



# Centra Wellness

N E T W O R K

***A Behavioral Health Agency  
Serving Benzie and Manistee Counties***

***A member of the Northern Michigan Regional Entity and  
the Northern Michigan Health Coalition***

Thank you for choosing **Centra Wellness Network** as your provider of mental health services. We are dedicated to providing you with quality mental health services by adhering to the following vision, mission, values and purpose statements.

### ***Our Vision***

*We see a community where everyone's life is valued, has meaning, and each person is treated with dignity and respect.*

### ***Our Mission***

*Enhancing freedom to lead a meaningful life through quality behavioral health care, leadership, promoting individual wellness, and teamwork within our community.*

### ***Our Values***

*Consumer Focused, Transparency in Decision-Making, Positive Work Environment, Responsive to Stakeholders Needs.*

### ***Our Purpose***

*To help residents of all ages achieve good mental health and participate fully in community life.*

Centra Wellness Network is accredited by CARF International



# About Centra Wellness Network

## A message from the Executive Director

Our organization is firmly committed to providing mental health services of the highest quality possible. We have a team of professional staff that are helping adults and children with mental health issues, intellectual/ developmental disabilities, or severe emotional disturbances throughout the year. We are available to assist anyone that experiences a mental health crisis 24 hours a day, 7 days a week, every day of the year. We provide a wide range of psychiatric services, mental health therapy, case management, peer support, chronic disease management, community living supports, behavioral and opioid health homes, supported employment, and more that are designed to meet the specific needs of each adult or child we serve.

We provide leadership in collaborating with other community organizations and individuals to ensure the best possible services to individuals in need and the best use of community resources. Our staff members are involved in a number of community projects that promote good mental and physical health and wellness. We have staff trained and engaged to provide social support at our public schools, at law enforcement facilities, at hospitals, at senior facilities, at housing and transportation agencies.

We engage individuals in community life when they need assistance to connect with other community members. Convenience, quality care, and affordability are key ingredients in our vision. We are proud of our Board and staff members that are so dedicated to the people that we serve.

Please contact us should you have any questions, concerns, or compliments regarding the services provided by our professional team here at Centra Wellness Network.

Joseph "Chip" Johnston  
Executive Director  
Centra Wellness Network

## Orientation Information

The orientation information provided in this packet is designed to assist you in having the best possible experience while using our services. This information is provided to you when first entering our program and offered to you annually, thereafter, as long as you remain in our program. One of the most valuable resources you have here at *Centra Wellness Network* is the mental health clinician assigned to assist you in developing your Individual Plan of Service; this person can assist in explaining the information found in these materials in ways you best understand and by finding answers to your questions. Should a specific program or support have any restrictions or rules these will be explained to you before you decide whether or not you want to participate. The orientation materials found in this packet include:

### **Centra Wellness Network**

- Vision, Mission, Values and Purpose Statements
- About Centra Wellness Network A Message from the Executive Director
- Orientation Information
- Our Services
- Standards of Conduct
- Health and Safety Information
- Payment for Services Policy
- Information about Advance Directives
- Notice of Privacy

### **Community Mental Health Guide to Services (Northern Michigan Regional Entity)**

- List of Agencies, Directors, Medical Directors and Recipient Rights Officers (insert)
- Hours of Operation and Building Locations
- Supports and Services
- Coordination of Care
- Accessing Services
- Individual Plan of Service
- Payment for Services
- Grievances and Appeals
- Customer Input

### **YOUR RIGHTS When Receiving Mental Health Services in Michigan (Handbook)**

- Description of Rights
- Confidentiality
- Description of the Complaint and Appeal Process
- List of Advisory Groups and Organizations (concerning individual rights)
- Recipient Rights Officer Contact Information

### **Available upon your request:**

- List of Service Providers
- Rates for Services

Visit our website: [www.centrawellness.org](http://www.centrawellness.org)

## Our Services

Centra Wellness Network provides wellness and recovery-oriented services and support for individuals with mental illness and/or intellectual/developmental disabilities, and for children with emotional disturbances. Our purpose is to help qualified individuals of all ages in their pursuit of recovery and wellbeing by removing any barriers encountered in order to achieve good mental health and to fully participate in community life, utilizing all its resources in line with their individual needs, wants, and desires.

Once a person is determined to qualify for Centra Wellness supports and services, the process of getting to the services that meet the purpose described above is called Person Centered Planning (PCP). With assistance of a Centra Wellness Case Manager or Mental Health Clinician, the person wanting services actively participates in the PCP process. All persons can invite their chosen spokesperson to also attend the PCP meeting, if the person so wishes, to ensure that their needs, wants, and desires are addressed in the individual plan of service. Once established, this plan can be amended at any time as the person progresses with meeting their established goals.

The supports and services resulting from this process are provided on an individual basis, regardless of diagnosis, or, if the person chooses, in small groups. The person has the right to choose which staff person they wish to utilize as support staff within reasonable financial and organizational parameters of Centra Wellness Network, including any of our service provider organizations. Within the same parameters, the person also has a right to hire their own support staff with the potential use of a Fiscal Intermediary (a third party that is used to help the person to manage an allotted support budget).

If a person only requires medication management services, it is available by itself without the process described above.

### **AVAILABLE CLINICAL SERVICES**

Centra Wellness Network offers a variety of services designed to meet your needs and honor your choices to attain the goals agreed upon in your person centered plan, the list of services and a brief description are located in the companion guide **Community Mental Health Guide to Services**, provided in this orientation packet and on our website.

When you have realized your goals and are ready to leave our services, we will assist you in creating a **transition plan** that will assure you have needed natural supports in place, connect you with other community services and resources that can benefit you and let you know we are ready to help should you need our services in the future.

### **TELEMEDICINE SERVICES**

Centra Wellness Network has the capability of providing telemedicine services, which are the use of confidential, electronic media to link patients with health care professionals in different locations, audibly and visually. Telemedicine is provided only when you request it and when it is determined that your goals can be adequately accomplished when considering the availability and utilization of technology. You can ask for telemedicine at any point throughout services and your treatment plan will be updated to reflect how telemedicine will be utilized during the provision of services.

## Standards of Conduct

Centra Wellness Network is committed to conducting the delivery of services and business operations in an honest and lawful manner and consistent with its Vision, Mission, and Values. As such, Centra Wellness Network minimally establishes the following Standards of Conduct:

- Provide high quality services consistent with Centra Wellness Network Vision, Mission, and Values
- Exercise honesty and integrity in the workplace
- Prevent fraud, abuse and waste
- Refrain from knowingly participating in illegal activities
- Report any actual or suspected violation of the Compliance Plan, Standards of Conduct, agency policies or procedures, or other conduct that is known or suspected to be illegal
- Provide accurate information to federal, state, and local authorities and regulatory agencies when applicable
- Promote confidentiality and safeguard all confidential information according to policy
- Practice ethical behavior regarding relationships with clients, payers, and other health care providers
- Protect the integrity of clinical decision-making, basing care on identified medical necessity
- Seek to continually maintain and improve work-related knowledge, skills, and competence
- Actively support a safe work environment, free from harassment of any kind

## Health and Safety Information

The employees of Centra Wellness Network are committed to providing a safe, healthy and comforting environment. For your protection and the health and safety of all we ask each person to cooperate with the following guidelines.

### **SMOKING/TOBACCO USE**

No use of smoking/tobacco products including cigarettes, e-cigarettes and oral tobacco will be allowed within any of the facilities or agency vehicles at any time.

Designated areas for smoking or tobacco use at the **Benzie Community Resource Center, the Bear Lake and Administration sites** are located 50 feet outside the building entrance, operable windows, and ventilation systems of enclosed areas to prevent tobacco smoke from entering those areas. The **Manistee Wellness Center** is a smoke free campus and no use of smoking/tobacco products including cigarettes, e-cigarettes and oral tobacco products is allowed on this property.

All materials used for smoking in designated smoking areas, including cigarette butts and matches, will be extinguished, and disposed of in appropriate containers.

### **ILLEGAL WEAPONS**

Illegal weapons including guns, knives, or any other item used to threaten or inflict harm are not to be carried into any of our buildings or vehicles.

## **ALCOHOL AND ILLEGAL DRUGS**

Alcohol and illegal drugs are not allowed in any of our facilities or vehicles.

## **PRESCRIPTION MEDICATION**

Prescription Medication in the possession of a person should be in the container provided by the pharmacy and should not be distributed to other people.

## **WHAT TO DO IF THERE IS AN EMERGENCY EVENT**

Should an emergency event occur while you are in one of our buildings or vehicles, please follow the directions given by Centra Wellness Network employees. All staff members are trained to respond to a variety of emergencies including:

- Tornados
- Fires
- Power Outages
- Bomb Threats
- Threats of Violence
- Health Emergencies (CPR/First Aid Certified)
- Sour Gas Evacuations (Administration Building)

### **Safety equipment available at each program site includes:**

- Posted Evacuation Routes
- Fire Extinguishers
- Emergency Exit Signs and Lights
- Smoke Detectors/Fire Alarms
- First Aid Supplies
- Emergency Defibrillator (AED)
- Personal Protection Equipment (Infection Control)

Should you have any questions regarding safety precautions, procedures and/or rules and the location of our safety equipment, please ask one of our staff.

## **Payment for Services Policy**

When you receive services from Centra Wellness Network there is a charge for this service for which you are responsible. If you do not have the financial resources to pay for these services, and you do not currently have Medicaid, you may be eligible for full or partial discount.

You will need to first apply for Medicaid coverage with the Department of Human Services. When you receive either a denial or acceptance letter from the Department of Human Services you will need to bring us a copy. If denied you will need to complete the Ability to Pay forms and supply us the proof of income documents required to calculate your ability to pay.

To apply please contact us **toll free at 1-877-398-2013** and ask for the Finance Department.

## **INSURANCE**

We are able to bill most insurance plans, including Medicare and Blue Cross Blue Shield. We will submit your claims and assist you in any way we reasonably can to help get your claims paid. Our agency is committed to providing the best treatment to clients. Our charges are representative of our cost of providing the service.

If you have any questions or concerns, please contact us **toll free at 1-877-398-2013** and ask for the Finance Department.

## **Centra Wellness Network Trauma Informed Practices**

CWN provides effective care and support, developing an organizational structure and treatment framework that involves recognizing and understanding the effects of all trauma and responding with best practice assessments and treatment, awareness, cultural sensitivity, compassion and support. Trauma informed care emphasizes the physical, psychological, and emotional safety for clients, staff and community members and will assist in the developing a sense of control and empowerment.

### **CENTRA WELLNESS TRAUMA INFORMED PRACTICES**

Our interactions reflect an understanding of trauma's prevalence and effects, support for restoring wellness, and unconditional positive regard.

Our team thrives on prioritizing healthy lifestyle skills, strengthening one another, and having compassion for all people.

Our goal is physical, psychological, and emotional safety for clients, staff, and our community through collaboration and empowerment.

## **Notice of Privacy**

This notice describes how personal and medical information about you may be used and disclosed and how you can get access to this information. **Please review it carefully.**

### **HIPAA AND RECIPIENT RIGHTS**

A federal act called the Health Insurance Portability and Accountability Act (HIPAA) gives your rights to your protected healthcare information (PHI). This notice gives you information on these rights. You will be given a separate booklet that describes your rights as a recipient of mental health services.

### **UNDERSTANDING THE TYPE OF INFORMATION WE HAVE**

We get information about you when you enroll in Centra Wellness Network programs. It includes your date of birth, gender, ID number and other personal information. We also get bills, reports from your mental health service provider, and other data about your services through us.



## **OUR PRIVACY COMMITMENT TO YOU**

We care about your privacy. The information we collect about you is private. We must give you notice of our privacy practices. Only people who have both the need and the legal right may see your information. Unless you give us permission in writing, we will disclose your information only for purposes of treatment/services, payment, business operations, or when we are required by law to do so.

## **YOUR PRIVACY RIGHTS**

You have the following rights regarding the health information that we have about you. Your requests must be made in writing to the privacy officer at Centra Wellness Network.

**Your right to inspect and copy** – In most cases, you have the right to look at or get copies of your records. You may be charged a fee for the cost of copying records.

**Your right to amend** – If you feel there is a mistake in your record, you may add a written statement. We can deny your request for certain reasons, but we must give you a written reason for our denial.

**Your right to a list of disclosures** – You have the right to ask for a list of disclosures made after 4/14/2003. This list will not include the times that information was disclosed for treatment, payment, or business operations. This list will not include information provided directly to you or your family, or information that was sent with your authorization

**Your right to request restrictions on our use or disclosure of information** – You have the right to ask for limits on how your information is used or disclosed. We are not required to agree to such requests.

**Your right to request confidential communications** – You have the right to ask that we share information with you in a certain way or in a certain place. For example, you may ask us to send information to your work address instead of your home address. You do not have to explain the basis for your request.

**Treatment/Services** – We may disclose information about you to coordinate your services. For example, we give information to a provider in order for you to receive the services that you have agreed to receive through your individual plan of service.

**Appointments** – We may use and disclose health information to contact you regarding a scheduled appointment for treatment or care at Centra Wellness Network.

**Payment** – We may need to use and disclose information so the care you get can be properly billed and paid. For example, we may ask your mental health service provider for details before we pay the bill for your care.

**Business Operations** – We may need to use and disclose information for our business operations. For example, we may use information to review the quality of the services you get.

**Exceptions** – For certain kinds of records, your permission may be needed, even for release for treatment, payment, and business operations.

**As required by law** – We will release information when we are required by law to do so. Examples of such releases would be for law enforcement or national security purposes, subpoenas or other court orders, communicable disease reporting, disaster relief, review of our activities by government agencies, to avert a serious threat to health or safety, or in other kinds of emergencies.

**With your permission** – If you give permission in writing, we may use and disclose your personal information. If you give permission, you have the right to change your mind. We may require this to be in writing, too. We cannot take back any uses or disclosures already made with your permission.

## **HOW TO USE YOUR RIGHTS UNDER THIS NOTICE**

If you have questions or would like more information, you may contact our privacy officer.

If you believe your privacy rights have been violated, you may file a complaint with our privacy officer or the Department of Health and Human Services.

**Complaints and Communications to us:  
(Pre-addressed envelopes are available at each of our sites.)**

Privacy Officer  
Centra Wellness Network  
310 N. Glocheski Drive  
Manistee, MI 49660  
**(877) 398-2013**

**Complaints and Communications with the Federal Government:**

U.S. Department of Health and Human Services Office for Civil Rights  
Centralized Case Management Operations  
200 Independence Ave., S.W. Suite 515F, HHH Building  
Washington, D.C. 20201  
Customer Response Center: **(800) 368-1019**

TDD (for those with hearing impairment): **(800) 537-7697**

Copy of the Complaint Form: <https://www.hhs.gov>

E-mail: [OCRMail@hhs.gov](mailto:OCRMail@hhs.gov)

**You will NOT be penalized for filing a complaint.**

***Changes to this notice:** We reserve the right to reserve this notice. A revised notice will be effective for information we already have about you as well as any information we may receive in the future.*



**FOR IMMEDIATE ACCESS TO SERVICES  
CALL 877.398.2013**

**SERVICE SITES**

Benzie Community Resource Center  
Benzonia, MI 49616  
Fax: 231.882.2360

Manistee Wellness Center  
Manistee, MI 49660  
Fax: 231.723.1735

ABA Clinic  
Bear Lake, MI 49614  
Fax: 231.723.1504

Administration Building  
Manistee, MI 49660  
Fax: 231.723.1504

**MAILING ADDRESS**

310 N. Glocheski Drive  
Manistee, MI 49660

**General Hours:**

Monday through Friday, 8:00 a.m. – 5:00 p.m.

**24-Hour Crisis Line  
877.398.2013**



**Centra Wellness**  
N E T W O R K

**Visit our Website: [www.centrawellness.org](http://www.centrawellness.org)**

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