



13101 Allen Road
Southgate, MI 48195
734-785-7700

www.guidance-center.org

Adult Case Management

Services Overview

Adult Case Management assesses the needs of the client and arranges, coordinates, monitors, evaluates, and advocates for services and community resources designed to meet the client's needs. Adult Case Managers provide clients with referrals and assistance with a variety of needs such as food, clothing, housing, transportation, medication/prescription assistance program, Medicaid application/issues, applying for SSI/SSDI and referrals for individual/group therapy and Supported Employment (SE). The basic goal of Adult Case Management is to assess the client's needs, link and coordinate services to meet their needs, and to assist the client with developing a treatment plan which lays out the objectives and goals for treatment.

Service Hours

- Adult Case Management services are available weekly from Monday through Friday from 8:30 am to 5:00 pm.

Emergency Care Service and/or After Hour Emergency Assistance

- For psychiatric emergency after business hours, call 1-866-690-8257.
- For medication issues, call 734-785-7701.

Types of Services Provided

- Perform a Biopsychosocial assessment prior to initial visit. The Biopsychosocial assessment refers to a series of questions asked at the beginning of treatment of an individual that obtain information about the major physical (bio), psychological, and social issues of the individual. Questions covering the biological sphere could include any history of disease, addiction, surgeries, medication use, and family history of illness. Sociological questions may concern family, living arrangements, relationships, finances, stability of work, home, and school arrangements. Psychological assessment could have questions that cover the presence of psychiatric illness, strong stressors like recent bereavements, and risk of suicide.
- Perform an Adult Case Management assessment to assess the client's needs.
- Explore the client's goals and need for Mental Health treatment using the "Person-Centered" care methodology.
- Provide a treatment plan which lays out specific directives along with dates of onset/completion, termination, person handling the task, person(s) associated with the task, etc.
- Compare the pre-planning form to the Treatment Plan and document any changes between the two.



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Types of Services Provided (continued)

- Provide clients with referrals and assistance with a variety of needs such as food, clothing, housing, transportation, medication/prescription assistance program, Medicaid application/issues, applying for SSI/SSDI, and referrals for individual/group therapy and Supported Employment.
- Offer crisis plan, if needed.

Services Association

- Adult Case Management's services are provided by the Adult Behavioral Health (ABH) Department.
- Adult Case Managers report to Director of Adult Behavioral Health services.

Eligibility Requirements

- Must be 18 years and older.

Condition of Services

- As a partner of the team, we require a Case Manager to be involved with every client diagnosed with primary mental health symptoms. The frequency of these contacts should be individualized but not to exceed less than once every 90 days.
- If a client goes a prolonged period with no contact with their Case Manager, three outreach calls are made within a 2-week period to attempt to schedule an appointment. If there is no response, then a 12-day letter is sent informing the client that the case will be closed should their worker does not hear from him/her. The exception to the requirement of seeing a Case Manager is for those with private insurance.
- Treatment goals are to stabilize the client, which is ideally 6 months to one year of treatment. After this period of treatment, the client is recommended for the Primary Care Physician (PCP) or another facility to provide psychiatric services.

Fee for Service Payment & Insurance Coverage Structure

- SEMCA distributes funds for Substance Abuse (SA) services to the Medicaid and uninsured population. Case Management is not a covered benefit for those with third party insurance.
- All Mental Health services are covered by private insurance, Medicaid and/or Medicare. For those who are not eligible for Medicaid/Medicare or other funding available, we accept self-pay.



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Referral Process & Requirements

- All clients active in mental health services are assigned to a Case Manager as the coordinator for all services. Must meet SPMI criteria for eligibility of Mental Health services.
- Referrals for Substance Abuse are screened by clinical therapists for eligibility and need of care services. Must meet criteria for Substance Abuse or dependence.

Acronyms

ABH – Adult Behavioral Health

SE – Supported Employment

Forms

Biopsychosocial Assessment

Pre-planning

Treatment plan

Plan of Care

Crisis Plan

Notification letter



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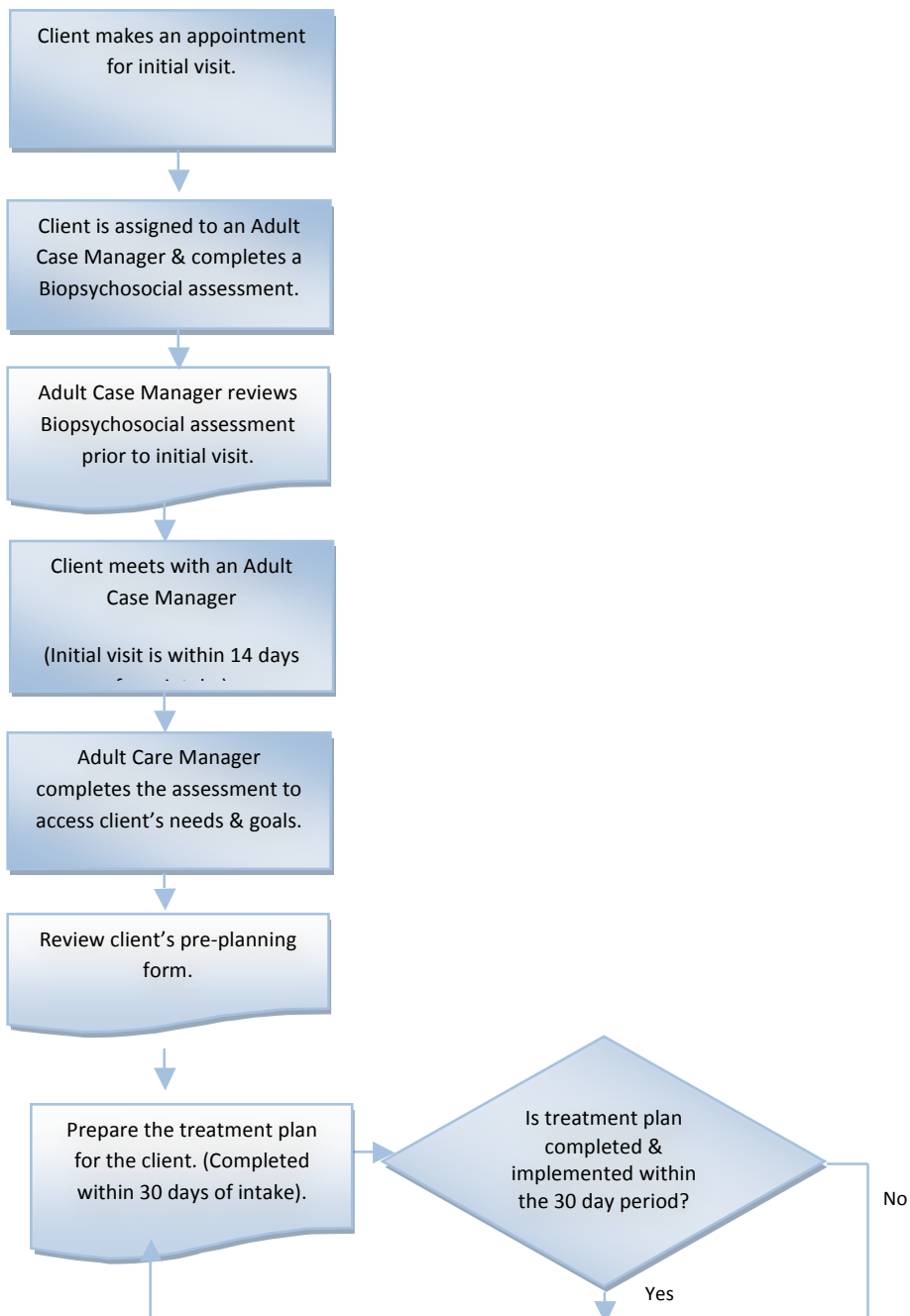
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New Client Adult Case Management Process





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New Client Adult Case Management Process (continued) - page 2

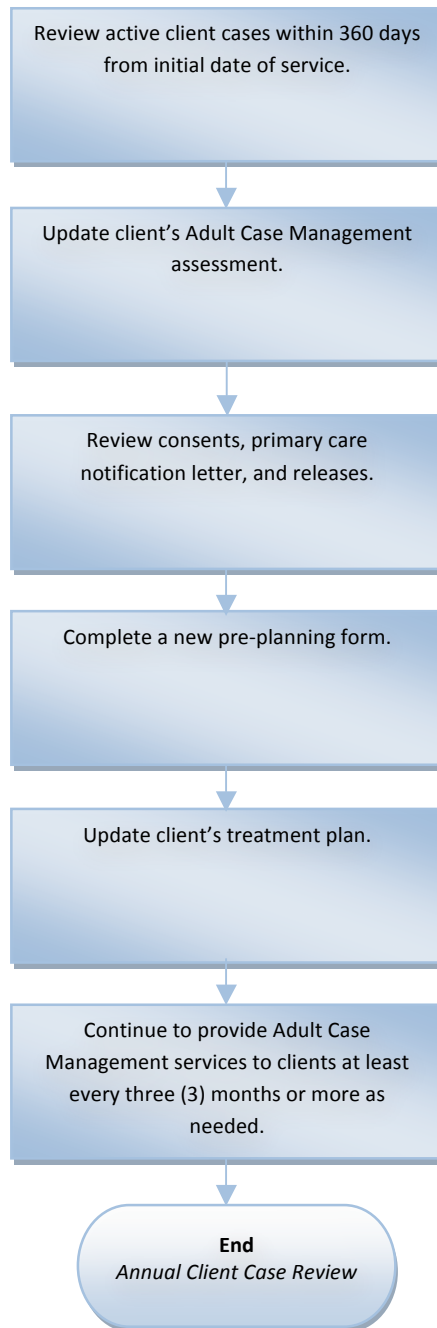




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Adult Case Management *Annual Client Case Review Process*





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Adult Case Management *Termination of Client's Services*

