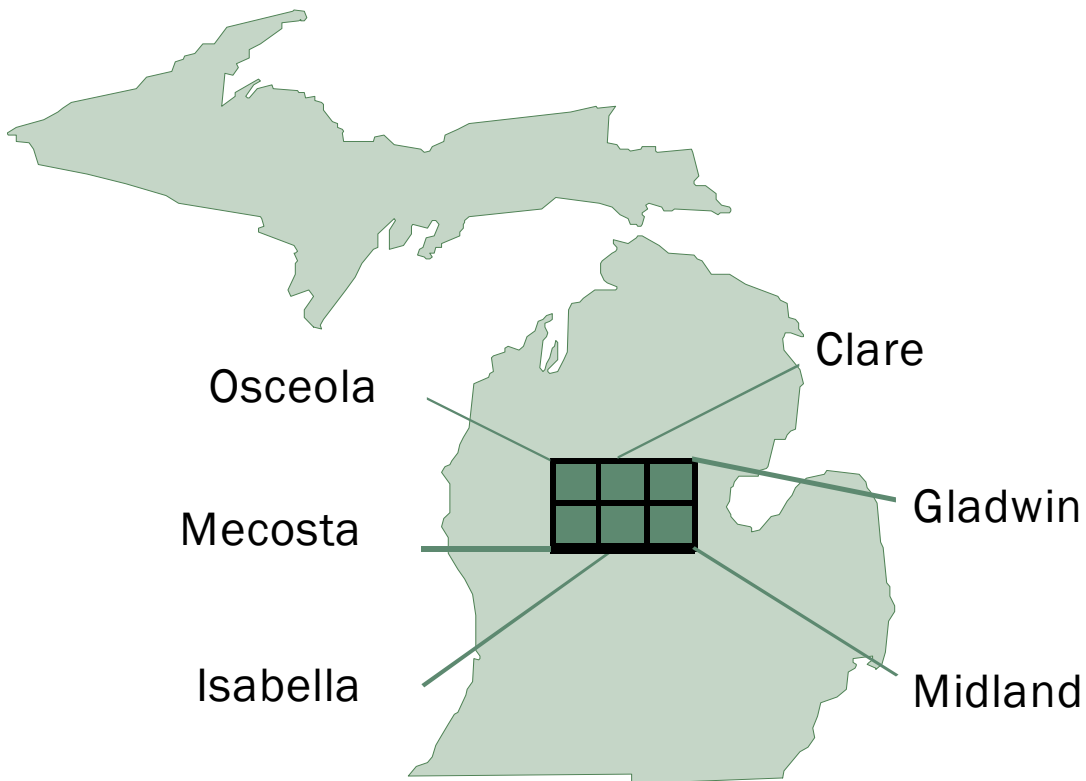




Customer Service Handbook



EMERGENCY AND AFTER-HOURS ACCESS TO SERVICES

A “mental health emergency” is when a person is experiencing a serious mental illness, or a developmental disability, or a child is experiencing a serious emotional disturbance and can reasonably be expected in the near future to harm him/herself or another, or because of his/her inability to meet his/her basic needs is at risk of harm, or the person’s judgment is so impaired that he/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, and seven days a week, without prior authorization for payment of care.

If you have a mental health emergency, you should seek help right away. At any time during the day or night call:

The 24-Hour Crisis Line Number: 989.772.5938 OR 1.800.317.0708 OR 911 OR go to any hospital or other setting that offers emergency care.

You can go to any place that offers emergency care and be treated and have it paid for by your insurance plan. Please take note that if the medical facility you go to does not view your situation as an emergency, or if you do not have insurance, you may be charged for the visit.

Emergency Centers for CMHCM’s service area are:

Mid Michigan Medical Centers

Clare – 104 West 6th Street - 989.802.5000

Gladwin – 515 Quarter Street - 989.426.9286

Midland - 4005 Orchard Drive - 989.839.3000

Central Michigan Community Hospital

Mt. Pleasant – 1221 South Drive – 989.772.6777

Mecosta County General Hospital

Big Rapids – 405 Winter Ave – 231.796.8691

Spectrum Health – Reed City Campus

Reed City – 300 N Patterson Ave – 231.832.7110

Post-Stabilization Care 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.

CONTACT NAMES AND NUMBERS

Executive Director: Linda Kaufmann - 989.772.5938 or 1.800.317.0708
Medical Director: Kenneth Beroza - 989.772.5938 or 1.800.317.0708
Recipient Rights Officer: Kris Stableford - 989.772.5938 or 1.800.317.0708
Compliance Officer: John Obermesik - 989.772.5938 or 1.800.317.0708
Customer Services: 989.772.5938 or 1.800.317.0708

CUSTOMER SERVICE HANDBOOK INDEX

Please look over the handbook to be sure you understand what services may be available to you and who can provide them. Please keep this handbook handy, as it is not only informational, but will serve as a future reference guide to find the information you need when you need it.

FOR YOUR CONVENIENCE THE CUSTOMER SERVICE NUMBER IS POSTED AT THE TOP OF EACH PAGE OF THIS HANDBOOK. RECIPIENT RIGHTS STAFF CAN ALSO BE CONTACTED USING THESE NUMBERS.

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WELCOME

Welcome! We at Community Mental Health for Central Michigan (CMHCM) believe all people deserve the chance to learn, grow, and make their dreams come true while sharing in all the community has to offer. We are ready to help you with your goals, dreams, and recovery. We hope this handbook helps you understand more about your benefits and rights so you can get the best possible services for you.

YOUR RECOVERY AND RESILIENCY IS IMPORTANT TO US

“Mental health recovery is a journey of healing and transformation enabling a person with a mental health problem to live a meaningful life in a community of his or her choice while striving to achieve his or her potential.”

Recovery is an individual journey that follows different paths and leads to different locations. Recovery is a process that we enter into and is a life long attitude. Recovery is unique to each individual and can truly only be defined by the individual themselves. What might be recovery for one person may be only part of the process for another. Recovery may also be defined as wellness. 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.

ABOUT COMMUNITY MENTAL HEALTH FOR CENTRAL MICHIGAN

Community Mental Health for Central Michigan (CMHCM) is one of eighteen Pre-Paid Inpatient Health Plans (PIHP) in the state of Michigan. PIHPs manage Medicaid Mental Health benefits. CMHCM is also one of forty-six Community Mental Health Service Providers (CMHSP) in the state of Michigan and provides services for six Michigan counties. Those counties include: Clare, Gladwin, Isabella, Mecosta, Midland, and Osceola. CMHCM will make sure that services are given to you based on your needs and goals, are within the guidelines of the State plan, and assures that you and your family members are treated with dignity and respect at all times.

CMHCM also makes sure that you have a say in how, and what, is given to you throughout the time that you are receiving services in ways that you can understand. This includes people who are deaf and have a hard time hearing, those who are not able to read, and for those who do not use English as their chosen language. CMHCM makes sure that the services you need and want are available in places

that are close to your home. The names and addresses of our network providers are listed in the back of this handbook.

At CMHCM we seek to fully support the recovery of the consumer by providing the supports and services you need, mixed with your own choices to help you achieve your goals and desires. Your provider will work with you to use the natural supports (like family and friends) around you, plus provider services to give you a new sense of hope and the power to exercise choice and control over your own life.

CMHCM encourages and actively asks for suggestions to improve services from our customers. You can make suggestions to your provider, directly to Community Mental Health for Central Michigan or to the Consumer Action Committee (CAC). Suggestions may be forwarded to the CAC to the address listed below.

Community Mental Health for Central Michigan
301 S. Crapo Street
Mt. Pleasant, Michigan 48858
Attn: Consumer Action Committee

CMHCM respects your right to privacy. Please read CMHCM's confidentiality and family access to information and the Federal Health Insurance Portability and Accountability Act (HIPAA) information to learn more about health information privacy practices and how medical information about you may be used or given to others.

Additional information regarding the organizational structure and operations of CMHCM is available upon request or can be found on our website at www.cmhcm.org. This handbook is also available online.

LANGUAGE ASSISTANCE

Community Mental Health for Central Michigan is committed to making itself understood by consumers who do not read, hear or speak English very well. Our goal is to provide materials and services in a language the consumer can understand. This may include the use of qualified interpreters, including American Sign Language, written information in a language you understand, Braille, and/or videotaped or audio taped material, etc. A few of our providers offer language interpreters. If the culture/language interpreter to meet your needs is not listed in this handbook, one will still be provided to you.

If you use a TTY, please contact customer services at the following TTY phone number: 989.773.2890. If you need a sign language interpreter, contact the customer services office at 989.772.5938 OR 1.800.317.0708 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, please let staff at the reception desk know or contact the customer services office at 989.772.5938 OR 1.800.317.0708 so that arrangements can be made for an interpreter for you. Language interpreter services are available to you on a walk in basis as well at all CMHCM locations (access sites). Language interpreters are available at no cost to you.

ACCESSIBILITY AND ACCOMMODATIONS

In accordance with federal and state laws, all buildings and programs of CMHCM 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 CMHCM. If you need more information or if you have questions about accessibility or service/support animals, contact customer services at 989.772.5938 OR 1.800.317.0708.

If you need to request an accommodation on behalf of yourself, a family member or a friend, you can contact customer services at 989.772.5938 OR 1.800.317.0708. 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.

CULTURAL SENSITIVITY

The goal of CMHCM is to provide culturally sensitive service to all consumers of mental health services. We recognize that cultural issues are not limited to ethnicity, but may also include religious, disabilities, rural or other issues. Our staff and network providers are trained to respect the unique values and norms that shape individuals seeking mental health treatment. If you feel that a provider is not being sensitive to your culture and you would like to file a grievance, please call Customer Service.

RECIPIENT RIGHTS

Every person who receives public mental health services has certain rights. The Michigan Mental Health Code details your additional rights. Some of your rights are:

- The right to be free from abuse and neglect
- The right to confidentiality
- The right to be treated with dignity and respect
- The right to treatment suited to condition

More information about your many rights is contained in the booklet titled “Your Rights.” You will be given this booklet and have your rights explained to you when you first start services, and then once again every year. You can also ask for this booklet at any time.

You may file a Recipient Rights complaint *any time* if you think staff violated your rights. You can make a rights complaint either orally or in writing. A complaint form is available upon request through your local Recipient Rights Office.

If you receive substance abuse services, you have rights protected by the Public Health Code. These rights will also be explained to you when you start services and then once again every year. You can find more information about your rights while getting substance abuse services in the “Know Your Rights” pamphlet.

FOR CUSTOMER SERVICE ASSISTANCE PLEASE CALL 989.772.5938 OR 1.800.317.0708

You may contact the Office of Recipient Rights to talk with a Recipient Rights Advisor with any questions you may have about your rights or to get help to make a complaint. Customer Services can also help you make a complaint. You can contact the Office of Recipient Rights at: 989.772.5938 (Clare, Isabella, Mecosta, and Osceola) 989.631.5140 (Gladwin, Midland) 1.800.317.0708 (Toll Free) or Customer Services at: 989.772.5938 or 1.800.317.0708.

Freedom from Retaliation

If you use public mental health or substance abuse services, you are free to exercise your rights, and to use the rights protection system without fear of retaliation, harassment, or discrimination. In addition, under no circumstances will the public mental health system use seclusion or restraint as a means of coercion, discipline, convenience, or retaliation.

CUSTOMER SERVICES CONTACT INFORMATION

Customer Services is available to answer your questions, talk about your concerns, and make sure that you are receiving the services and supports that you need. If you ever have questions about your services or mental health care, please talk with your staff member or you can call, write, or visit our Customer Service Department.

Customer Service Department

Address: 301 South Crapo, Suite 100
Mt. Pleasant, Michigan 48858

Office Hours: Monday through Friday
8:00 a.m. to 5:00 p.m.
Customer service assistance outside of regular business hours is available by arrangement.

Phone: 989.772.5938
1.800.317.0708 (If Long Distance)
989.772.2890 TTY

SERVICES WILL NOT BE DENIED BECAUSE OF RACE, CREED, COLOR, NATIONAL ORIGIN, SEX, AGE, DISABILITY, RELIGIOUS OR POLITICAL BELIEFS, SEXUAL ORIENTATION, MARITAL STATUS, OR ABILITY TO PAY

Who Is Eligible for Services?

CMHCM provides services for adults and children as long as you live in any of our six counties (Clare, Gladwin, Isabella, Mecosta, Midland, or Osceola) and meet priority population qualifications. Priority population is centrally defined as any individual presenting with severe and persistent mental illness or an individual with a developmental disability.

Where Do I Go To Apply For Services?

Community Mental Health for Central Michigan has six (6) locations for you to either call or walk into in order to apply for and receive services.

They include:

Community Mental Health for Central Michigan (Clare County)

789 N. Clare Avenue
Harrison, MI 48625
Phone 989.539.2141
TTY 989.773.2890
24-Hour Crisis Line/Emergency 989.539.2141

Community Mental Health for Central Michigan (Gladwin County)

655 E. Cedar
Gladwin, MI 48624
Phone 989.426.9295
TTY 989.631.0870
24-Hour Crisis Line/Emergency 989.426.9295

Community Mental Health for Central Michigan (Isabella County)

301 S. Crapo Street
Mt. Pleasant, MI 48858
Phone 989.772.5938
TTY 989.773.2890
24-Hour Crisis Line/Emergency 989.772.5938

Community Mental Health for Central Michigan (Mecosta County)

500 S. Third Street
Big Rapids, MI 49307
Phone 231.796.5825
TTY 989.773.2890
24-Hour Crisis Line/Emergency 231.796.5825

Community Mental Health for Central Michigan (**Midland County**)

3611 N. Saginaw Road
Midland, MI 48640
Phone 989.631.2320
TTY 989.631.0870
24-Hour Crisis Line/Emergency 989.631.4450

Community Mental Health for Central Michigan (**Osceola County**)

4473 220th Avenue
Reed City, MI 49677
Phone 231.832.2247
TTY 989.773.2890
24-Hour Crisis Line/Emergency 231.832.2247

How Do I Apply For Services?

Each of our local offices has a person on duty to help you apply for services. This person is called an access worker. When making a call or visiting one of our offices in person to apply for services, please let the receptionist know that you would like to talk to an access worker.

The access worker will ask you questions that will help decide if you are eligible for publicly provided mental health or developmental disability services. The access worker will ask you where you live, and to please describe what is happening in your life that makes you feel you could benefit from services. You will be asked about your insurance and your income. When applying in person, it is a good idea to bring your insurance card or cards and proof of income with you. The application process may take 20-30 minutes to complete.

- If the situation you describe is an emergency, you will be directed to immediate help.
- If your situation is not an emergency, and you are eligible for services, the access worker will set up an appointment for you to come back. Your first appointment will be scheduled within two weeks of your application date.
- If you are not eligible for services at CMHCM, we will help you identify other community resources that may help.
- If you have insurance, you may be directed to use your insurer's providers before receiving services from CMHCM.

PAYMENT FOR SERVICES

If you are enrolled in Medicaid and meet the criteria for the specialty mental health and substance abuse services, the total cost of your authorized mental health or substance abuse treatment will be covered.

If you are a Medicaid beneficiary with a deductible ("spend-down"), as determined by the Michigan Department of Human Services (DHS), you may be responsible for the cost of a portion of your services.

PERSON CENTERED PLANNING

If you are eligible for services, 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 CMHCM you would like to attend. You will also decide when and where the person-centered planning meetings will be held. Finally, you will decide what assistance you might need to help you participate in and understand the meetings.

During person-centered planning, you will be asked what are your hopes and dreams, and will be helped to develop goals or outcomes you want to achieve. The people attending this meeting will help you decide what supports, services or treatment you need, who you would like to provide this service, how often you need the service, and where it will be provided. You have the right, under federal and state laws, to a choice of providers.

After you begin receiving services, you will be asked from time to time how you feel about the supports, services, or treatment you are receiving and whether changes need to be made. You have the right to ask at any time for a new person-centered planning meeting if you want to talk about changing your plan of service.

You have the right to “independent facilitation” of the person-centered planning process. This means that you may request that someone other than the CMHCM staff conduct your planning meetings. You have the right to choose from available independent facilitators. (See Independent Facilitators List in the back of this handbook)

Children under the age of 18 with developmental disabilities or serious emotional disturbance also have the right to person-centered planning. However, person-centered planning must recognize the importance of the family and the fact that supports and services impact the entire family. The parent(s) or guardian(s) of the children will be involved in pre-planning and person-centered planning using “family-centered practice” in the delivery of supports, services and treatment to their children.

Topics Covered During Person Centered Planning

During person-centered planning, you will be told **about psychiatric advance directives, a crisis plan, and self-determination** (see the descriptions below). You have the right to choose to develop any, all or none of these.

Information about the Advance Directive for Mental Health Care (Psychiatric Advance Directive)

The State of Michigan has passed a law that helps insure you are in control of your medical and mental health treatment when you are unable to decide or to communicate your wishes. Anyone over 18 years of age and who does not have a guardian may write an *Advance Directive*. Your *Advance Directive* could only be implemented when two doctors certify that you are unable to make “informed decisions” or are “incapacitated.” You may change your *Advocate* or no longer have one (revoke) any time you choose. The *Advocate must accept this responsibility and*

may choose to resign at any time. You may want to refer to the Advance Directive brochure for additional information about Psychiatric Advance Directive.

Medical Advance Directive

You also have to right to a “medical advance directive.” A medical advance directive is different than a psychiatric advance directive. A medical advance directive allows you to share your wishes and desires for *medical* treatment if you cannot speak for yourself. To do this you must select someone that you trust to act as your medical durable power of attorney.

For more information on psychiatric or medical advance directives, please talk with your worker or look at the “What You Need to Know About Advance Directives” or “Thinking Ahead My Way, My Choice, My Life at the End” brochures. The brochures should be given to you at the time you receive the Customer Service Handbook. If you did not receive them please ask your worker for one.

Michigan Public Act 386 of 1998 (Estates and Protected Individuals Code, section 700.5506-Designation of patient advocate)

(1) An individual 18 years of age or older who is of sound mind at the time the designation is made may designate in writing another individual who is 18 years of age or older to exercise powers concerning care, custody, and medical treatment decisions for the individual making the designation. For purposes of this section and sections 5507 to 5512, an individual who is named in a designation to exercise powers concerning care, custody, and medical treatment decisions is known as a patient advocate and an individual who makes a designation is known as a patient.

(2) A designation under this section must be in writing, signed, witnessed as provided in subsection (3), dated, executed voluntarily, and, before its implementation, made part of the patient's medical record with the patient's attending physician and, if applicable, with the facility where the patient is located. The designation must include a statement that the authority conferred under this section is exercisable only when the patient is unable to participate in medical treatment decisions.

(3) A designation under this section must be executed in the presence of and signed by 2 witnesses. A witness under this section shall not be the patient's spouse, parent, child, grandchild, sibling, presumptive heir, known devisee at the time of the witnessing, physician, or patient advocate or an employee of a life or health insurance provider for the patient, of a health facility that is treating the patient, or of a home for the aged as defined in section 20106 of the public health code, 1978 PA 368, MCL 333.20106, where the patient resides. A witness shall not sign the designation unless the patient appears to be of sound mind and under no duress, fraud, or undue influence.

Please Note: Complaints concerning noncompliance with the advance directive requirements may be filed with the CMHCM Office of Recipient Rights. You can contact the Office of Recipient Rights at: 989.772.5938 (Clare, Isabella, Mecosta, and Osceola) 989.631.5140 (Gladwin, Midland) 1.800.317.0708 (Toll Free) or Customer Services at: 989.772.5938 or 1.800.317.0708.

Crisis Plan

You also have the right to develop a “**crisis plan.**” A crisis plan is intended to give direct care if you begin to have problems in managing your life or you become unable to make decisions and care for yourself. The crisis plan would give information and direction to others about what you would like done in the time of crisis. Examples are friends or relatives to be called, preferred medicines, or care of children, pets, or bills.

Self-Determination

Self-determination is a basic human right. It means you have the freedom to decide how, where and with whom you live your life. The four principles of Self-determination are:

- **Freedom** to plan your life with the needed supports.
- **Authority** to control a set budget on the supports and services you need.
- **Support** to help you arrange your resources and staff.
- **Responsibility** of taking an active role in your community through jobs, clubs, churches and helping others. It also means carefully using public dollars to meet your needs and make your life better.

Everyone can contribute to their community in a meaningful way. Community membership includes the option to have a job and your own home. It also means that you are involved with the routines of community life.

You are more responsible for your choices when you have more control over your life and resources. You are not alone though! You have many options for support. Support comes in many forms; not just a paid support system. The goal of a support system should be to remove barriers. CMHCM believes in using self-determination to support all adults with developmental disabilities or mental illness.

The person centered planning process and Choice Voucher Arrangements give you more options for your direct service and support arrangements. Person centered planning and Choice Voucher Arrangements both begin with independent planning facilitation. Independent planning facilitation will help you identify your dreams and goals. It will also help you identify the supports and services that will help you achieve your dreams and goals.

Taking part in a Choice Voucher Arrangement is voluntary. In a Choice Voucher Arrangement, you gain control over your own life by managing an agreed upon amount of money. This is called the “individual budget.” Your individual budget comes from the likely cost of your medically necessary services and supports. Even if you choose not to try a Choice Voucher Arrangement, you still have the right to have your individual budget.

You will be able to choose, employ and manage your own support staff through a Choice Voucher Arrangement. Your case manager, clinician or the Provider Network Management Department at CMHCM can give you technical assistance. A fiscal intermediary will help you manage your payroll. They will also help you stay under budget.

CUSTOMER SATISFACTION

At CMHCM we want to make sure that you are happy. You will be given a customer satisfaction survey during your annual person-centered planning meeting and from time to time we will do satisfaction surveys over the phone or through the mail. The answers to the questions will tell us how happy you are with the services and the people that provided them. You have the right to not answer the questions. The service you get will not change if you answer them or not. If you do participate, it is up to you if you want to put your name on the survey. If you do, your name will not be used in any way, unless you ask for someone to call you about your comments and or concerns. All answers will be kept secret.

Customer Satisfaction Survey results are reviewed by CMHCM as part of a quality improvement program to measure service outcomes. Results are reviewed by service supervisors, consumer groups, CMHCM's Board members, state level reviewers, and outside accrediting agencies. This is a great tool that CMHCM uses to identify things that can be changed about the system to improve services for "you" our customer. We encourage your participation and welcome your comments.

CONSUMER ADVISORY COMMITTEE

CMHCM has a local group of consumers and service providers who meet to talk about the services of the CMH. Members are asked to provide feedback about service satisfaction, effectiveness, and efficiency. The members create meeting schedules and agendas.

In addition to these groups, CMHCM has opportunities to participate in regular committee meetings. The committee topics may include quality improvement, customer services, recipient rights, and others.

If you are involved with an advisory group or other committee, you have the opportunity to be paid for your active participation. The CMHCM currently has a stipend policy to provide payment to consumers who are assisting with the business of the CMH. For information about advisory group or committee opportunities, please call customer service.

MENTAL HEALTH MEDICAID SPECIALTY SUPPORTS AND SERVICES DESCRIPTIONS

This section of the handbook explains services and more information regarding eligibility and medical necessity requirements, and choice of providers.

Note: If you are a Medicaid beneficiary and have a serious mental illness, or serious emotional disturbance, or developmental disabilities, or substance use disorder, you may be eligible for some of the Mental Health Medicaid Specialty Supports and Services listed below.

Before services can be started, you will take part in an assessment to find out if you are eligible for services. It will also identify the services that can best meet your needs. You need to know that not all people who come to us are eligible, and not all services are available to everyone we serve. If a service cannot help you, your Community Mental Health will not pay for it. Medicaid will not pay for services that are otherwise available to you from other resources in the community.

During the person-centered planning process, you will be helped to figure out the medically necessary services that you need and the sufficient amount, scope and duration required to achieve the purpose of those services. You will also be able to choose who provides your supports and services. You will receive an individual plan of service that provides all of this information.

In addition to meeting medically necessary criteria, services listed below marked with an asterisk * require a doctor's prescription.

Note: the Michigan Medicaid Provider Manual contains complete definitions of the following services as well as eligibility criteria and provider qualifications. The Manual may be accessed at

www.mdch.state.mi.us/dch-medicaid/manuals/MedicaidProviderManual.pdf.

Assertive Community Treatment (ACT) provides basic services and supports essential for people with serious mental illness to maintain independence in the community. An ACT team will provide mental health therapy and help with medications. The team may also help access community resources and supports needed to maintain wellness and participate in social, educational and vocational activities.

Assessment includes a comprehensive psychiatric evaluation, psychological testing, substance abuse screening, or other assessments except for physical health, conducted to determine a person's level of functioning and mental health treatment needs.

***Assistive Technology** includes adaptive devices and supplies that are not covered under the Medicaid Health Plan or by other community resources. These devices help individuals to better take care of themselves, or to better interact in the places where they live, work, and play.

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

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

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

Community Living Supports (CLS) are activities provided by paid 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.

***Environmental Modifications** are physical changes to a person's home, car, or work environment that are of direct medical or remedial benefit to the person. Modifications ensure access, protect health and safety, or enable greater independence for a person with physical disabilities. Note that other sources of funding must be explored first, before using Medicaid funds for environmental modifications.

Extended Observation Beds (or 23-hour stay units) are used to stabilize a mental health emergency when a person needs to be in the hospital for only a short time. An extended observation bed allows hospital staff to observe and treat the person's condition for up to one day before they are discharged to another community-based outpatient service or admitted to the hospital.

Family Skills Training is education and training for families who live with and/or care for a family member who is eligible for specialty services or the Children's Waiver Program.

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

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

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

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

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

Intermediate Care Facility for Persons with Mental Retardation (ICF/MR) provide 24-hour intensive supervision, health and rehabilitative services and basic needs to persons with developmental disabilities. The state of Michigan has one ICF/MR called the Caro Center.

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

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

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

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

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

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

Peer-delivered and Peer Specialist Services: Peer-delivered services such as drop-in centers are entirely run by consumers of mental health services. They offer help with food, clothing, socialization, housing, and support to begin or maintain mental health treatment. Peer Specialist services are activities designed to help persons with serious mental illness in their individual recovery journey and are provided by individuals who are in recovery from serious mental illness.

Personal Care in Specialized Residential Settings assists an adult with mental illness or developmental disabilities with activities of daily living, self-care and basic needs, while they are living in a specialized residential setting in the community.

***Physical Therapy** includes the evaluation by a physical therapist of a person's physical abilities (such as the ways they move, use their arms or hands, or hold their body), and treatments to help improve their physical abilities.

Prevention Service Models (such as Infant Mental Health, School Success, etc.) use both individual and group interventions designed to reduce the likelihood that individuals will need treatment from the public mental health system.

Respite Care Services provide short-term relief to the unpaid primary caregivers of people eligible for specialty services. Respite provides temporary alternative care, either in the family home, or in another community setting chosen by the family.

Skill-Building Assistance includes supports, services and training to help a person participate actively at school, work, volunteer, or community settings, or to learn social skills they may need to support themselves or to get around in the community.

***Speech and Language Therapy** includes the evaluation by a speech therapist of a person's ability to use and understand language and communicate with others or to manage swallowing or related conditions, and treatments to help enhance speech, communication or swallowing.

Substance Abuse Treatment Services (See Services for Persons with Substance Use Disorders)

Supports Coordination or Targeted Case Management: A Case Manager is a staff person who helps write an individual plan of service and makes sure the services are delivered. His or her role is to listen to a person's goals, and to help find the services and providers inside and outside the local community mental health services program that will help achieve the goals. A 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: Evidence Based Practice Supportive Employment (EBPSE) is an approach to vocational rehabilitation for people with serious mental illnesses. Supportive Employment emphasizes helping people obtain competitive work in the community and providing the supports necessary to ensure success in the workplace. Supportive Employment programs help consumers find jobs that pay competitive wages in integrated settings (i.e., with others who don't necessarily have a disability) in the community.

Seven Core Principle of Evidence Based Practice Supportive Employment

1. Eligibility is based on consumer choice.
2. Supported Employment services are integrated with comprehensive mental health treatment.
3. Competitive employment is the goal.
4. Personalized benefits counseling is important.
5. Job search starts soon after consumers express interest in working.
6. Follow-along supports are continuous,
7. Consumer preferences are important.

Treatment Planning assists the person and those of his/her choosing in the development and periodic review of the individual plan of services.

Wraparound Services for Children and Adolescents with serious emotional disturbance and their families include treatment and supports necessary to maintain the child in the family home.

SERVICES FOR HABILITATION SUPPORTS WAIVER (HSW) AND CHILDREN'S WAIVER PARTICIPANTS

Some Medicaid beneficiaries are eligible for special services that help them avoid having to go to an institution for people with developmental disabilities or nursing home. These special services are called the Habilitation Supports Waiver and the Children's Waiver. In order to receive these services, people with developmental disabilities need to be enrolled in either of these "waivers." The availability of these waivers is very limited. People enrolled in the waivers have access to the services listed above as well as those listed here:

Chore Services (for Habilitation Supports Waiver enrollees) are provided by paid staff to help keep the person's home clean, and safe.

Non-Family Training (for Children's Waiver enrollees) is customized training for the paid in-home support staff 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 service provided in the home, as necessary to meet specialized health needs.

Specialty Services (for Children's Waiver enrollees) are music, recreation, art, or massage therapies that may be provided to help reduce or manage the symptoms of a child's mental health condition or developmental disability. Specialty services might also include specialized child and family training, coaching, staff supervision, or monitoring of program goals.

SERVICES FOR PERSONS WITH SUBSTANCE USE DISORDERS

The Substance Abuse treatment services listed below are covered by Medicaid. These services are available through Northern Michigan Substance Abuse Services (NMSAS). You can find out what your Substance Abuse Treatment benefits are by calling NMSAS access center at 989.723.0864 or 1.800.686.0749.

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

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

Intensive Outpatient (IOP) is a service that provides more frequent and longer counseling sessions each week and may include day or evening programs.

Methadone and LAAM Treatment is provided to people who have heroin or other opiate dependence. The treatment consists of opiate substitution monitored by a doctor as well as nursing services and lab tests. This treatment is usually provided along with other substance abuse outpatient treatment.

Sub-Acute Detoxification is medical care in a residential setting for people who are withdrawing from alcohol or other drugs.

Residential Treatment is intensive therapeutic services which include overnight stays in a staffed licensed facility.

If you receive Medicaid, you may be entitled to other medical services not listed above. Services necessary to maintain your physical health are provided or ordered by your primary care doctor. If you receive Community Mental Health services, your local community mental health services program will work with your primary care doctor to coordinate your physical and mental health services. If you do not have a primary care doctor, your local community mental health services program will help you find one.

Note: **Home Help Program** is another service available to Medicaid beneficiaries who require in-home assistance with activities of daily living, and household chores. In order to learn more about this service, you may call one of the following local Michigan Department of Human Services' number's or contact the Customer Services Office for assistance.

DEPARTMENT OF HUMAN SERVICES (CLARE COUNTY)

725 Richard Drive, P.O. Box 469
Harrison, MI 48625
989.539.4260

DEPARTMENT OF HUMAN SERVICES (GLADWIN COUNTY)

250 N. State Street
Gladwin, MI 48624
989.426.3300

DEPARTMENT OF HUMAN SERVICES (ISABELLA COUNTY)

1919 Parkland Drive
Mt. Pleasant, MI 48858
989.772.8400

DEPARTMENT OF HUMAN SERVICES (MECOSTA COUNTY)

800 Water Tower Road
Big Rapids, MI 49307
231.796.4300

DEPARTMENT OF HUMAN SERVICES (MIDLAND COUNTY)

1509 Washington Street
Midland, MI 48640
989.839.1100

DEPARTMENT OF HUMAN SERVICES (OSCEOLA COUNTY)

220 E. Church Avenue
Reed City, MI 49677
231.832.4100

Medicaid Health Plan Services

If you are enrolled in a Medicaid Health Plan, the following kinds of health care services are available to you by healthcare providers other than CMHCM 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
- Prenatal care and delivery
- Surgery
- Transportation to medical appointments
- Vision

You also have transportation services available to you. If you need help arranging transportation, you may contact your Medicaid Health Plan at the number listed below.

If you already are enrolled in one of the health plans listed below you can contact the health plan directly for more information about the services listed above. If you are not enrolled in a health plan or do not know the name of your health plan, you can contact the Customer Services Office for assistance.

MEDICAID HEALTH PLANS

CompCare 1.888.222.8041

Behavioral Health Manager for: CareSource

Health Plan of Michigan

Molina HealthCare of Michigan

McLaren Health Plan 1.888.327.0671

Priority Health Government Programs 1.888.975.8102

If you have questions or need help call Medicaid at 1.800.642.3195.

PREVENTION

It is important to us at Community Mental Health for Central Michigan that you live a healthy life. That is why we want to make sure that you and your family have a wide range of services to help you.

Since there are many different services, we probably have something just for you. Something that will help you to enjoy life more, understand things better or learn new ways of doing things. If you have questions about the kinds of Prevention Services that are offered in your area, please call Customer Services.

CMHCM's PROVIDER NETWORK

Please see the list of all of the people who could provide services to you at the back of this handbook. These providers all have the licenses, training, and experience to help you. If you have questions about this list, please call Customer Services.

HOW TO OBTAIN OUT-OF-NETWORK CARE

There may be times where there are no providers in our network that are able to provide you with a service that you need. If the service is a covered benefit of this plan, and it is medically necessary, Community Mental Health for Central Michigan will work with you to find a provider out of our network who can provide the service. This will be at no cost to you. If you need out-of-network care, please contact Customer Services.

REPORTING SUSPECTED COMPLIANCE VIOLATIONS

All employees, board members, committee members and providers in the Community Mental Health for Central Michigan network, are responsible for making sure that the agency's compliance efforts are working. It is required that these people report suspected compliance violations to the Compliance Officer. If you suspect a compliance violation, you can also report it by calling the phone number below or sending your complaint in writing to the address below.

WHAT IS A COMPLIANCE VIOLATION?

Examples of Compliance Violations include, but are not limited to:

- Intentional deception or misrepresentation by a provider
- Practices by providers that result in unnecessary costs or improper payments; improper claims; billing irregularities; waste,
- Customer abuse
- Customer/customer's family disrespect
- Offering pay for referrals,
- Falsification of claims and records

If you have any questions, want more information about our compliance practices, or if you suspect that there has been a compliance violation, please call or write to the Community Mental Health for Central Michigan Compliance Officer.

Call 989.772.5938 and ask to speak to the Compliance Officer. Or write to the following address.

Community Mental Health For Central Michigan
301 South Crapo Street, Suite 100
Mt. Pleasant, Michigan 48858
Attn: Compliance Officer

CHANGING PROVIDERS

You have the right to request a change who provides your service(s) or supports. If you wish to change providers, discuss this with the person who is currently providing your service, case manager or supports coordinator, or with CMHCM's Customer Services Representative.

COORDINATION OF CARE

To improve the quality of services, CMHCM wants to coordinate your care with the medical provider who cares for your physical health. If you are also receiving substance abuse services, your mental health care should be coordinated with those services. Being able to coordinate with all providers involved in treating you improves your chances for recovery, relief of symptoms and improved functioning. Therefore, you are encouraged to sign a “Release of Information” so that information can be shared. If you do not have a medical doctor and need one, contact Customer Services and the staff will assist you in getting a medical provider.

WHEN YOU ARE AWAY FROM HOME

If you travel outside the counties of Community Mental Health for Central Michigan and are in need of services, call your local Community Mental Health for Central Michigan office or 1.800.317.0708 for assistance.

HOW SERVICE AUTHORIZATIONS ARE HANDLED

Services you request must be authorized or approved by CMHCM. CMHCM 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 an expedited/quick decision. *Expedited or quick decision needs to be made if a consumer's life, health, or ability to attain, maintain or regain maximum function is at serious risk.* **(You will find the definition of expedited decision Rule in the “Important Definitions” section of this handbook)**

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. **(You will find the definition of medical necessity in the “Important Definitions” section of this handbook)** If you do not agree with a decision that denies, reduces, suspends or terminates a service, you may file an appeal.

GRIEVANCE AND APPEALS PROCESS

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 the Customer Services Office. 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 the Customer Services Office.

Timelines for a Grievance

If you are unhappy with the quality of your services or how you are being treated at Community Mental Health for Central Michigan, you may file at any time a complaint called a **grievance**. You may file a grievance with the Office of Recipient Rights (see Recipient Rights, Page 7), or you may file a grievance with the Customer Service Coordinator and they will respond in writing within 60 calendar days with an explanation of what has been done about your grievance. If you do not receive this explanation within 60 days, your grievance is then considered an “action” and you are then allowed to have a local level appeal and/or a State Fair Hearing.

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

AND/OR

You can 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 Customer Services to file an appeal.

Timelines for an Appeal

You must be notified when your services are being changed. You may file an appeal if Community Mental Health for Central Michigan fails to:

- Make a decision about your request for services within fourteen (14) calendar days.
- Make a decision within three (3) working days of your request for “expedited” or quickly delivered services. An “expedited authorization decision” is based on your urgent health needs.
- Begin your services within fourteen (14) days of the start date in your person-centered plan.
- Resolve your local appeal within forty-five (45) days.
- Resolve a local grievance within sixty (60) days of the request.

If you, a representative for you, or your provider, are appealing an “action” against you, you must do this within 45 calendar days of the date of the notice of “action”. This request must be confirmed in writing if you are not requesting an expedited resolution. You will receive written notice of the results of the appeal within 45 days from the date you filed it, unless you have asked for an expedited appeal, in which case, you will be told within 3 days.

Timelines For A State Fair Hearing

If you would like a State Fair Hearing, you have 90 days from the date of the “action” to request this. You do not have to exhaust the local level of appeals before doing this.

A Customer Service Representative will help you if you would like to file an appeal with the State of Michigan or you can contact the Michigan Department Of Community Health, Administrative Tribunal at:

Administrative Tribunal

Michigan Department Of Community Health
P.O. Box 30763
Lansing, MI 30763
1.877.833.0870

CUSTOMER RIGHTS & RESPONSIBILITIES

Community Mental Health for Central Michigan is committed to providing you the best service based upon your needs. As a customer, you have certain rights and responsibilities and it is important that you understand them.

You have the right:

- To be treated with respect and dignity.
- To convenient and timely access to services.
- To get help fast and in a respectful way.
- To use any hospital or other setting for emergency care.
- To be given information about your benefits, any limitations with the service network and any cost that you will have to pay.
- To be involved in deciding what services you will receive, and to decide whether family customers and others should be involved as well.
- To indicate whether you would like family members and others to be a part of your plan of care.
- To be told about the kinds of services that you may receive and know who is available to provide services.
- To receive information on available treatment options and alternatives.
- To choose who will provide you your service. To have interpretation service provided for you at no cost to you if English is not your chosen language or you have hearing impairments.
- To refuse services and be told about the possible results of that decision.
- To express preferences about future treatment decisions. To be aware of and use advocates (people who will help you) whenever you feel they are needed.
- To be free from restraint or seclusion as coercion, discipline, provider convenience or retaliation.
- To receive services in a safe, clean, and caring place.

- To express a complaint about Community Mental Health for Central Michigan, its providers and/or the quality of care that you receive, and to have that complaint addressed in a timely manner.
- To see or receive a written copy of your record or chart and make changes if necessary to it.
- A customer, who is a child, has the right to be represented by a parent, legal guardian, or custodial agency in the development or revision of the plan of care.
- To make a grievance about services and have that grievance resolved quickly.
- To file an appeal with CMHCM and/or the Michigan Department of Community Health.
- To have a provider, on your behalf and with written consent, file an appeal with the PIHP and/or CMHSP.
- To have a second opinion from a qualified health professional, within our provider network, or out of our provider network, at no cost to you.
- To receive practice guidelines upon request.
- To additional information upon request concerning the structure and operation of the PIHP

You have the responsibility:

- To present your Medicaid card (if you have Medicaid) and/or other insurance coverage prior to receiving services.
- To keep scheduled appointments and let the office know if you will be delayed or unable to keep your appointment, if possible, at least 24 hours in advance.
- To let us know of a change in name, address, or insurance coverage.
- To pay all charges that have been determined you may owe.
- To make payments for services on time.
- To ask questions about your services and keep asking until you fully understand.
- To provide honest and complete information to those providing services.
- To follow the plan of care you chose, and to understand what might happen if you choose to not follow the plan.
- To know what medication you are taking, why you are taking it, the proper way to take it and possible side effects of that medicine.
- To express your opinions, concerns or complaints in a constructive manner.

OTHER INSURANCE PLANS

Make sure you inform your local Community Mental Health of all the insurances that you are covered by as well as any changes to your insurance. The law states that if you are covered by another insurance plan they will be billed before any state funds are (including Medicaid), to cover the services provided to you. It is important that this information is current at all times.

KEEPING US INFORMED

It is important that you let us know important changes to help us better serve you. Please keep the following in mind:

- *Notify your local Department of Human Services (DHS) of any change in family size, name or address. Notify us of any change of address. If you move out of the region or out-of-state, we can assist you in transferring your records.*
- *Notify us of any changes in your insurance coverage.*

If you lose your Medicaid insurance, and you are receiving services, you will continue to receive services or supports for as long as they are necessary.

CONFIDENTIALITY & FAMILY ACCESS TO INFORMATION

You have the right to have information about your mental health treatment kept private. You also have the right to look at your own clinical records and add a formal statement about them if there is something you do not like. Generally, information about you can only be given to others with your permission. However, there are times when your information is shared in order to coordinate your treatment or when it is required by law.

Family members have the right to provide information to CMHCM about you. However, without a Release of Information signed by you, CMHCM may not give information about you to a family member. For minor children under the age of 18 years, parents are provided information about their child and must sign a Release of Information to share with others.

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

Under HIPAA (Health Insurance Portability and Accountability Act), you will be provided with an official Notice of Privacy Practices from your community mental health services program. This notice will tell you all the ways that information about you can be used or disclosed. It will also include a listing of your rights provided under HIPAA and how you can file a complaint if you feel your right to privacy has been violated.

If you feel your confidentiality rights have been violated, you can call the Recipient Rights Office at 989.772.5938 OR 989.631.5140 OR 1.800.317.0708.

CMHCM'S INFORMATION PRIVACY PRACTICES

HIPAA PRIVACY NOTICE

FOR MEDICAID AND OTHER MEDICAL ASSISTANCE PROGRAMS EFFECTIVE APRIL 14, 2003 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 THIS INFORMATION CAREFULLY

Understanding the Type of Information We Have

We get information about you when you enroll in the Medicaid health plan or when you come to us for service. It includes your date of birth, sex, ID number and other personal information. We also get bills, reports from your doctor, and other data about your physical and mental health.

Our Privacy Commitment To You

We care about your privacy. The information we collect about you is private and is protected by two laws: The Michigan Mental Health Code and the Federal Health Insurance Portability and Accountability Act (HIPAA). We are required to give you a 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 only disclose your information for purposes of treatment, payment, business operations, or when we are required by law to do so.

Treatment

We may disclose health information about you to coordinate your health care. For example, we may notify your primary care doctor about medications our psychiatrist prescribes for you. We may disclose information to other health care providers in our service network such as a group home in which you reside.

Payment

We may use and disclose information so the care you get can be properly billed and paid for. For example, we may need to inform the insurance about your diagnosis in order to obtain payment or to obtain prior approval for treatment.

Business Operations

We may need to use and disclose information for our business operations. For example, we may use the information to review the quality of care you get.

Exceptions

For certain kinds of records, your permission may be needed even 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 us permission in writing, we may use and disclose your personal information. If you give us permission, you have the right to change your mind and revoke it. This must be in writing too. We cannot take back any uses or disclosures already made with your permission.

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 Community Mental Health for Central Michigan at the address below.

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 your records.

The Right to Amend

You may ask us to change your records. If you feel that there is a mistake, you have the right to add a 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 a right to ask for a list of disclosures made after April 14, 2003. This list will not include the times that information was disclosed for treatment, payment, or health care operations. You may be charged a fee for the cost of copying.

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 request.

Your Right to Request Confidential Communications

You have the right to ask that we share information with you in a certain way or 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. We will attempt to honor your request.

Changes To This Notice

We reserve the right to revise this notice. A revised notice will be effective for health information we already have about you as well as any information we may receive in the future. We are required by law to comply with whatever notice is currently in effect. Any changes to our notice will be available at our offices. You may call or stop by to receive a revised one.

Application

This notice is a joint notice for separate health care providers who contract with Community Mental Health for Central Michigan. These providers offer outpatient, residential, community support, work and social recreation services. These providers are located within the Central Michigan area.

How to Use Your Rights Under This Notice

If you want to use your rights under this notice, you may call us or write us. If your request to us must be in writing, we will help you prepare your written request, if you wish.

Complaints to the Federal Government

If you believe that your privacy rights have been violated, you have the right to file a complaint with the federal government. You may write to:

Office of Civil Rights
Dept. of Health and Human Services
200 Independence Ave., S.W.
Washington, D.C. 20201
Phone: 866.627.7748
TTY: 866.788.4989
Email: ocrprivacy@hhs.gov

You will not be penalized for filing a complaint with the federal government.

Complaints and Communications to Us

If you want to exercise your rights under this notice or if you wish to communicate with us about privacy issues, or if you wish to file a complaint, you can contact:

Privacy Officer
Community Mental Health for Central Michigan
301 S. Crapo, Suite 100
Mt. Pleasant, MI 48858
Phone: 989.772.5938
E-mail: privacy@cmhcm.org

You will not be penalized for filing a complaint.

Copies of This Notice.

You have the right to receive an additional copy of this notice at anytime. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice. Please call or write us to request a copy. This notice is available in other languages and alternate formats that meet the guidelines for the Americans with Disabilities Act (ADA)

IMPORTANT DEFINITIONS

The following is a list of words that are used in this handbook. You may not know what some of these words mean, but they are important to know so that you will understand exactly what services are available and how you can receive them when you need them.

Access: The entry point to the Prepaid Inpatient Health Plan (PIHP), sometimes called an “access center,” where Medicaid beneficiaries call or go to request mental health services.

Adult Benefits Waiver: Michigan health care program for certain low-income adults who are not eligible for the Medicaid program. Contact the Customer Services for more information. This is a narrowly defined benefit that does not entitle you to all of the services and supports described in this brochure.

Amount, Duration, and Scope: How much, how long, and in what ways the Medicaid services that are listed in a person’s individual plan of service will be provided.

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

CA: An acronym for Substance Abuse Coordinating Agency. The CA’s in Michigan manage services for people with substance use disorders.

CMHSP: An acronym for Community Mental Health Services Program. There are 46 CMHSPs in Michigan that provide services in their local areas to people with mental illness and 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.

Developmental Disability: Is defined by the Michigan Mental Health code means either of the following:

- (a) If applied to a person older than five years, a severe chronic condition that is attributable to a mental or physical impairment or both, and is manifested before the age of 22 years; is likely to continue indefinitely; and results in substantial functional limitations in three or more areas of the following major life activities: self-care, receptive and expressive language, learning, mobility self-direction, capacity for independent living, and economic self-sufficiency; and reflects the need for a combination and sequence of special, interdisciplinary, or generic care, treatment or other services that are 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.

Expedited Decision Rule: In cases in which a provider indicates, or CMHCM determines, that following the standard timeframe could seriously jeopardize the consumer's life or health or ability to attain, maintain or regain maximum function, CMHCM must make an expedited authorization decision and provide notice of the decision as expeditiously as the consumer's condition requires, and no later than three (3) days after receipt of the request for service.

Fair Hearing: A state level review of beneficiaries' disagreements with health plans' denial, reduction, suspension or termination of Medicaid services. State administrative law judges who are independent of the Michigan Department of Community Health perform the reviews.

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.

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. Contact the Customer Services for more information.

PIHP: An acronym for Prepaid Inpatient Health Plan. There are 18 PIHPs in Michigan that manage the Medicaid mental health, developmental disabilities, and substance abuse services in their geographic areas. All 18 PIHPs are also community mental health services programs.

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 abuse 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 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 and 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.

LIST OF NETWORK PROVIDERS

Please realize that our Network Providers List changes quite often. The list is updated and will be given to you annually. However, please feel free to call customer services at any time throughout the year to request an updated network provider list. Any restrictions of freedom of choice will be discussed with the consumer at the time of intake or periodic plan development.

Specialized “Type A” Residential Providers

- AFC Homes Corp., Ewart, MI 231.734.3901
- Allbee Foster Care, Beaverton, MI 989.435.7977
- Bailey AFC, Gladwin, MI 989.426.0122
- Bass Lake AFC, Harrison, MI 989.539.5427
- Beacon Harbor Homes, Inc., Saginaw, MI 989.792.1888
 - Garfield Home, Saginaw, MI
 - Hospital Road Home, Saginaw, MI
 - Michigan A Home, Saginaw, MI
 - Piper Home, Saginaw, MI
 - Shattuck Home, Saginaw, MI
- Beacon Specialized Living Services—Bangor, Bangor, MI 269.427.8400
 - Beacon SLS—Kalamazoo, Kalamazoo, MI
 - Beacon SLS—Lawrence, Lawrence, MI
 - Mission Point, Kingsley, MI
 - Silverview AFC, Traverse City, MI
 - The Oaks, Plainwell, MI
- Brewer AFC Home, Farwell, MI 989.588.6628
- Bridget Johnson AFC, Tustin, MI 231.829.5095
- Community Healthcare Management 989.773.6320
 - Country Place II and III, Mt. Pleasant, MI
- Country Easy Living, Reed City, MI 231.832.3725
- Country Pines AFC, Coleman, MI 989.832.0215
- Creek Side Manor, Big Rapids, MI 231.796.6131
- Dewey AFC, Farwell, MI 989.588.4264
- Don’s Place, Sears, MI 989.382.9672
- Edna Mae’s Leisurely Living, Gladwin, MI 989.426.6659
- Halstead AFC, Farwell, MI 989.588.9662
- Harmony Pines, Big Rapids, MI 231-796-6131
- Jayne Graham 231.527.1724
 - Jayne’s House AFC, Big Rapids, MI
 - White Oaks AFC, Morley, MI
- Jeff and Elaine Brewer AFC, Farwell, MI 989.588.0197
- Johnson AFC Home, Tustin, MI 231.829.3378
- Kelly Mitchell AFC, Tustin, MI 231.829.3098
- LaPaz AFC, Gladwin, MI 989.426.8517
- Lighthouse, Caro, MI 989.673.2500

- LoveJoy AFC, Lansing, 517.803.3655
- Mary's House AFC, Mt. Pleasant, MI 989.772.9356
- M-66 AFC Home, Marion, MI 231.743.9708
- Magnolia AFC, Manton, MI 231.839.4585
- Owens AFC, Mt. Pleasant, MI 989.773.4315
- Palmers Place, Ithaca, MI 989.855.3784
- Peaceful Acres AFC, Howard City, MI 616-636-4777
- Pleasant Lake Lodge, Cadillac, MI 231-775-0522
- Poplar AFC, Clare, MI 989.386.7808
- Quick AFC, Sears, MI 231.734.6026
- Riverview AFC, Morley, MI 231.856.7621
- Rorick AFC, Mecosta, MI 231.972.7161
- Shady Oaks AFC, Mt. Pleasant, MI 989.773.0556
- Shady Pine AFC, LeRoy, MI 231.768.4410
- Simon AFC, Reed City, MI 231.832.2619
- Smith AFC, Gladwin, MI 989-426-5887
- T & T Johnson, Sears, MI 231.734.0513
- Thren AFC, Weidman, MI 989.644.2761
- Trails End AFC, Lake, MI 989.544.3550
- Turning Leaf Residential Rehabilitation Services, Lansing, MI 800-777-2918
- Valley Road Home, Honor, MI 231.325.2162
- Wallace Street Partners, Ashley, MI 989.847.2011
- Welcome Home AFC, Big Rapids, MI 231.527.1724
- Willford AFC, Gladwin, MI 989.426.4429
- Wilson Residential Care Services, Millington, MI 989.871.5090

Specialized "Type B" Residential Providers

- Cencare Foster Care Homes, 989.773.6200
 - Cencare #1, Mt. Pleasant, MI
 - Cencare #3, Weidman, MI
 - Cencare #4, Mt. Pleasant, MI
 - Cencare #5, Mt. Pleasant, MI
- Central Michigan Non-Profit Housing 989.772.0574
 - McVey Street Home, Mt. Pleasant, MI
 - Pickard Street Home, Mt. Pleasant, MI
 - Vernon Street Home, Mt. Pleasant, MI
- Central State Community Services, 989.631.6691
 - Mitchell House, Midland, MI
- Crisis Center, Inc. 989.772.2918
 - Adams Street Home, Mt. Pleasant, MI
 - Briarwood Home, Mt. Pleasant, MI
 - Broadway Home, Mt. Pleasant, MI
 - Clare Home, Clare, MI
 - Isabella Home, Mt. Pleasant, MI
 - Lynnwood Home, Mt. Pleasant, MI

- Manors Home, Mt. Pleasant, MI
- Mt. Pleasant Home, Mt. Pleasant, MI
- Oakleaf Home, Harrison, MI
- Parkview Home, Harrison, MI
- Shepherd Home, Shepherd, MI
- Weatherhead Home, Harrison, MI
- Weidman Home, Weidman, MI
- DeGeer, Inc., 989.544.3605
 - Haven Acres, Lake, MI
- Hope Network West Michigan, 231.248.5242
 - Hersey House, Hersey, MI
- Hopkins AFC Homes 231.734.5936
 - Hopkins 7 Mile AFC, Ewart, MI
 - Hopkins 80th Avenue AFC, Ewart, MI
 - Hopkins AFC #1, Reed City, MI
 - Hopkins US 10 AFC, Ewart, MI
 - Hopkins Whispering Pines, Ewart, MI
- Jay Gunden, 989.588.6769
 - Gunden #1, Farwell, MI
- Kirby's AFC, Harrison, MI 989.539.0284
- Lutheran Social Services of Michigan, 989.835.6653
 - Andrews House, Midland, MI
 - Foelling House, Midland, MI
 - White Pines, Gladwin, MI
- McBride Quality Care Services, Inc., 989.772.1261
 - Apple Tree AFC, Mt. Pleasant, MI
 - Brooks Road AFC, Midland, MI
 - Harmony House, Mt. Pleasant, MI
 - Main Street Living, Farwell, MI
 - McBride #1, Mt. Pleasant, MI
 - McBride #2, Mt. Pleasant, MI
 - McBride #3, Barryton, MI
 - McBride #5, Big Rapids, MI
 - McBride #6, Barryton, MI
 - McBride #7, Weidman, MI
 - McBride #8, Mt. Pleasant, MI
 - McBride #10, Farwell, MI
 - McBride Sherman Street Home, Big Rapids, MI
 - Millbrook Road Home, Mt. Pleasant, MI
 - Newton School Home, Big Rapids, MI
 - Rainbow House, Mt. Pleasant, MI
 - Rosebush AFC, Mt. Pleasant, MI
- Pelcher AFC Homes, Inc., 989.866.2535
 - Pelchers I, Mt. Pleasant, MI
 - Pelcher AFC II, Farwell, MI
- Valley Residential Services, Inc., 898.865.9997

- Pineport Home
- Reed City Home
- Ross Parkway Home

Community Living Support (CLS) Providers

- Affordable Nursing, Gladwin 800.240.4707
- Allen and Margaret Brewer, 989-588-6628
- Arc of Midland 989.631.4439
- Beemer CLS 231.734.3901
- Cencare Foster Care Homes, Inc., 989.773.6200
- Central Michigan Non-Profit Housing, 989.772.0574
- Central State Community Services, Inc. 989.631.6691
- Christian Home Services, Inc., 989.772.1261
- Claudia Quick, 231.734.6026
- Crisis Center Inc., 989.773.6904
- Dedicated In Care Enterprises, Inc., 989.687.9078
- Disability Network of Mid Michigan, 989.835.4041
- Hope Network West Michigan 231.248.5242
- Interdisciplinary Advantage, Inc. 989.631.1820
- Jay Gunden, 989.588.6769
- Lavel Smith, 989-426-5887
- Lutheran Social Services of Michigan 989.835.6653
- McBride Quality Services, LLC, 989.772.1261
- Midland Council on Aging, 989.633.3700
- Mid-Michigan Industries, 888.773.7664
- Personal Assistance Options 989.837.8350
- Ray of Hope, 989.633.3348
- Steven Johnson, 989.967.8379
- Valley Residential Services, Inc., 989.865.9997
- VOICE, 989.497.7111

Children's Waiver/Enhanced Health Services Providers

- Central Rehabilitation Services, 989.772.3553
- Children's Therapy Corner, 989.835.6333
- Christian Home Services, 989.772.1261
- MidMichigan Home Care, 989.633.1400
- Partners In Change 989.832.2165

Respite Providers

- Cencare Foster Care Homes, Inc., 989.773.6200
- Christian Home Services, Inc., 989.772.1261
- McBride Quality Services, LLC, 989.772.1261

Inpatient Providers

- Carson City Hospital, 989.584.3971
- Family Health Psychiatric & Counseling Center 989.463.2779
- Forest View Psychiatric Hospital, 616.942.9610
- Gratiot Medical Center, 989.466.3353
- Memorial Medical Center of West Michigan, 231.845.2262
- Mid Michigan Medical Center – Midland, 989.839.3000
- Mid Michigan Physicians Groups, 989.837.9002
- Pine Rest Christian Mental Health Services, 616.566.6000
- St. Mary’s Mercy Medical Center – Pine Rest, 616.455.5000

Outpatient Service Providers

- Catholic Family Services, Mt. Pleasant, 989.773.9328
- Community Mental Health for Central Michigan
 - Clare Center, Harrison, 989.539.2141
 - Gladwin Center, Gladwin 989.426.9295
 - The George Rouman Center, Mt. Pleasant 989.772.5938
 - Mecosta Center, Big Rapids 231.796.5825
 - Midland Center, Midland 989.631.2320
 - Osceola Center, Reed City 231.832.2247
- Family and Children’s Services of Midland, 989.631.5390
- Mid Michigan Family, LTD, 989.773.9600
- Ten Sixteen Recovery Network, 989.631.0241

Case Management/Supports Coordination/Facilitation Providers

- Community Mental Health for Central Michigan
 - Clare Center, Harrison, 989.539.2141
 - Gladwin Center, Gladwin 989.426.9295
 - The George Rouman Center, Mt. Pleasant 989.772.5938
 - Mecosta Center, Big Rapids 231.796.3553
 - Midland Center, Midland 989.631.5140
 - Osceola Center, Reed City 231.832.2247
- Consumer Services, Inc., Mason 517.833.8100
- Disability Network of Mid Michigan, 989.835.4041
- New Century Support Services, Inc., 810.234.7080
- Selective Case Management 989.249.8844
- The Arc of Central Michigan 989.773.8765
- The Arc of Midland 989.631.4439

Clubhouse/Employment/Skill Building Providers

- Arenac Opportunities, 989.846.4441
- Arnold Center, Inc./Gladwin County Industries 989.631.9570
- Community Mental Health for Central Michigan
 - New Journey Clubhouse, Big Rapids 231.592.4654

- Summit Clubhouse, Mt. Pleasant 989.775.3501
- Northern Espresso, Gladwin 989.426.3386
- Crisis Center Inc, 989.773.6904
- Eagle's Nest Drop-In Center 231.832.5068
- Goodwill Industries of Greater Grand Rapids, 989.773.4785
- Guardian Angel Homes, 616.458.7000
- Hope Network West Michigan 616.248.5900
- Isabella County Adult Day Program 989.772.2957
- McBride Quality Care Services, Inc., 989.772.1261
- Michigan Rehabilitative Services, 989.773.5925
- Midland County Council on Aging 989.633.3700
- Mid Michigan Industries 989.773.6918
- Network 180, 616.336.3765
- R.O.O.C., Inc. 989.275.9534
- Safe Haven Outreach Center 989.832.6495
- V.O.I.C.E. 989.497.7111
- Vocational Independence Program, 810-238-3671

Fiscal Intermediaries

- Frank Ross, CPA, PC, 989.772.3243
- GuardianTrac, 1.877.659.4500
- Stuart Wilson, CPA PC 989.832.5400

Independent Facilitators

Independent Facilitators are available through:

The Arc of Central Michigan

P.O. Box 171

Mt. Pleasant, Michigan 48804-0171

Phone: 989.773.8765

Facilitators: Nancy Hartshorne, Amy Hovey, Anne Marie Koelbel, Sharon Quinlan, Anne Ramirez, and Gail Zimmerman.

The Arc of Midland

220 W. Main Street

Midland, Michigan 48640

Phone: 989.631.4439

Facilitators: Carol Brown, Kathie Brown, Laurel Bucci, Dennis Depesa, Anne House, Jan Lampman, and Pam Murchison.

REMEMBER: If you need an interpreter at any of our provider locations, please contact that provider or call CMHCM's customer services department. These services will be provided at no cost to you.

FOR CUSTOMER SERVICE ASSISTANCE PLEASE CALL 989.772.5938 OR 1.800.317.0708

HAVE QUESTIONS? NEED ANSWERS?

If you have any questions either now or in the future about anything listed in this handbook, or you have suggestions on how we can improve the services that we provide, please contact Community Mental Health for Central Michigan's Customer Services Department.

STATE CUSTOMER SERVICES HOTLINE NUMBERS

Medicaid Customer Services Hotline

1-800-642-3195

Mental Health & Substance Abuse Administration Customer Services Number

1-517-241-5066

WEBSITES: CONSUMER ADVOCACY GROUPS

Bazelon Center for Mental Health Law and Policy: www.bazelon.org

Depression and Bi-Polar Support Alliance: www.dbsalliance.org

Eating Disorders: www.edenclub.org

Emotions Anonymous: www.emotionsanonymous.org

The Kaiser Family Foundation: www.kff.org

NAMI: National Alliance on Mental Illness: www.nami.org

National Empowerment Center: www.power2u.org/index.html

OCD Foundation of Michigan: www.ocdmich.org

Schizophrenics Anonymous: www.sanonymous.com

Alcoholics Anonymous: www.aa.org

Statewide: www.theagapecenter.com/AAinUSA/Michigan.htm

Narcotics Anonymous Statewide: <http://www.michigan-na.org/main.htm>

ARC Michigan: www.ARCMI.org

Autism Society of Michigan: www.autism-mi.org

Centers for Independent Living: www.ilusa.com/links/ilcenters.htm

Epilepsy Foundation of Michigan: www.epilepsyfoundation.org/Michigan

Michigan Protection and Advocacy Service: www.mpas.org

United Cerebral Palsy Michigan: www.ucp.org/ucp_local.cfm/87

United Way

Statewide: www.uwmich.org

Link to 211 on the homepage

Websites: State and Federal Resources

Department of Health and Human Services / Centers for Medicare and Medicaid:
www.cms.hhs.gov/

Medicaid Provider Manual: http://www.michigan.gov/mdch/0,1607,7-132-2945_5100-87572--,00.html

Michigan Department of Community Health: www.michigan.gov/mdch

Michigan Mental Health Code:
http://www.michigan.gov/documents/mentalhealthcode_113313_7.pdf

Michigan Public Health Code:
[www.legislature.mi.gov/\(kldb0vzkfb1bj3m2stqqk245\)/mileg.aspx?page=getobject&objectname=mcl-act-368-of-1978](http://www.legislature.mi.gov/(kldb0vzkfb1bj3m2stqqk245)/mileg.aspx?page=getobject&objectname=mcl-act-368-of-1978).

Michigan Department of Human Services: www.michigan.gov/dhs
MDHS, Links to County Offices: <http://www.michigan.gov/dhs/0,1607,7-124-5461--,00.html>

Michigan Rehabilitation Services: www.michigan.gov/mrs
Links to local offices on the homepage

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

Michigan Association of Community Mental Health Boards: www.macmhb.org

Balanced Budget Act: www.gpoaccess.gov/cfr/index.html.
Type 42CFR438 into the "Quick Search" line.
Use this site for any Federal law, with the number.

National Institute for Mental Health: www.nimh.nih.gov

Substance Abuse and Mental Health Services Administration: www.samhsa.gov.

Limited English Proficiency Guidance in Federal Register:
www.hhs.gov/ocr/lep/lep-guidance080403.pdf

WEBSITES: SUBSTANCE ABUSE

ADULT CHILDREN OF ALCOHOLICS www.allone.com/12/aca/
ALANON www.al-anon.alateen.org
ALCOHOLICS ANONYMOUS – NATIONAL www.alcoholics-anonymous.org
ALCOHOLICS ANONYMOUS-LOCAL www.aa-semi.org
COCAINE ANONYMOUS www.ca.org
DRUG HELP REFERRAL www.drughelp.org
GAMBLERS ANONYMOUS www.gamblersanonymous.org
MARIJUANA ANONYMOUS www.marijuana-anonymous.org
NARCOTICS ANONYMOUS - NATIONAL www.wsomc.com
NARCOTICS ANONYMOUS - LOCAL www.michigan-na.org
CONSUMERS SELF -HELP CLEARINGHOUSE www.mhselfhelp.org
RATIONAL RECOVERY www.rationa1.org
NICOTINE ANONYMOUS www.nicotine-anonymous.org
SAMHSA TREATMENT FACILITY LOCATOR <http://findtreatment.samhsa.gov>

MISCELLANEOUS HOTLINE NUMBERS

AIDS 24 HOUR HOTLINE (800) 342-2437
AIDS PARTNERSHIP MICHIGAN (800) 872-AIDS
A-SHELTER (800) 274-3583
BOYS TOWN NATIONAL HOTLINE (800) 448-3000
CENTER FOR MISSING AND EXPLOITED CHILDREN (800) 843-5678
COCAINE HOTLINE (800) COCAINE
DRUG HELP (800) 662-HELP
GAMBLING HELP LINE (800) 270-7117
HOME HEATING HOTLINE (800) 292-5650
MISSING CHILDREN'S HELPLINE (800) 843-5678
NARCOTICS ANONYMOUS (989) 772-4955
PARENT HELPLINE (800) 942-4357
POISON CONTROL CENTER (800) 222-1222
SEXUALLY TRANSMITTED DISEASE HOTLINE (800) 243-7889
SUICIDE HOTLINE (800) SUICIDE
TOBACCO QUIT LINE (800) 480-7848

WEBSITES: DISCRIMINATION AND STIGMA RESOURCES

Anti-Stigma Home Page

<http://community-2.webtv.net/stigmanet/NATIONALSTIGMA/>

Bandaides and Blackboards

<http://www.lehman.cuny.edu/faculty/jfleitas/bandaides/>

The Carter Center's Mental Health Program

www.cartercenter.org/health/mental_health/index.html

www.ncd.gov/newsroom/publications/2000/privileges.htm

iFred (International Foundation for Research and Education on Depression)

www.ifred.org/iFred

Kids on the Block

www.kotb.com

Mental health: it's part of all our lives

www.allmentalhealth.samhsa.gov/index.html

Metanoia

www.metanoia.org

NAMI Stigma Busters

http://www.nami.org/template.cfm?section=fight_stigma

National Mental Health Association-Stigma Watch

www.nmha.org/newsroom/stigma/index.cfm

No Stigma

www.nostigma.org

Nothing to Hide: Mental Illness in the Family

www.familydiv.org/nothingtohide.php

Open Minds

www.openminds.com

SAMHSA's Resource Center to Address Discrimination and Stigma (ADS Center)

www.stopstigma.samhsa.gov

Will I Go Crazy?

www.willigocrazy.org

MISSION STATEMENT

To provide and support a wide range of mental health solutions to help the members of our communities gain control over their lives, achieve dignity and respect, realize their potential, and become full participants in community life.

VISION STATEMENT

To be a leader in the provision of quality mental health solutions in collaboration with consumers and community partners.

STATEMENT OF VALUES

- ❖ Community Mental Health for Central Michigan values:
- ❖ The dignity and worth of each individual served
- ❖ Person centered planning and self-determination
- ❖ Inclusion of every individual in the community
- ❖ Quality services that are affordable, accessible, and available
- ❖ Creativity, Best Practice, and innovation
- ❖ Diversity
- ❖ Education for advocacy and prevention
- ❖ Consumer involvement in policy development and program decision
- ❖ Responsiveness to local community needs
- ❖ Collaboration with community partners
- ❖ Ethical practices
- ❖ Competence among staff and providers
- ❖ Continuous Quality Improvement
- ❖ Participative Management
- ❖ Efficient management that maximizes resources
- ❖ Fiscal integrity



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