH keeps a record of the services you receive. You have the right to see your record. You or your guardian (or parent if you are a minor) can ask to see or get a copy of all or part of your record. There is a form to complete and sign to do so. 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 corrected and/or place a statement in your record. You may not remove what is already in the record. If you have questions, ask the staff at the CMH program. They will help you get more information.

## How to Obtain Care

---

Services are available to people who have: a serious mental illness; a serious emotional disturbance; an intellectual/developmental disability; or a substance use disorder with a co-occurring mental illness or intellectual/developmental disability; and who have Medicaid or are uninsured; and who are eligible for services as defined by the Michigan Mental Health Code.

The Community Mental Health Service Programs provide telephone access to services at the numbers listed below. Callers will speak with a trained professional who will gather information, evaluate the urgency of the call and arrange a time for an assessment.

There are no set limits on the amount, scope or duration of services that are available to you as services are authorized suitable to condition and medical necessity. We do not give incentives to any provider to limit your services. We work with you, during your assessment and as part of your person-centered planning process, to determine what services are appropriate to meet your needs.

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

County	Telephone
Benzie, Manistee	(877) 398-2013
Crawford, Missaukee, Roscommon, Wexford	(800) 492-5742 TDD-TTY (231) 876-3281
Grand Traverse, Leelanau	(231) 922-4850 TDD-TTY (231) 935-3871
All other counties (Alcona, Alpena, Antrim, Charlevoix, Cheboygan, Emmet, Iosco, Kalkaska, Montmorency, Ogemaw, Oscoda, Otsego, Presque Isle)	(800) 834-3393
After Hours and TDD-TTY	(800) 442-7315
The Michigan Relay Service (711) for the hearing-impaired is an alternative available in all counties at all times.	

## Service Authorization

---

Services you request must be authorized or approved by your local CMH. Your local CMH 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 and meet the criteria for specialty mental health and substance use disorder services, the total cost of your authorized mental health or substance use disorder treatment will be covered. No fees will be charged to you.

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.

Michigan law requires your provider to bill all insurance companies for the services provided, including Medicaid, Medicare, and any private insurance you may have. You will be responsible for any balance not paid by your insurance company, up to your ability to pay. Your ability to pay is based on your state taxable income.

Staff will work with you and your insurance company to make payment arrangements and answer your questions about costs and payment.

## **What Happens If I Move?**

---

If you move, tell your CMH and provider agency if you have one. You may need to change to a new CMH and/or provider. Your CMH or provider can help you with referrals. If you are a Medicaid beneficiary, call your Department of Human Services caseworker to let him/her know that you moved and to provide your new address.

## **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 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 about your hopes and dreams, and will be helped to develop the desired changes 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 CMH staff conduct your planning meetings. You have the right to choose from available independent facilitators.

Children under the age of 18 with intellectual/developmental disabilities or serious emotional disturbances 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 develop a “**psychiatric advance directive.**” A psychiatric advance directive is a tool for making decisions before a crisis 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.

If you do not believe you have received appropriate information regarding Psychiatric Advance Directives from your CMH, please contact the customer services office to file a grievance.

#### **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 to have 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.

## Coordination of Care

---

To improve the quality of services, the community mental health program wants to coordinate your care with the medical provider who cares for your physical health. If you are also receiving other services, such as substance use disorder 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.

## Recovery & 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.”* (U.S. Department of Health and Human Services)

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 lifelong 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. Mental health supports and services help people with mental illness in their recovery journeys. 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 come 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.

## 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 Office. 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 Customer Services.

### 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 Services at the numbers below; and/or
- Ask at any time for a Medicaid Fair Hearing before an administrative law judge (a state 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 the Customer Services Office to file an appeal.

## Recipient Rights

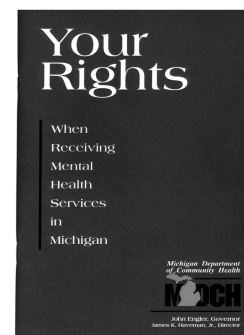
---

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 published by the Michigan Department of Community Health 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 may 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 use disorder 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 use disorder 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.

### Local Recipient Rights Offices

AuSable Valley CMH	(800) 763-9518
Centra Wellness Network	(877) 398-2013
North Country CMH	(800) 281-0481
Northeast Michigan CMH	(800) 968-1964
Northern Lakes CMH	(800) 337-8598
Northern Michigan Substance Abuse Services	(800) 686-0749

For current listing of Recipient Rights Officers, please see accompanying insert.



## **Freedom from Retaliation**

If you use public mental health or substance use disorder 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.

## **Recipient Responsibilities**

---

You are encouraged to play an active role in your care:

- Keep your appointments.
- Be on time.
- Follow through with treatment during sessions and between sessions.
- Ask questions when you don't understand or agree with any part of your care.
- Report changes in the way you feel or problems that you are having with the treatment.
- Keep drugs, abusive language, and damaging behavior out of the treatment setting in respect of others. (Appropriate actions will be taken to ensure your safety and the safety of all consumers.)
- Keep your personal belongings with you at all times while you are in the building.
- Keep your personal medications with you at all times when in the building or riding in one of our vehicles. Do not share any of your medications with anyone else.

Please note:

- There is no smoking in any CMH building or vehicle.
- Weapons of any kind are prohibited on the grounds, in the CMH buildings or in any CMH vehicle.

## **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 intellectual/developmental disability, or substance use, disorder, you may be eligible for some of following Mental Health Medicaid Specialty Supports and Services.

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. If a service cannot help you, the community mental health service program 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 help develop and receive an individual plan of services that provides all of this information.

If you have Medicaid and have a provider outside our network, we will work with them if they are willing to become part of our network and if they meet our guidelines for credentials, billing and other factors. You may request an out-of-network provider simply by asking your worker or you may contact Customer Services. There will be no cost to beneficiaries for medically necessary services provided outside of the CMH network. A list of CMH providers, to include the services they provide, languages they speak, and any specialty for which they are known will be provided to you. This list is available initially and annually thereafter. The Provider list is also available at any time upon request. *(Note: If there is a significant change in the information contained within this guide or in the choice of providers available, we will make reasonable efforts to notify those impacted in writing within 15 days.)*

*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 may be accessed at**

<http://www.mdch.state.mi.us/dch-medicaid/manuals/MedicaidProviderManual.pdf>. Customer Services staff can help you access the manual and/or information from it.

**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. ACT may be provided daily for individuals who participate.

**Assessment** includes a comprehensive psychiatric evaluation, psychological testing, substance use disorder screening, or other assessments, conducted to determine a person's level of functioning and mental health treatment needs. Physical health assessments are not part of this PIHP service.

**\*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.

**Autism Related Services** are for beneficiaries who are at least 18 months and less than 6 years of age who are diagnosed with Autism Spectrum Disorder. The benefit includes Applied Behavioral Analysis services at two different levels: Level 2, or EIBI, is a higher level of Benefit for beneficiaries who have Autistic Disorder; Level 1, or ABI, is available to beneficiaries who do not qualify for Level 2.

**Behavior Treatment Review:** If a person's illness or disability involves behaviors that they or others who work with them want to change, their person centered plan may include a plan that talks about the behavior. This plan is often called a "behavior treatment plan." The behavior treatment plan is developed during person-centered planning and then is approved and reviewed regularly by a team of specialists to make sure that it is effective and dignified, and continues to meet the person's needs.

**Clubhouse Programs** are programs where members (consumers) and staff work side by side to operate the clubhouse and to encourage participation in the greater community. Clubhouse programs focus on fostering recovery, competency, and social supports, as well as vocational skills and opportunities.

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

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

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

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

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

**\*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 all other sources of funding must be explored first, before using Medicaid funds for environmental modifications. *\*In addition to meeting medically necessary criteria, this service requires a doctor's prescription.*

**Family Support and Training** provides family-focused assistance to family members relating to and caring for a relative with serious mental illness, serious emotional disturbance, or developmental disabilities. "Family Skills Training" is education and training for families who live with and/or care for a family member who is eligible for the Children's Waiver Program.

**Fiscal Intermediary Services** help individuals manage their service and supports budget and pay providers if they are using a "self-determination" approach.

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

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

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

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

**Intermediate Care Facility for Persons with Mental Retardation (ICF/MR)** provides 24-hour intensive supervision, health and rehabilitative services and basic needs to persons with developmental disabilities.

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

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

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

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

**\*Occupational Therapy** includes the evaluation by an occupational therapist of an individuals' ability to do things in order to take care of themselves every day, and treatments to help increase these abilities. *\*In addition to meeting medically necessary criteria, this service requires a doctor's prescription.*

**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 are provided by individuals who are in recovery from serious mental illness. **Peer mentors** help people with developmental disabilities.

**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. *\*In addition to meeting medically necessary criteria, this service requires a doctor's prescription.*

**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 Use Disorder 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 services (also known as a person-centered plan) and makes sure the services are delivered. His or her role is to listen to a person's desired changes, and to help find the services and providers inside and outside the local community mental health services program that will help achieve the desired changes. 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 / person-centered plan.

**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 intellectual/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 intellectual/developmental disabilities need to be enrolled in one 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 those listed below:

**Goods and Services (for HSW enrollees)** is a non-staff service that replaces the assistance that staff would be hired to provide. Goods and services must increase independence, facilitate productivity or promote community inclusion and substitute for human assistance. Goods and Services must be used in conjunction with a self-determination arrangement, individual budget and fiscal intermediary service.

**Enhanced Medical Equipment and Supplies (for HSW enrollees)** must help the person to increase his abilities to perform activities of daily living; or to perceive, control, or communicate with the environment.

**Non-Family Training (for Children's Waiver enrollees)** is customized training for the paid in-home support staff who 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 services 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 Use Disorder treatment services listed below are covered by Medicaid. These services are available by contacting:

**Northern Michigan Substance Abuse Services, Inc.**

2136 West M-32  
Gaylord, MI 49735  
1-800-686-0749 or (989) 732-0864  
TTY 7-1-1 or (800) 649-3777  
<https://www.nmsas.net/>

**Access, Assessment and Referral (AAR)** determines the need for substance use disorder services and will assist in getting to the right services and providers.

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

**Intensive Enhanced Outpatient (IOP or EOP)** 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 use disorder outpatient treatment. (LAAM - Levomethadyl acetate)

**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.

### **Other Medicaid Medical Services**

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.

### **Department of Human Services Offices**

**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 Customer Services Office or the local **Michigan Department of Human Services** number below for assistance.

<b><u>County</u></b>	<b><u>DHS Phone Number</u></b>
Alcona	(866) 994-6726
Alpena	(989) 354-7200
Antrim	(231) 533-8664
Benzie	(231) 882-1330
Charlevoix	(231) 348-1600
Cheboygan	(231) 627-8500
Crawford	(989) 348-7691
Emmet	(231) 348-1600
Grand Traverse	(231) 941-3900
Iosco	(989) 362-0300
Kalkaska	(231) 258-8606
Leelanau	(231) 941-3900
Manistee	(231) 723-8375
Montmorency	(989) 785-4218
Missaukee	(231) 779-4500
Ogemaw	(989) 345-5135
Oscoda	(989) 826-4000
Otsego	(989) 732-1702
Presque Isle	(989) 734-2108
Roscommon	(989) 275-5107
Wexford	(231) 779-4500

### **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                                  |
| • 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
- Surgery
- Vision
- Prenatal care and delivery
- Transportation to medical appointments

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 including any cost sharing and available transportation. If you are not enrolled in a health plan or do not know the name of your health plan, you can contact Customer Services for assistance.

<b>Medicaid Health Plan*</b>	<b>Phone/E-mail</b>	<b>Counties Served</b>
Meridian Health Plan of Michigan 777 Woodward Ave., Ste. 600 Detroit, MI 48226	(313) 324-3700 (888) 437-0606 (800) 649-3777 TTY <a href="http://www.mhplan.com">www.mhplan.com</a>	Alcona Alpena Antrim Benzie Charlevoix Cheboygan Crawford Emmet Grand Traverse Iosco Kalkaska Manistee Missaukee Montmorency Ogemaw Oscoda Otsego Presque Isle Roscommon Wexford
McLaren Health Plan G 3245 Beecher Rd., Ste. 200 Flint, MI 48532	(888) 327-0671 (800) 356-3232 TTY <a href="http://www.mclarenhealthplan.org">www.mclarenhealthplan.org</a>	Alcona Alpena Antrim Charlevoix Cheboygan Emmet Grand Traverse Iosco Leelanau Montmorency Ogemaw Oscoda Otsego Presque Isle Roscommon

**CUSTOMER SERVICES** Northern Michigan Regional Entity (800) 834-3393  
 AuSable Valley (989) 362-8636 • Centra Wellness Network (877) 398-2013 • North Country (231) 439-1265  
 Northeast (989) 358-7847 • Northern Lakes (800) 337-8598 • NMSAS (800) 686-0749

Molina Healthcare of Michigan  
100 W. Big Beaver Rd., Ste. 600  
Troy, MI 48084

(248) 925-1700  
(888) 898-7969  
(800) 649-3777 TTY  
[www.molinahealthcare.com](http://www.molinahealthcare.com)

Alcona  
Alpena  
Antrim  
Benzie  
Crawford  
Grand Traverse  
Iosco  
Kalkaska  
Manistee  
Missaukee  
Montmorency  
Ogemaw  
Oscoda  
Otsego  
Presque Isle  
Roscommon  
Wexford

---

Priority Health Gov't. Programs  
1231 E. Beltline NE  
Grand Rapids, MI 49525-4501

(616) 942-0954  
(888) 975-8102  
711 TTY  
[www.priority-health.com](http://www.priority-health.com)

Grand Traverse  
Leelanau  
Manistee  
Missaukee

---

\*As of April 5, 2013 - The listings are provided as an informational service only and are subject to change. To check on the monthly status of the Medicaid health plans, please refer to:  
[http://www.michigan.gov/documents/mdch/MHP\\_Service\\_Area\\_Listing\\_326102\\_7.pdf](http://www.michigan.gov/documents/mdch/MHP_Service_Area_Listing_326102_7.pdf)

## **APPENDIX A**

### **MENTAL HEALTH GLOSSARY (Definition of Terms)**

**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.

**Acronym:** A word formed from the initial letters of a series of words. For example “CMH” is the acronym for “Community Mental Health Services Program.”

**Amount, Duration, and Scope:** Terms to describe how much, how long, and in what ways the Medicaid services that are listed in a person’s person-centered plan will be provided.

**Applied Behavioral Analysis (or ABA):** A therapy which encourages positive behaviors and discourages negative behaviors in order to improve a variety of skills. ABA therapy is considered by an evidence-based treatment by the U.S. Surgeon General and by the American Psychological Association. “Evidence-based” means that ABA therapy has passed scientific tests of its usefulness, quality, and effectiveness.

**Applied Behavioral Intervention:** Includes a variety of ABA “established treatments” to increase functional communication, independent self-care tasks, receptive language, expressive language, play behaviors, social skills, imitation, and/or any additional behaviors that will enable the child to more readily integrate with typically developing peers.

**Beneficiary:** An individual who is eligible for and enrolled in the Medicaid/ABW program in Michigan.

**CA:** An acronym for Substance Use Disorder Coordinating Agency. The CAs in Michigan manage services for people with substance use disorders. Northern Michigan Substance Abuse Services is the CA for the Northern Michigan Regional Entity.

**CMHSP:** An acronym for Community Mental Health Services Program. May also be referred to as CMH. There are 46 CMHs in Michigan that provide services in their local areas to people with mental illness and intellectual/developmental disabilities.

**Deductible (or Spend-Down):** A term used when individuals qualify for Medicaid coverage even though their countable incomes are higher than the usual Medicaid income standard. Under this process, the medical expenses that an individual incurs during a month are subtracted from the individual’s income during that month. Once the individual’s income has been reduced to a state-specified level, the individual qualifies for Medicaid benefits for the remainder of the month. Medicaid applications and deductible determinations are managed by the Michigan Department of Human Services – independent of the PIHP/CA service system.

**Developmental Disability:** Is defined by the Michigan Mental Health code as 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.

**Early Intensive Behavioral Intervention (or EIBI):** A structured Applied Behavior Analysis program used for reducing intrusive, disruptive behaviors, and/or stereotypic autistic behaviors and for improving socially acceptable behaviors and communication skills.

**Fair Hearing:** A state level review of beneficiaries' disagreements with CMH, CA or PIHP 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.

**Health Insurance Portability and Accountability Act of 1996 (HIPAA):** This legislation 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.

**MDCH:** An acronym for Michigan Department of Community Health. This state department, located in Lansing, oversees public-funded services provided in local communities and state facilities to people with mental illness, developmental disabilities and substance use disorders.

**Medically Necessary:** A term used to describe one of the criteria that must be met in order for a beneficiary to receive Medicaid services. It means that the specific service is expected to help the beneficiary with his/her mental health, developmental disability or substance use (or any other medical) condition. Some services assess needs and some services help maintain or improve functioning. PIHP's are unable to authorize (pay for) or provide services that are not determined as medically necessary for you.

**Michigan Mental Health Code:** The state law that governs public mental health services provided, to adults and children with mental illness, serious emotional disturbance and developmental disabilities, by local community mental health services programs and in state facilities.

**MiChild:** A Michigan health care program for low-income children who are not eligible for the Medicaid program. This is a limited benefit. For more information contact Customer Services at the number listed at the bottom of this page or your local Department of Human Services Office (also listed in this Guide).

**PIHP:** An acronym for Prepaid Inpatient Health Plan. There are 10 PIHPs in Michigan that manage the Medicaid mental health, intellectual/developmental disabilities, and substance use disorder services in their geographic areas. The Northern Michigan Regional Entity is a PIHP.

**Recovery:** A journey of healing and change allowing a person to live a meaningful life in a community of their choice, while working toward their full potential.

**Resiliency:** The ability to "bounce back." This 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.

**Specialty Supports and Services:** A term that means Medicaid-funded mental health, developmental disabilities and substance use disorder supports and services that are managed by the Pre-Paid Inpatient Health Plans.

**SED:** An acronym for Serious Emotional Disturbance, and as defined by the Michigan Mental Health Code, means a diagnosable mental, behavioral or emotional disorder affecting a child that exists or has existed during the past year for a period of time sufficient to meet diagnostic criteria specified in the most recent Diagnostic and Statistical Manual of Mental Disorders; and has resulted in functional impairment that substantially interferes with or limits the child's role or functioning in family, school or community activities.

**Serious Mental Illness:** Is defined by the Michigan Mental Health Code to mean 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 functional impairment that substantially interferes with or limits one or more major life activities.

**Substance Use Disorder (or substance abuse):** Is defined in the Michigan Public Health Code to mean 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.

## **APPENDIX B**

### **COMMUNITY RESOURCES AND ADVOCACY ORGANIZATIONS**

If you would like information about community services, please contact your CMH worker or Customer Services at the number listed on the bottom of this page. The advocacy groups and state / federal resources are listed as an informational service only and are subject to change.

#### **Transportation**

If you have Medicaid, transportation assistance is available through your DHS office. You may discuss your needs with your community mental health services provider who may be able to assist you in arranging transportation.

Antrim County Transportation .....	(231) 533-8644
Bay Area Transportation Authority .....	(231) 941-2324
Benzie Bus .....	(866) 325-3380
Cadillac Wexford Transit Authority .....	(231) 779-0123
Charlevoix County Transit .....	(231) 582-5900
Crawford County Transportation Authority .....	(989) 348-5409
Friendship Center Transit .....	(231) 347-3211
Iosco County Transit .....	(989) 362-6681
Kalkaska County Transit .....	(231) 258-6808
Manistee County Transportation, Inc. ....	(231) 723-6525
O-CATS .....	(989) 826-5078
Ogemaw County Public Transit .....	(989) 345-5790
Otsego County Bus System .....	(989) 732-6224
Roscommon County Transit Authority .....	(989) 366-5309
Straits Regional Ride Bus System .....	(866) 731-1204
Thunder Bay Transportation Authority .....	(989) 354-2487

#### **State and Federal**

Medicaid Helpline .....	(800) 642-3195
Medicare Helpline (including Part B & D) .....	(800) 633-4227
Michigan Department of Community Health .....	(517) 373-3740
Social Security .....	(800) 772-1213

#### **Disability Resources**

Disability Network Northern Michigan .....	(231) 922-0903
Disability Connection .....	(866) 322-4501
Michigan Rehabilitation Services .....	(877) 901-9179

#### **Consumer Advocacy Groups**

	<b><u>Website</u></b>	<b><u>Phone</u></b>
ARC Michigan	<a href="http://www.ARCMI.org">www.ARCMI.org</a> .....	(800) 292-7851
Association for Children's Mental Health	<a href="http://www.acmh-mi.org/">http://www.acmh-mi.org/</a> .....	(517) 372-4016
Autism Society of Michigan	<a href="http://www.autism-mi.org">www.autism-mi.org</a> .....	(800) 223-6722
Depression and Bi-Polar Support Alliance	<a href="http://www.dbsalliance.org">www.dbsalliance.org</a> .....	(800) 826-3632
Disability Network Michigan	<a href="http://www.dnmichigan.org/">www.dnmichigan.org/</a> .....	(517) 339-0539
Michigan Disability Rights Coalition	<a href="http://www.copower.org">www.copower.org</a> .....	(800) 760-4600
Michigan Protection and Advocacy Service	<a href="http://www.mpas.org">www.mpas.org</a> .....	(800) 288-5923
Mich. Statewide Independent Living Council	<a href="http://www.misilc.org/">www.misilc.org/</a> .....	(800) 808-7452
National Alliance on Mental Illness	<a href="http://www.nami.org">www.nami.org</a> .....	(800) 950-6264
National Alliance on Mental Illness - Michigan	<a href="http://www.namimi.org">www.namimi.org</a> .....	(800) 331-4264
National Suicide Prevention Lifeline	<a href="http://www.suicidepreventionlifeline.org">www.suicidepreventionlifeline.org</a> .....	(800) 273-8255
OCD Foundation of Michigan	<a href="http://www.ocdmich.org">www.ocdmich.org</a> .....	(734) 466-3105
Schizophrenics Anonymous	<a href="http://www.sardaa.org">www.sardaa.org</a> .....	(866) 800-5199
United Cerebral Palsy – Michigan	<a href="http://www.ucpmichigan.org">www.ucpmichigan.org</a> .....	(800) 828-2714

---

**CUSTOMER SERVICES** Northern Michigan Regional Entity (800) 834-3393  
AuSable Valley (989) 362-8636 • Centra Wellness Network (877) 398-2013 • North Country (231) 439-1265  
Northeast (989) 358-7847 • Northern Lakes (800) 337-8598 • NMSAS (800) 686-0749

## **Websites: State and Federal Resources**

Balanced Budget Act: [www.gpoaccess.gov/cfr/index.html](http://www.gpoaccess.gov/cfr/index.html). Type 42CFR438 into the "Quick Search" line.

Use this site for any Federal law, with the number.

Centers for Medicare and Medicaid: [www.cms.hhs.gov/](http://www.cms.hhs.gov/)

Limited English Proficiency Guidance: <http://www.hhs.gov/ocr/civilrights/resources/specialtopics/lep/>

Medicaid Provider Manual: <http://1.usa.gov/mR8YRo>

Michigan Association of Community Mental Health Boards: [www.macmhb.org](http://www.macmhb.org)

Michigan Department of Community Health: [www.michigan.gov/mdch](http://www.michigan.gov/mdch)

Michigan Department of Human Services: [www.michigan.gov/dhs](http://www.michigan.gov/dhs)

Links to County Offices: <http://1.usa.gov/DzrSf>

Michigan Legislative Website (*Allows user to look up pending bills and Michigan Compiled Laws by Number*): [www.legislature.mi.gov](http://www.legislature.mi.gov)

Michigan Mental Health Code: [http://www.michigan.gov/documents/mentalhealthcode\\_113313\\_7.pdf](http://www.michigan.gov/documents/mentalhealthcode_113313_7.pdf)

Michigan Public Health Code: <http://1.usa.gov/jQjLLI>

Michigan Rehabilitation Services: [www.michigan.gov/mrs](http://www.michigan.gov/mrs) (includes local office locator)

National Institute for Mental Health: [www.nimh.nih.gov](http://www.nimh.nih.gov)

Substance Abuse and Mental Health Services Administration: [www.samhsa.gov](http://www.samhsa.gov)

## ***We care about what you think...***

Many opportunities exist for people served to share their suggestions for improving services. If you would be willing to serve in this way, please contact your local Customer Services Office or the regional Customer Service Office at

**1-800-834-3393**

**TTY: 711**

Funding for this publication is provided by the  
Michigan Department of Community Health

January 2014 • 10,000 copies



**AuSable Valley Community Mental Health**

Dave Beck, Ed.D. • Executive Director  
Ali Ibrahim, MD • Medical Director  
Susan Hopkins-Lyndrup • Recipient Rights Officer • 800.763.9518  
Ellen Mehl • Customer Services • 989.362.8636

**Centra Wellness Network**

Joseph Johnston • Chief Executive Officer  
Charles Lapo, MD • Medical Director  
Jan Morningstar • Recipient Rights Officer • 877.398.2013  
Kate Johnson Customer Services • 877.398.2013

**North Country Community Mental Health**

Alexis Kaczynski • Executive Director  
Lori Katzman, MD • Interim Medical Director  
Kimberly Rappleyea • Recipient Rights Officer • 231.347.0740  
Karen Bagwell • Customer Services • 231.439.1265

**Northeast Michigan Community Mental Health**

Ed LaFramboise • Executive Director  
Paul T. Rajasekhar, MD • Medical Director  
Ruth Hewett • Recipient Rights Officer • 989.358.7847  
Ruth Hewett • Customer Services • 989.358.7847

**Northern Lakes Community Mental Health**

Gregory D. Paffhouse • Chief Executive Officer  
David Riddle, DO • Medical Director  
Tracy Andrews, JD, MHA • Recipient Rights Officer • 231.935.3873  
Rosemary Rokita • Customer Services • 800.337.8598

**Northern Michigan Substance Abuse Services, Inc.**

Sue Winter • Executive Director  
Sheryl Dey • Deputy Director of Community Services Access Center Service  
Mike Dunn • Recipient Rights Officer/Customer Services • 877.255.6226

**Northern Michigan Regional Entity**

Dave Schneider • Chief Executive Officer  
Charles Lapo, MD • Medical Director  
Rosemary Rokita • Customer Services • 800.834.3393

**Correction to Guide To Services pages 3 and 8:**

The Michigan Relay Service (711) for the hearing-impaired is an alternative available in all the community mental health service programs, serving all counties at all times.