



**2023-2024
MEMBER HANDBOOK**



On behalf of our Board of Directors and staff, the Detroit Wayne Integrated Health Network (DWIHN) thanks you for choosing to receive your behavioral health services from us. We are committed to becoming your premier community mental health provider. Our goal is to assure that the people we serve have "Inclusion and Choice" when it comes to all of your services and supports.

We provide programs, supports and services to over 123,000 citizens throughout Wayne County. Individuals with mental health concerns, intellectual and developmental disabilities, children with serious emotional disturbance and persons with substance use disorder. We are committed to providing a holistic approach to care in these five areas: behavioral, economic, physical, as well as meeting their social and spiritual needs. We are doing that by

collaborating with our Provider Network who can assist you in many different areas of your life so you can live and work as a productive citizen in the community of your choice.

My pledge to you is that all DWIHN decisions be made in your best interest. Our system of care will provide safeguards against stigma; promote delivery of care with integrity, dignity and respect. We are also very proud to offer care that is evidenced-based and data driven which enhances the outcomes of your recovery and/or ability to lead a self determined life. We are committed to maintaining quality services rooted in the integration of care.

We want to partner with you on your healthcare journey. We look forward to your feedback, experiences, concerns, successes and issues that you feel are important. Our success in delivering services is not determined by our satisfaction, but yours. We encourage you to participate in the surveys that may be administered from time to time. We are committed to excellence and strive to deliver programs and care that exceed your expectations.

Please keep us posted on how we can work together in helping to improve access to the healthcare you receive. I am proud to stand with you and am committed to working alongside you as we continue to do great things at DWIHN to improve our system of care.

At any point in time should you need assistance from our 24hour Access Call Center, please contact **800-241-4949**. Anyone needing urgent behavioral health crisis services can go to our 707 Crisis Care Center on a walk-in basis at 707 W. Milwaukee in Detroit or by reaching out to our mobile crisis units at **844-IN CRISIS**.

Sincerely,

James E. White

President and CEO

DWIHN 24-Hour Access/Crisis Information and Referral Helpline

Toll Free: 800.241.4949 • TTY: 711

Customer Service: 888.490.9698 • TTY: 711

www.dwihn.org



Dear Enrollees:

I would like to welcome you to Detroit Wayne Integrated Health Network. DWIHN offers a wide variety of services that address the needs of the people we serve: individuals with mental illnesses, substance use disorders, intellectual/developmental disabilities or children with serious emotional disturbances. Under a contract with the Michigan Department of Health and Human Services (MDHHS), DWIHN is responsible for providing supports and public behavioral health services to Wayne County residents. We strive for the highest quality of care by focusing on evidence-based practices and standards. This is accomplished through our network of skilled provider teams who work closely with you in achieving your personal goals. In supporting you with dignity and respect, we ensure that your individual needs will be honored. We look forward to partnering with you in helping us meet *our* goal of continuously improving our level of care. By addressing your questions, suggestions and concerns, we can better learn how our services can exceed your expectations.

You may contact my office by calling 313.833.2500

Sincerely,
Shama Faheem, MD
Medical Director/Chief Medical Officer



Kenya Ruth
Chairperson



Dr. Cynthia Taueg
Vice-Chairperson



Dora Brown
Treasurer

Board of Directors 2022-2023

The Detroit Wayne Integrated Health Network is a safety net organization that provides access to a full array of integrated services that facilitates individuals to maximize their level of function and create opportunities for quality of life.



William Phillips
Secretary



Karima Bentounsi



Lynne F. Carter, M.D.



Eva Garza Dewaelsche



Angelo Glenn



Jonathan C. Kinloch



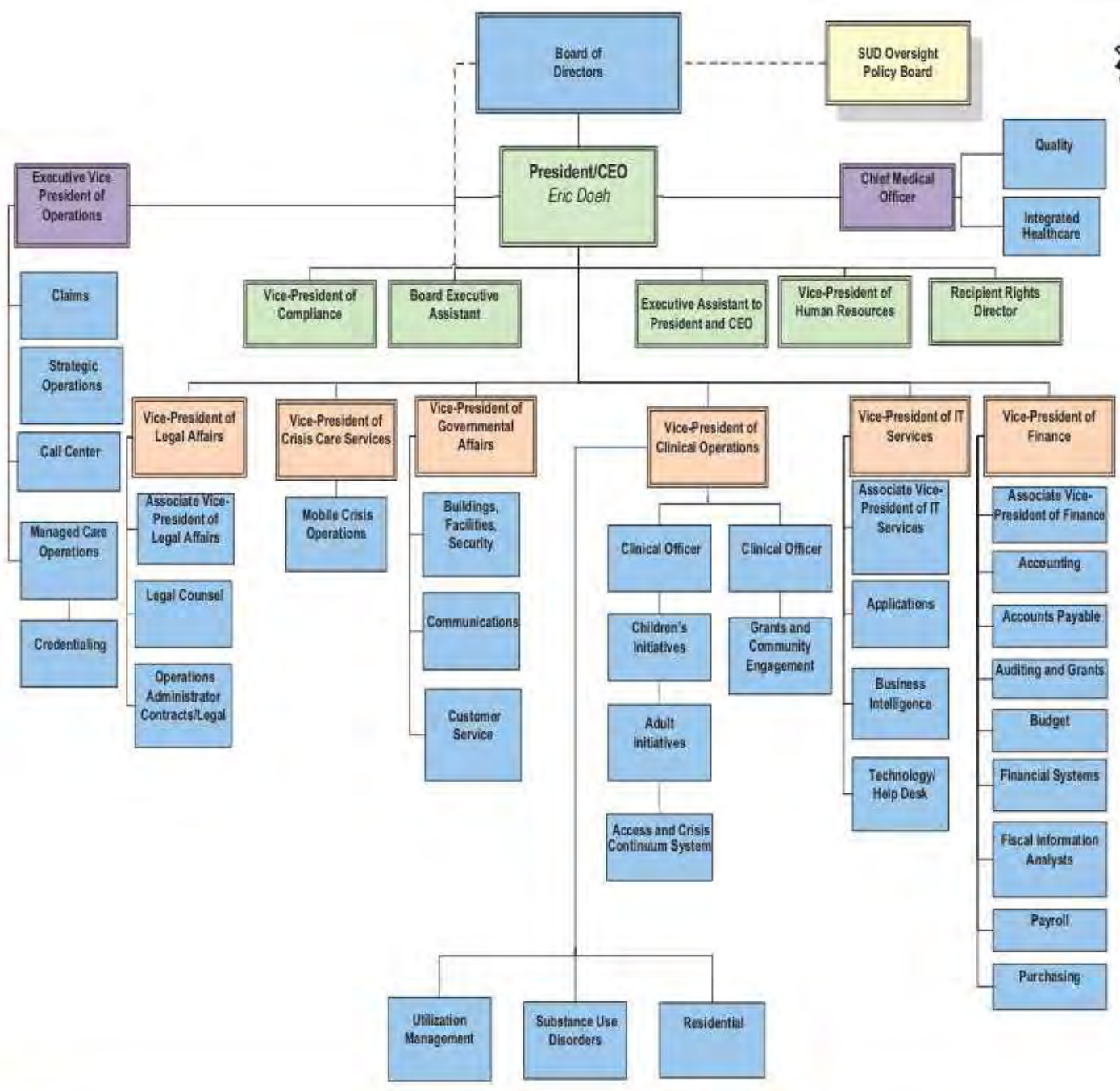
Kevin McNamara



Bernard Parker



Angela Bullock



THIS BOOK BELONGS TO...

Name: _____

Address: _____

Telephone: _____

In case of emergency contact: _____

Emergency Contact Phone: _____

My Provider is: _____

Provider Telephone: _____

My Important Phone Numbers

Name: _____

Health Plan: _____

Health Plan Telephone: _____

Care Coordinator Telephone: _____

Primary Care Provider: _____

Primary Care Provider Telephone: _____

DWIHN CUSTOMER SERVICE

707 W. Milwaukee St.

Detroit, MI 48202

Local: 313.833.3232

Toll Free: 888.490.9698

TTY: 711

Fax: 313.833.2217 or 313.833.4280

DWIHN 24-Hour Centralized Access/Crisis Information and Referral Helpline

Toll Free: 800.241.4949

The Office of Recipient Rights

Toll Free: 888.339.5595

DWIHN 24-Hour Access/Crisis Information and Referral Helpline

Toll Free: 800.241.4949 • TTY: 711

Customer Service: 888.490.9698 • TTY: 711

www.dwihn.org

WHO WE ARE

DWIHN is the identified Prepaid Inpatient Health Plan, (PIHP) in Wayne County contracted with the Michigan Department of Health and Human Services (MDHHS) and Integrated Care Organizations (ICOs), to provide supports and services to the following populations:

- Children and adolescents with serious emotional disturbances (SED)
- Adults with severe mental illness (SMI)
- Individuals with intellectual and developmental disabilities (IDD)
- People with substance use disorders (SUD)
- Those with co-occurring disorders (COD)
- Individuals with Autism Spectrum Disorders (ASD)

Consistent with Michigan Law, DWIHN has a President/CEO who is responsible for implementing all the functions of a Community Mental Health Authority as mandated by the Michigan Mental Health Code and the Public Health Code.

DWIHN provides empowerment to people within our behavioral health system, serving over 75,000 citizens in Detroit and Wayne County. DWIHN provides and manages an array of supports, services, care and treatment that honors choice and advances the quality of life for adults with severe mental illness, individuals with intellectual and developmental disabilities, autism, persons with substance use disorders, children with serious emotional disturbance, individuals with co-occurring disorders, their families and the community. DWIHN helps people who are uninsured and those with Medicaid and Medicare.

The Detroit Wayne Integrated Health Network (DWIHN) recognizes that it takes an enormous amount of courage to seek help and commends you for your resiliency and spirit. We understand that the journey of recovery is an ongoing and sometimes challenging process for you, family members and friends.

We believe that each step towards wellness involves a community approach and that we are just one piece of that puzzle. As we move toward becoming your holistic provider of care, we want you to know that we will be there to guide you every step of the way.

DWIHN's contracted providers, administration and staff are committed to providing you with the best treatment and care allowed under your benefit plan. Once your eligibility is determined, DWIHN is obligated to help you achieve your health goals through an Individual Plan of Service (IPOS) and Person-Centered Plan (PCP). Utilizing these "tools of care" we are able to optimize your recovery. We will treat everyone with dignity and respect, never losing sight that behind the numbers are real people with real needs. We value diversity knowing that together we are better. We create an environment where our differences are celebrated and help to make us stronger.

Please take the time to go through this handbook in its entirety and use it for future reference. You will find that it contains information about DWIHN, how to obtain behavioral healthcare covered services, and your rights as a member.

DWIHN's Mission, Vision, and Values

Mission: We are a healthcare safety net organization that provides access to a full array of integrated services that facilitate individuals to maximize their level of function and create opportunities for quality of life.

Vision: To be recognized as a national leader that improves the behavioral and physical health status of those we serve, through partnerships and direct service that provide programs promoting integrative holistic health and wellness.

Values:

- ✦ We are an advocate, person-centered, family and community focused organization.
- ✦ We are an innovative, outcome, data-driven, and evidence-based organization.
- ✦ We respect the dignity and diversity of individuals, providers, staff, and communities.
- ✦ We are inclusive, culturally sensitive and competent.
- ✦ We are fiscally responsible and accountable with the highest standards of integrity.
- ✦ We achieve our mission and vision through partnerships and collaboration.

Note: If you experience something that does not align with our mission, vision and values, call the DWIHN confidential compliance hotline at 313.833.3502 or email compliance@dwihn.org.

Vision
Mission
& Values

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Purpose of this Handbook

This handbook was written to:

- Spread the word that there is **HOPE** for:
 - Children and adolescents with serious emotional disturbances (SED);
 - Adults with severe mental illness (SMI);
 - Individuals with intellectual and developmental disabilities (IDD);
 - Individuals with substance use disorders (SUD);
 - Individuals with Co-occurring disorders (COD);
 - Individuals with mild to moderate mental health conditions; and
 - Individuals with mild to moderate intellectual and developmental disabilities
- Help you understand who we are as your behavioral healthcare partner.
- Make it easier for you to know how to access public behavioral health care services.
- Help you to make good choices about your behavioral health care.
- Tell you about resources to help you live, learn, work and participate fully in the community.
- Tell you what your rights and responsibilities are when you are getting behavioral health care services and
- Be a companion to your Health Plan handbook.

As part of our goal to provide excellent service, this handbook is available in large print for those who need assistance or for those who are visually impaired. It may also be available in different languages and formats, including Braille. If you need these special accommodations and/or assistance to help you better understand the information in this handbook, please let your service provider or case manager know. DWIHN's Customer Service is also available at 888.490.9698.

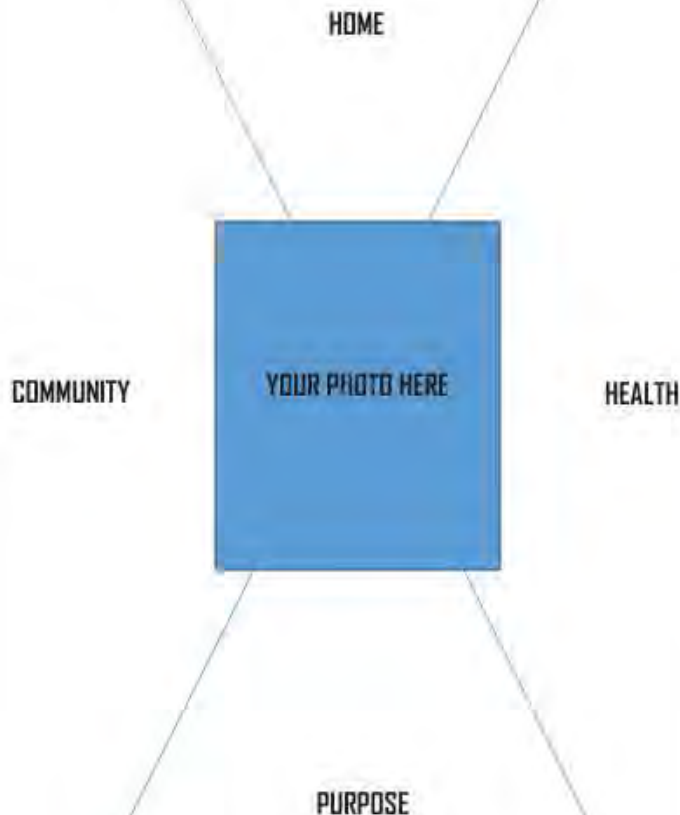
DWIHN creates this handbook with the input of our community, members, providers, and stakeholders. DWIHN updates this handbook at least annually. You should be given a copy of this handbook at the time of your intake appointment, annually and upon request. The latest version of this handbook is also available on our website, www.dwihn.org. You may also contact your provider or DWIHN Customer Service to request a copy of the Member Handbook.

Should you need more information than what you can find in this handbook, please contact DWIHN Customer Service at 888.490.9698. We will be happy to answer your questions and/ or mail information to you about your services. Again, welcome to DWIHN. We are here to serve you.

DISCLAIMER

DWIHN makes every effort to ensure the accuracy of this Member Handbook. For the most current version, you may go to our website at www.dwihn/handbook.com. You should receive a copy of this handbook at the time of intake, annually and or upon request. You may also request a copy to be mailed to you or by email. If persons with disabilities are unable to access this handbook and information about DWIHN online, auxiliary aids and services will be provided upon request at no cost. To request a copy of this handbook call DWIHN's Customer Service Department at 888.490.9698 or TTY: 711. You may also contact your provider to request a copy.

DREAM DARE WORKSHEET



Dream Dare Exercise

It is important to have hope for a future. To support your efforts, we have included the **Dream Dare Exercise**. We have found that this exercise is a creative and fun way to start making your Dreams Come True.

Using the **Dream Dare Worksheet** tear-out provided in the back of this handbook, create a dream board or collage with pictures to show what you want for your life in the areas of home, purpose, community and health. For this exercise, you will need:

- Dream Dare Worksheet
- Magazines and/or newspapers
- Photo of yourself
- Scissors
- Adhesive (e.g., glue, stapler, tape)

Instructions.

1. Paste the picture of yourself in the middle of the board
2. From the magazines gathered, cut out images that represent the dreams you have for yourself in the areas of each home, purpose, community and health
3. Use the Dream Dare form to paste the cut-outs in the most appropriate sections.

Share your completed Dream Board with your case manager, supports coordinator or care coordinator and ask:

1. for help writing the goals to achieve your identified dreams
2. to include a copy of your Dream Board in your records
3. for support tracking your progress and problem-solving along your journey

For more information, or to schedule a DWMHA Dream Dare Session, contact the Customer Services Member Engagement Unit at 313-833-2500.

Non-Discrimination and Accessibility

In providing behavioral health care services, Detroit Wayne Integrated Health Network (DWIHN) complies with all applicable Federal civil rights laws and does not discriminate, exclude, or treat people differently because of race, color, national origin, age, disability, or sex.

DWIHN provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, Braille)

DWIHN provides free language services to people whose primary language is not English or have limited English skills, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, you may call the Customer Service Department at 888.490.9698 or TTY: 711. You may also email DWIHN at pihplanguage@dwihn.org or you may contact your primary service provider.

If you believe that DWIHN or your service provider has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with DWIHN's Customer Service Grievance staff at 707 W. Milwaukee St., Detroit, MI 48202, or 888.490.9698, Fax: 313.833.4280, or Email: pihpgrievances@dwihn.org.

If you are a person who is deaf or hard of hearing, you may contact Detroit Wayne Integrated Health Network at TTY 711 or to request their assistance in connecting you to DWIHN. You can file a grievance in person or by mail, fax or email. If you need help in filing a grievance, DWIHN's Grievance staff is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You may also file a grievance electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
Toll Free: 800.368.101 TTY: 711



Member Rights and Responsibilities

We are committed to maintaining a mutually respectful relationship with our members and providers. The DWIHN Members' Rights and Responsibilities statement is provided to assist you in understanding and exercising your rights while accessing behavioral health care services in Detroit-Wayne County. This statement helps to minimize potential misunderstandings and promote compliance with all applicable statutory and regulatory requirements. Understanding your rights and responsibilities will help you to make informed decisions about your healthcare. These include but are not limited to:

You Have the Right To:

- ✦ Be provided with information about enrollee rights, responsibilities, and protections;
- ✦ Be treated with respect and recognition of your dignity and right to privacy;
- ✦ Be provided with information on the structure and operation of the DWIHN;
- ✦ Receive information about DWIHN, its services, its practitioners and providers and rights and responsibilities;
- ✦ Be provided freedom of choice among network providers;
- ✦ A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage and to freely communicate with your providers and without restriction on any information regarding care;
- ✦ Be informed of the availability of an independent, external review of the UM final determinations;
- ✦ Receive information on available treatment options;
- ✦ Participate in decisions regarding health care, the refusal of treatment and preferences for future treatment decisions;
- ✦ Be made aware of those services that are not covered and may involve cost sharing, if any;
- ✦ Request and receive an itemized statement for each covered service and support you received;
- ✦ Track the status of your claim in the claims process and obtain information over the telephone in one attempt or contact;
- ✦ Receive information on how to obtain benefits from out-of-network providers;
- ✦ Receive information on advance directives;
- ✦ Receive benefits, services and instructional materials in a manner that may be easily understood;
- ✦ Receive information that describes the availability of supports and services and how to access them;
- ✦ Receive information you request and help in the language or format of your choice;
- ✦ Receive interpreter services free-of-charge for non-English languages as needed;
- ✦ Be provided with written materials in alternative formats and information on how to obtain them if you are visually and/or are hearing impaired or have limited reading proficiency;
- ✦ Receive information within a reasonable time after enrollment;
- ✦ Be provided with information on services that are not covered on moral /religious basis;
- ✦ Receive information on how to access 911, emergency, and post-stabilization services as needed;
- ✦ Receive information on how to obtain referrals for specialty care and other benefits that are not provided by the primary care provider;
- ✦ Receive information on how and where to access benefits that are not covered under DWIHN Medicaid contract but may be available under the state health plan, including transportation;
- ✦ Receive information on the grievance, appeal and fair hearing processes;
- ✦ Voice complaints and request appeals regarding care and services provided;
- ✦ Timely written notice of any significant State and provider network-related changes;
- ✦ Make recommendations regarding the DWIHN member rights and responsibilities.

- ✦ Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as specified in other Federal regulations on the use of restraints and seclusion.
- ✦ To request and receive a copy of your medical records, and request that they be amended or corrected.
- ✦ A second opinion from a network provider, or arrange for you to obtain one outside the network, at no cost to you.
- ✦ Obtain mediation to resolve a complaint or conflict.
- ✦ Receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand.
- ✦ Request reports and documents that may better help you to understand your benefits, Privacy Rights, Reports, data and tools that describe the work of the DWIHN system. Documents can best be located on our website at www.dwihn.org some of those documents include, but are not limited to:
 - DWIHN's Quality Improvement Program and Annual Report
 - Notice of DWIHN's HIPPA Requirements and Privacy Practices
 - Clinical Practice Improvement Guidelines
 - ECHO Survey Results
 - Other Survey Results
 - Complex Case Management

Note: The State must ensure that you are free to exercise your rights, and that the exercise of your rights does not adversely affect the way DWIHN and its network providers or the State agency treat you.

Your Responsibilities

- To keep appointments as scheduled or phone in advance to cancel;
- To follow your treatment plan or ask for a review of your plan;
- To let your therapist, know of any changes in your condition, including any side effects of medication;
- To seek help in times of crisis;
- To keep violence, drugs, abusive language and damaging behavior away from the treatment setting in respect for others;
- To be aware of program rules and abide by them;
- To be an active participant in your treatment;
- To ask questions if you do not understand;
- To share with staff, your experience of our services, what we do well, and what we could do better;
- To provide, to the best of your knowledge, accurate and complete information regarding your medical history, including: present and past illnesses, medications, hospitalizations, etc. to DWIHN its practitioners and providers in order to provide care;
- To follow your treatment plan of care and instructions. The plan of care is to be agreed upon by you and your provider;
- To ask questions about your care. This will help you to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
- Follow all MDHHS procedures for the required annual Medicaid enrollment and inform DWIHN of any changes in insurance status.

DWIHN Responsibilities

- To provide quality behavioral health services;
- To assess and evaluate behavioral health requests in a timely manner;
- To give you a choice of providers to the extent that is possible;
- To offer you a second opinion if you request one;
- To provide you with information about your behavioral health services and your rights;
- To provide you with a written Notice of Action, when advising you of termination, reduction, denial, suspension or limit the authorization of services that you have requested and/or have been receiving;
- To provide you with information about DWIHN's operations organizational structure, annual reports, etc. upon request and to notify you annually that this information is available;
- To protect the rights of individuals receiving services;
- We are required by law to maintain the privacy and security of your personal health information;
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information. We must follow the duties and privacy practices described in the Notice of Privacy Practices and give you a copy;
- We will not use or share your information other than as described in the Notice of Privacy Practices unless you tell us we can in writing;
- You can change your mind at any time about the sharing of information, but this request should be made in writing to ensure it is documented in your request.
- Provide you with a written notice of any significant State and Provider network changes at least 30 days before the intended effective date of change.
- Make a good faith effort to give written notice to you by the later of 30 calendar days prior to the effective date of a provider termination, or 15 calendar days after receipt or issuance of the termination notice.

Note: All DWIHN staff, the Access Center, and Service Provider employees shall acknowledge, uphold and demonstrate knowledge of the above enrollee rights and responsibilities.

Mental Health Code Protected Recipient Rights

Every individual who receives public behavioral health services has certain rights. The Michigan Mental Health Code protects some rights. Those rights include:

- The right to be free from abuse and neglect
- The right to confidentiality
- The right to be treated with dignity and respect
- The right to treatment suited to your condition and in the least restrictive setting
- The right to a safe, sanitary, and humane treatment environment

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 once again every year. You can also ask for a copy at any time.

You may file a Recipient Rights complaint anytime if you think staff has violated your rights. You can make a rights complaint either orally or in writing. You may contact DWIHN Office of Recipient Rights to talk with a Recipient Rights Officer with any questions you may have about your rights or to get help to make a complaint. You can contact the DWIHN Office of Recipient Rights at 1.888.339.5595 or at TTY: 711 or Customer Service at 888.490.9698 or TTY: 711.

Polly McCalister
Director of the Office of Recipient Rights
Office of Recipient Rights
Toll Free: at 888.359.5595
TTY: 711

If you receive substance use services, you have rights protected by the Public Health Code. Your rights specific to substance use treatment services are spelled out in the Administrative Rules for Substance Use Programs in Michigan, and in other state and federal laws. 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. We are dedicated to providing you with quality services. We also believe that as someone who is receiving services from our program, you should know your rights. You may ask your treatment provider for a copy of the **"Know Your Rights"** pamphlet or call DWIHN Customer Service at 888.490.9698.

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. If you are a recipient of substance use services and believe that your rights have been violated, please contact:

Gregory Lindsey, MA, CADCM
Recipient Rights Consultant
Local: 313.344.9099

Freedom from Retaliation

If you use public behavioral health 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 behavioral health system use seclusion or restraint as a means of coercion, discipline, convenience or retaliation.

Confidentiality and Family Access to Information

You have the right to have information about your behavioral health treatment kept private. You also have the right to look at your own clinical records or to request and receive a copy of your records. You have the right to ask to amend or correct your clinical record if there is something with which you do not agree. Please remember, though, your clinical records can only change as allowed by applicable law. 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 DWIHN about you. However, without a Release of Information form signed by you, DWIHN may not give out information about you to a family member. For minor children under the age of 18 years, parents/guardians are provided information about their child and must sign a Release of Information form before information can be shared with others.

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

Under the Health Insurance Portability and Accountability Act (HIPAA), you will be provided with an official Notice of Privacy Practices from your community behavioral health 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 Office of Recipient Rights at the phone number below:

Office of Recipient Rights
707 W. Milwaukee St.
Detroit, MI 48202
Toll Free: 888.339.5595
TTY: 711

We must protect your Personal Health Information

We protect your Personal Health Information (PHI) as required by federal and state laws.

- Your PHI includes the information you gave us when you enrolled in this plan. It also includes medical records and other medical and health information.
- You have rights to get information and to control how your health information is used. We give you a written notice that tells about these rights. The notice is called the "Notice of Privacy Practice." This notice also explains how we protect the privacy of your health information

Note: A copy of DWIHN's full description of its Privacy Practices may be found at www.dwihn.org and is provided at the time of enrollment and is available every three years and /or upon request.

How we protect your health information

- We make sure that unauthorized people do not see or change your records.
- In most situations, we do not give your health information to anyone who is not providing your care or paying for your care. If we do, we are required to get written permission from you first. Written permission can be given by you or by someone who has the legal power to make decisions for you.
- There are certain cases when we do not have to get your written permission first. These exceptions are allowed or required by law.
- We are required to release health information to monitoring agencies that are checking on your quality of care.
- We are required to give Medicare, Medicare Contractors (ICOs), and Michigan Medicaid your health information. If Medicare or Michigan Medicaid releases your information for research or other uses, it will be done according to federal and state laws.

Our Uses and Disclosures

We may use and share your information as we:

- Help manage the healthcare treatment you receive
- Run our organization
- Pay for your health services
- Administer your health-plan
- Help with public health and safety issues
- Do research that does not identify you individually
- Comply with the law
- Respond to organ and tissue donation requests and work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other governmental requests
- Respond to lawsuits and legal actions



Customer Service

The DWIHN's Customer Service office is here to serve you and always attempts to exceed your expectations. We want to assist you in understanding the services and benefits in which you are entitled.

Because your satisfaction is important to us, Customer Service Representatives are available to assist you with all your inquiries and due process needs i.e., Grievances, Appeals, State Fair Hearings, and Local Dispute Resolution. Because your feedback is important to us we routinely seek your input with our various satisfaction surveys.

Customer Service wants to keep you informed by routinely organizing, coordinating, and supporting member educational opportunities that promote member engagement, inclusive, recovery and self-determination. One particular initiative is the Constituents' Voice DWIHN's member advisory group. The Constituents' Voice is made up of persons served, peers and advocates, and provides oversight to various DWIHN projects. Another initiative is our Ambassadors program which consists of individuals who participate in informing others about the supports, services and rights to which members are entitled.

DWIHN's Customer Service also makes available to you the Quarterly Member Newsletter, "Persons Points of View" and educational materials that highlight various behavioral health programs and services. These educational materials may be made available in alternative languages at no additional cost to you. As a person receiving services or a family member, there are ways in which you may become involved at DWIHN. Give Customer Service a call and we can give you details on Peer Support Specialists, Peer Mentors, Recovery Coaches, meetings, committees, advocacy programs, educational forums and focus groups. We look forward to your input, so give us a call.



Michele Vasconcellos, MSA
Director of Customer Service
707 West Milwaukee St.
Detroit, MI 48202
Local: 313.833.3232
Toll Free: 888.490.9698
TTY: 711

Centralized Access Center
24-Hour Crisis Information and Referral Helpline
Toll Free: 800.241.4949
TTY: 711



Tag Lines

You have the right to get this information in a different format, such as audio, Braille, or large font due to special needs or in your language at no additional cost.

- English:** ATTENTION: If you do not speak English, language assistance services, free of charge are available to you. Call 888.490.9698 (TTY: 711).
- Albanian:** Nëse ju nuk flisni anglisht, shërbimi i ndihmës së gjuhës është në dispozicion për ju, falas. Thërrisni 888.490.9698 (TTY: 711)
- Arabic:** إذا كنت لا تتحدث الإنجليزية ، فإن خدمات المساعدة اللغوية متوفرة لك مجاناً. اتصل على الرقم 888.490.9698 على الرقـم TTY: 771 (الهاتف النصي)
- Bengali:** আপনি যদি ইংরেজিতে কথা বলেন না, তবে বিনামূল্যে দোভাষীর সেবার সহায়তা আপনার জন্য রাখা আছে। কল করুন 888.490.9698 (TTY: 711)
- Chinese:** 如果您不讲英语, 可为您提供免费的语言帮助服务。拨打888.490.9698 (电传打字机: 711)
- German:** Wenn Sie kein Englisch sprechen, stehen Ihnen Sprachassistenzenzdienste kostenlos zur Verfügung. Rufen Sie 888.490.9698 (TTY: 711) an.
- Italian:** Se non parli l'inglese, è disponibile un servizio di assistenza linguistica, senza costi aggiuntivi. Chiama il 888.490.9698 (TTY: 711).
- Japanese:** 英語ができなくても言語アシストがあります
サービスは無料で利用できます。888.490.9698までお電話ください (TTY:711)
- Korean:** 영어를 하지 못 하신다면, 무료 언어 지원 서비스가 가능합니다. 888.490.9698 (TTY: 711)로 전화하세요.
- Polish:** Jeśli nie znasz języka angielskiego, możesz otrzymać bezpłatne wsparcie językowe. Zadzwoń pod numer 888-490-9698 (telefon tekstowy: 711)
- Russian:** Если Вы не говорите по-английски, Вы можете воспользоваться бесплатными услугами переводчика. Позвоните по номеру 888.490.9698 (TTY: 711)
- Serbo-Croatian:** Ukoliko ne govorite engleski jezik, na raspolaganju Vam je besplatna jezična pomoć. Nazovite 888.490.9698 (TTY: 711)

If you need an accommodation of any nature, a request can be made by you or anyone else on your behalf. This request can be done in person, in writing or telephone, by contacting DWIHN Customer Service Unit at 888.490.9698 or the Access Center at 800.241.4949. You may also receive assistance with your accommodation request at no cost to you.

Accessibility and Accommodations

In accordance with federal and state laws, all buildings and programs of DWIHN are required to be physically accessible to individuals with all qualifying disabilities. Any individual who receives emotional, visual, or mobility support from a qualified/trained and identified service animal such as a dog will be given access, along with the service animal, to all buildings and programs of DWIHN. If you need more information or if you have questions about accessibility or service/support animals, contact Customer Service at 888.490.9698.

If you need to request an accommodation on behalf of yourself or a family member or a friend, you can contact DWIHN Customer Service at 888.490.9698. 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 DWIHN is responsible for handling accommodation requests.

If you are a person who is hard of hearing and know sign language and need another form of communication, such as a personal communication device or Computer Assisted Realtime Translation (CART), contact the DWIHN Customer Service Department at 1.888.490-9698 or by email at pihplanguage@dwihn.org. Communication devices and CART are available at no cost to you.

How to Access Behavioral Health Care Services

If you are a Medicaid beneficiary and have an SMI, SED, IDD, SUD, or COD diagnosis, you may be eligible for some of the Mental Health Medicaid Specialty Supports and Services listed below. Before services can begin, you will take part in an eligibility screening to find out if you are eligible for services. The assessment also helps to identify the services that can best meet your needs. DWIHN will provide information on obtaining care, which includes but is not limited to: outpatient, partial, inpatient hospitalization and other behavioral healthcare services. It is important to let you know that not all people who seek behavioral services through DWIHN are eligible and not all services are available to everyone we serve. If a service cannot help you, the community mental health system will not pay for it. Medicaid will not pay for services that are otherwise available to you from resources in the community.

Depending on your behavioral healthcare needs, your relationship with DWIHN may be a new experience. If you need our services, you may contact the Access Center to complete a telephone eligibility screening 24- hours a day, 7 days a week. Upon completion of the screening and you meet the eligibility requirements, you may be given a referral to receive an initial face-to-face assessment through a service provider. If you do not meet requirements to receive public behavioral health care services, you may be given a referral to community resources.

If you meet the eligibility requirements for services, you can expect the following:

- You will be assigned a Case Manager and/or a Care Coordinator who will work with you to create an Individual Plan of Service (IPOS) or treatment plan based on your health needs and goals.
- To meet these goals, you will be connected to the supports and services you need.
- Your IPOS or treatment plan will be reviewed and updated at least annually.
- You will continue to receive services as long as you are eligible and reside in the Wayne County service area.

DWIHN strives to ensure that warmth, welcoming, and wellness are the foundations for our individualized, person-centered, peer supported and strength-based approach to those we serve, your family, and our community.

The DWIHN Access Center is available to assist you with:

Access to Services
Clinical Screenings for Eligibility
Choice Opportunities

Appointment Scheduling
Enrollment
Information and Referral

Non-Emergency Services

Through DWIHN's contractual agreement with the Michigan Department of Health and Human Services, we provide a comprehensive array of behavioral health specialty and support services for those with mental illness, intellectual developmental disabilities, serious emotional disturbances, substance use disorders and co-occurring disorders DWIHN offers a large culturally diverse network of community behavioral health care programs to provide behavioral health care services. We do our best to match you with a service location close to your residence. If you need to change your provider, you can contact your case worker or supports coordinator. You may also contact the new provider to initiate the change process.

DWIHN is committed to providing access to culturally competent behavioral health care and supports for people of all races, ethnic backgrounds, religions and gender identities and to those who have disabilities. We recognize, respect and respond to the needs and preferences of each member, value each individual's worth, and protect and preserve each individual's dignity. In the event that you cannot obtain services from a DWIHN's provider or referral for service because of moral or religious objections, or you experience restrictions on your freedom of choice, you may file a grievance by calling DWIHN's Customer Service Grievance staff at 888.490.9698 or TTY: 711.

Crisis/Emergency After-Hours Access to Services



If you are experiencing a life-threatening or medical emergency and are unable to transport yourself to an emergency room, call 9-1-1 right away. A “behavioral health emergency” is when a person is experiencing the following symptoms and behaviors that can reasonably be expected in the near future:

- a reasonable expectation that he/she could harm self or others
- the inability to meet his/her basic needs or is at risk of harm; or
- judgment is so impaired that he or she is unable to understand the need for treatment; and
- his/her 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. There is never a cost to you for emergency behavioral health service provided by DWIHN and or your service provider network.

If you have a behavioral health emergency, you should seek help right away. You have the right to use any hospital or other setting for emergency care. At any time during the day or night you may also call:

24-Hour Crisis Information & Referral Help Line

Local: 313.224.7000

Toll Free: 800.241.4949

TTY: 711

(911 is also an option for obtaining assistance during an emergency)

Note: If you utilize a hospital emergency room, there may be health-care services provided to you as part of the hospital treatment for which you may receive a bill and may be responsible for, depending on your insurance status. These services may not be part of the DWIHN Behavioral emergency services you receive. Customer Services can answer questions about such bills.

It is important to know that when being treated in an emergency room, the emergency attending physician or provider is responsible for determining when you are stable enough to be admitted, transferred or discharged.

The 24-Hour Crisis/Information & Referral Line provides crisis intervention, suicide prevention, behavioral health information and referrals for services throughout Wayne County. You can be screened for emergency services at the following locations:

Walk-In Crisis Centers

Children & Adolescents	Adults
The Children Center Crisis Care 90 Selden Detroit, MI 48201 313.324.8557 8 A.M.-12 A.M. (Midnight) (Monday-Friday) 8 a.m. to 4 p.m. (Saturday)	Community Outreach for Psychiatric Emergencies (C.O.P.E.) (For Emergency Departments Only) 33505 Schoolcraft Livonia, MI 48150 844.296.2673 24 hours a day/ 7 days a week/ 365 days a year
	Team Wellness Center 6309 Mack Detroit, MI 48207 www.teamwellnesscenter.com 24-hour: 7 days/week: 365 Days/Year

Intensive Crisis Stabilization

DWIHN is here to assist you with stabilizing your emergency behavioral health crisis. This entails a 24-hour, 7-day per week, crisis emergency service that is prepared to respond to persons experiencing acute emotional, behavioral, or social dysfunctions, and the provision of inpatient or other protective environment for treatment.

Intensive Crisis Stabilization Services are structured treatment and support activities provided by a multidisciplinary team and designed to provide a short-term alternative to inpatient psychiatric services. Services may be used to avert a psychiatric admission or to shorten the length of an inpatient stay when clinically indicated.

Note: When services begin, your treatment team will immediately plan for ongoing stabilization in the community along with your treatment goals.

New Oakland Child/Adolescent Family Center

Intensive Crisis Stabilization Services

877.800.1650

24 hours a day/ 7 days a week/ 365 days a year

Urgent Psychiatric Care

The available Urgent Psychiatric Care services include Same-Day Access Services for assessment/intake, crisis services for existing DWIHN members, psychiatric evaluations, medication reviews, crisis stabilization, Peer Support Specialists, nursing assessments, medication injections, and non-ER transport. Our intent is to offer accessible alternatives to meet the unique needs of the individuals we serve and decrease emergency department experiences. The person must have Medicaid, Medicare, General Fund, or most commercial insurance to be eligible for services.

Provider	Contact	Address
Hegira (SMI/A) (SED/C) (SUD) Monday-Friday: 8:30 am-6:00 pm www.comcareserv.org Accepting New Patients: Yes Handicap Accessible: Yes	313.389.7500	26184 W. Outer Drive Lincoln Park, MI 48146
CNS Healthcare (SED/C) (SMI/A) (SUD) Monday- Friday: 9:00 am-9:00 pm Saturdays 9:00 am -1:00 pm www.csnhealthcare.org Accepting New Patients: Yes Handicap Accessible: Yes	313.824.5623	2900 Conner St. Bldg. B Detroit, MI 48215
The Children's Center (IDD) (SED/C) Monday-Friday: 8:00 am-8:00 pm www.thechildrenscenter.com Accepting New Patients: Yes Handicap Accessible: Yes	313.831.5535	79 Alexandrine Detroit, MI 48201

Post-Stabilization Services

After you receive emergency behavioral health care and your condition is under control, you should promptly receive follow-up care with your behavioral health provider to make sure your condition continues to stabilize and improve. Prior to the end of your emergency-level care, DWIHN will help you to coordinate your post-stabilization services. Please contact DWIHN regarding services and assistance. Prior authorization may be required for some post-stabilization services. Examples of post-stabilization services are:

- Crisis Residential
- Case Management
- Outpatient Therapy
- Medication Reviews

Continuum of Care

Now that your condition has been stabilized, you must follow-up with a provider associated with DWIHN. If you are not already enrolled with DWIHN, you may contact the Access Center to speak with a representative who will explain the enrollment process. A representative can be reached 24- hours a day, 7 days a week at 800.241.4949.

Intake Assessment Locations

Intake Key:

SMI/A: Serious Mental Illness/Adult

SED/C: Serious Emotional Disturbance/Children

IDD: Intellectual and Developmental Disability

SUD: Substance Use Disorder

All Well-Being Services (IDD) 4401 Conner Detroit, MI 48215 313.273.4111 TTY: 313.921.9474 or 877.377.6162 www.awbs.org	All Well-Being Services (IDD) (SUD) (SMI/A) 1413 Field Detroit, MI 48214 313.347.2070 TTY: 313.921.9474 877.377.6162 www.awbs.org	All Well-Being Services (IDD) (SMI/A) 6700 Middlebelt Road Romulus, MI 48174 734.595.3640 TTY: 313.921.9474 877.377.6162 www.awbs.org
Arab American & Chaldean Council (MI/A) (SED/C) 62 W. Seven Mile Road Detroit, MI 48203 313.893.6172 TTY: 800.649.3777 www.myacc.org	Arab American & Chaldean Council (MI/A) (SED/C) 13840 W. Warren Dearborn, MI 48228 313.581.7287 TTY: 800.649.3777 www.myacc.org	The Children's Center (SED/C) 79 West Alexander Detroit, MI 48201 313.831.5535 313.831.5520 www.thechildrencenter.com
Central City Integrated Health (SMI/A) 10 Peterboro St. Detroit, MI 48201 313.831.3160 TTY: 888.339.5588 www.centralcityhealth.com	CNS (SMI/A) 12800 E. Warren Avenue Detroit, MI 48215 313.824.8000 Access Line: 877.242.4140 www.nequidance.org	CNS (SMI/A) 20303 Kelly Rd. Detroit, MI 48225 313.245.7000 Access Line: 877.242.4140 www.nequidance.org

DWIHN 24-Hour Access/Crisis Information and Referral Helpline

Toll Free: 800.241.4949 • TTY: 711

Customer Service: 888.490.9698 • TTY: 711

www.dwihn.org

CNS (SMI/A) 2900 Conner, Building A Detroit, MI 48213 313.308.1400 Access Line: 877.242.4140 www.neguidance.org	Community Living Services (IDD) Town Square Plaza 35425 Michigan Avenue West Wayne, MI 48184 734.467.7600 TTY: 866.469.7600 www.comlivserv.org	Development Centers (SMI/A) (SED/C) 17141 Ryan Road Detroit, MI 48212 313.733.4860 www.develctrs.org
Development Centers (SED/C) 17321 Telegraph Road Detroit, MI 48219 313.531.2500 www.develctrs.org	Development Centers (SMI/A) (SED/C) 24424 W. McNichols Detroit, MI 48219 313.531.2500 www.develctrs.org	Goodwill Industries (SMI/A) (IDD) 3111 Grand River Avenue Detroit, MI 48208 313.964.3900 www.goodwilldetroit.org
Goodwill Industries (SMI/A)(IDD) 1401 Ash Detroit, MI 48201 313.931.0901 www.goodwilldetroit.org	The Guidance Center (SMI/A) (SED/C) (IDD) 13101 Allen Road Southgate, MI 48195 734.785.7700 TTY: 313.656.2587 www.guidance-center.org	The Guidance Center (Private Ins.) (SMI/A) (SED/C) (IDD) 19275 Northline Road Southgate, MI 48195 734.785.7700 www.guidance-center.org
Hegira Programs (SED/C)(IDD)(SUD)(SMI/A) 8623 North Wayne Road Suites 123 & 104 Westland, MI 48185 734.742.0191 www.hegira.net	Hegira Programs (SMI/A) (SUD) Oakdale Recovery Center 43825 Michigan Avenue, Suite 1 Canton, MI 48188 734.397.3088 www.oakdalerecoverycenter.net	Hegira (SMI/A) (SED/C) 26184 West Outer Drive Lincoln Park, MI 48146 313.389.7500 www.comcareserv.org
Lincoln Behavioral Services (SMI/A) (SED/C) 9315 Telegraph Road Redford, MI 48239 313.450.4500 Adults 313.937.9500 Children www.lbscares.com	Lincoln Behavioral Services (SMI/A) 14500 Sheldon Road, Suite 160-B Plymouth, MI 48170 734.459.5590 www.lbscares.com	MORC of Wayne County (IDD) 19805 Farmington Road Livonia, MI 48152 248.536.5085 or 866.986.2240 TTY: 248.276.8009 www.morcinc.org
Neighborhood Service Organization (SMI/A) (IDD) 882 Oakman Blvd., Suite D Detroit, MI 48238 313.961.7990 or 313.961.4890 TTY: 313.656.2587 www.nso-mi.org	NSO/Life Choices Program (IDD) 8600 Woodward Avenue Detroit, MI 48202 313.875.7601 TTY: 313.656.2587 www.nso-mi.org	Psygenics, Inc. (IDD) 11000 West McNichols, Suite 320 Detroit, MI 48221 313.340.4442 www.psygenics.com

Southwest Counseling Solutions (SMI/A) (IDD) 1700 Waterman Detroit, MI 48209 313.841.7474 TTY: 313.656.2587 www.swsol.org	Southwest Counseling Solutions Family Center (IDD/C) 5716 Michigan Avenue Detroit, MI 48210 313.963.2266 TTY: 313.656.2587 www.swsol.org	Spectrum Community Services (IDD) 28303 Joy Road Westland, MI 48185 734.458.8736 www.spectrum.org
Starfish Behavioral Health Services (IDD) (SED/C) 18316 Middlebelt Road Livonia, MI 48152 Tel: 248.615.9730 TTY: 800.649.3777 www.starfishfamilyservices.org	Starfish Family Services/Lifespan (IDD) (SED/C) 35300 Nankin Blvd. Suite 601 Westland, MI 48185 734.261.1842 TTY: 800.649.3777 www.starfishfamilyservices.org	Starfish Behavioral Health Services (IDD) (SED/C) 2700 Hamlin Drive Ste. B Inkster, MI 48141 Tel: 734.713.9500 TTY: 800.649.3777 www.starfishfamilyservices.org
STEP (Services to Enhance Potential) (SMI/A) (IDD) 15431 Dix-Toledo Road Southgate, MI 48195 734.718.0483 TTY: 800.649.3777 www.infor@stepcentral.org	STEP (Services to Enhance Potential) (SMI/A) (IDD) 2941 South Gully Road Dearborn, MI 48124 734.718.0483 TTY: 800.649.3777 www.infor@stepcentral.org	Team Wellness Center (SMI/A) (IDD) (SED/C) (SUD) 2939 Russell Street Detroit, MI 48207 313.396.5300 TTY: 313.396.4270 www.teamwellnesscenter.com
Team Wellness Center (SMI/A) (SED/C) 14799 Dix-Toledo Southgate, MI 48195 734.324.8326 TTY: 313.396.4270 www.teamwellnesscenter.com	Team Wellness Center (SMI/A) (SED/C) 14799 Dix-Toledo Southgate, MI 48195 734.324.8326 TTY: 313.396.4270 www.teamwellnesscenter.com	University Psychiatric Group (SMI/A) (SUD) 3901 Chrysler Drive Detroit, MI 48201 313.577.1396 313.993.3964 (SUD) www.med.wayne.edu/psychiatry
University Psychiatric Group (SMI/A) (SED/C) 16836 Newburg Road Livonia, MI 48154 734.464.4220 www.med.wayne.edu/psychiatry	Wayne Center (IDD) 100 River Place Drive, Suite 250 Detroit, MI 48207 313.871.2337 TTY : 313.871.6776 www.waynecenter.org	

Note: There are other locations for the **STEP** program available

Out-Of-Network Services

When you make a request to receive services outside of DWIHN's provider network or require a service that is not available in our provider network, you must contact Utilization Management (UM) staff. They will assist with determining if the requested services meet the necessary criteria. If it does, they will locate and authorize the referral for services. This will be at no cost to you.

However, if you need a referral, but the service is not within the scope of service, we can authorize the service. The UM staff shall facilitate the referral and follow-up with you to determine the outcome of the referral. Prior authorization is needed for out-of-network services.

Service Authorizations

Services you request through your behavioral health service provider must be authorized or approved by DWIHN, Access Center, Crisis Service Vendor or Independent Review Organization (IRO) staff who make Utilization Management (UM) decisions. Authorizations are made according to established medical necessity guidelines and/or in accordance with your medical/behavioral health diagnosis, Individual Plan of Service and other factors that may be considered. Therefore, you may be approved for all, some or none of your service requests. The decision will be made within established time frames as follows:

- Urgent requests (processed within 72 hours of receipt) -- A request for coverage of care or services where **absent a disposition within 72 hours**, application of the time frame for making routine or non-life-threatening care determinations could seriously jeopardize the life, health or safety of the enrollee/member or others, due to the enrollee/member's psychological state or, in the opinion of the practitioner, would subject the enrollee/member to adverse health consequences without the care or treatment.
- Non-urgent requests (processed within 14 days of receipt): A request for care or services for which application of the time periods for decision making **does not** jeopardize the life or health of the enrollee/member, or the enrollee/member's ability to regain maximum function, and **would not** subject the member to severe pain.

You will receive notice of decisions made about your service requests through your provider of care.

Any decision that denies a requested service by you or denies the amount, scope or duration of the service that you requested, will be made by a health care professional who has appropriate clinical expertise in treating your condition. If you do not agree with a decision that denies, reduces, suspends or terminates a service, you may file an appeal. See "Grievances and Appeals for Medicaid, Healthy Michigan, Insured, and Uninsured" or "Grievance and Appeal Processes for MI Health Link Members" in this publication.

If you have questions about the authorization process or how an authorization decision is made, you may contact the DWIHN Customer Service Department. You can request a copy of the medical necessity criteria used in relation to a specific requested service by contacting DWIHN at 888.490.9698 and this will be provided free of charge.

All DWIHN, Crisis Service Vendors, IRO and Access Center staff who make Utilization Management decisions understands the importance of ensuring that all members receive clinically appropriate, humane and compassionate services by affirming the following:

- ✚ Utilization Management decision-making is based only on appropriateness of care, service, and existence of coverage.
- ✚ DWIHN, The Access Center, Crisis Service Vendors and IROs do not reward practitioners or other individuals for issuing denials of coverage or service care.
- ✚ No Physicians nor any other staff making UM decisions are rewarded for issuing denials of coverage or service or reducing the provision of care which is deemed medically necessary.

Payment for Services

If you are enrolled in Medicaid and meet the criteria for specialty behavioral health services, the total cost of your authorized behavioral health treatment will be covered at no cost to you.

Some members will be responsible for "cost sharing". This refers to money that a member has to pay when services or drugs are received. You might also hear terms like "deductible, spend-down, copayment, or coinsurance," which are all forms of "cost sharing" responsibilities. Your Medicaid benefit level will determine if you will have to pay any cost-sharing responsibilities. If you are a Medicaid beneficiary with a deductible ("spend-down"), as determined by Michigan Department of Health and Human Services (MDHHS), you may be responsible for the cost of a portion of your services.

If Medicare is your primary payer, DWIHN will cover all Medicare cost-sharing consistent with coordination of benefit rules.

At the time of your first visit with your provider, you will meet with a staff person who will review the financial and insurance information that you have been asked to bring with you. This information will help to establish your ability to pay (ATP) for services.

Should you lose your Medicaid coverage, DWIHN or your service provider may need to re-evaluate your eligibility for services. A different set of criteria may be applied to services that are covered by another funding source such as General Fund, Block Grant, or a third-party payer.

If you are uninsured or do not have enough insurance coverage, we will help you apply for Medicaid through your local DHS office. If you need help with the application, please call DWIHN Customer Service office at 888.490.9698; we will assist you and/or link you to someone that can help you. You can also get help at your local DHS office. If you are denied Medicaid insurance by DHS you have an appeal process that you will be asked to follow. Please contact DWIHN's Customer Service if you have any questions.



Service Array

Medicaid Specialty Supports and Service Descriptions

Note: If you are a Medicaid beneficiary and have a severe mental illness (SMI), serious emotional disturbance (SED), intellectual and developmental disability (I/DD), or substance use disorder (SUD), you may be eligible for some of the 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 (CMH) 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 PCP 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 (IPOS) 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.

DWIHN's Customer Service staff can help you access the manual and/or information should you have difficulty.

Covered Services

The following benefit chart describes covered services covered by DWIHN. Covered services that need a prescription from a doctor are marked in the Benefits Chart by asterisks**.

All services, except emergency services, are subject to prior authorization by either you or your provider.

Detroit Wayne Integrated Health Network Benefit Chart

Mental Health Services **Requires a Doctor's Prescription	What you must pay
Assertive Community Treatment Provides basic services and supports essential for people with serious mental illness to maintain independence in the community. An ACT team will provide mental health therapy and help with medications. The team may also help access community resources and supports needed to maintain wellness and participate in social, educational and vocational activities. ACT may be provided daily for individuals who participate.	\$0
Assessment Is conducted to determine a person's level of functioning and mental health and/or substance use/abuse treatment needs. Assessments may include a comprehensive psychiatric evaluation, psychological testing, substance abuse screening, or other assessments. Physical health assessments are not part of this PIHP service.	\$0
**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.	\$0
Behavior Treatment 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 treatment plan." The behavior management plan is developed during person-centered planning and then is approved and reviewed regularly and dignified, and continues to meet the person's needs.	\$0
Behavior Treatment Services/ Applied Behavior Analysis Are services for children under 21 years of age with Autism Spectrum Disorders (ASD).	\$0
Biofeedback Therapy Is a mind-body technique that involves using visual or auditory feedback to teach individuals to recognize the physical signs and symptoms of stress and anxiety	\$0
Clubhouse Programs Are programs where members (peers) 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.	\$0
Community Inpatient Services	\$0

Are hospital services used to stabilize a mental health condition in the event of a significant change in symptoms, or in a behavioral 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).	\$0
Crisis Interventions Are unscheduled individual or group services aimed at reducing or eliminating the impact of unexpected events on behavioral health and well-being.	\$0
Crisis Residential Services Are short-term alternatives to inpatient hospitalization provided in a licensed residential setting.	\$0
Diagnostic Psychological and Neuropsychological Test Are a series of test, assessments and evaluations to assist in appropriate diagnosing and treatment of an individual.	\$0
Early Periodic Screening, Diagnosis and Treatment (EPSDT) EPSDT provides a comprehensive array of prevention, diagnostic, and treatment services for low-income infants, children and adolescents under the age of 21 years, as specified in Section 1905(a)(4)(B) of the Social Security Act (the Act) and defined in 42 U.S.C. § 1396d(r)(5) and 42 CFR 441.50 or its successive regulation. The EPSDT benefit is more robust than the Medicaid benefit for adults and is designed to assure that children receive early detection and care, so that health problems are averted or diagnosed and treated as early as possible. Health plans are required to comply with all EPSDT requirements for their Medicaid enrollees under the age of 21 years. EPSDT entitles Medicaid and Children's Health Insurance Program (CHIP) enrollees under the age of 21 years, to any treatment or procedure that fits within any of the categories of Medicaid-covered services listed in Section 1905(a) of the Act if that treatment or service is necessary to "correct or ameliorate" defects and physical and mental illnesses or conditions. This requirement results in a comprehensive health benefit for children under age 21 enrolled in Medicaid in addition to the covered services listed above. Medicaid must provide any other medical or remedial care, even if	\$0

the agency does not otherwise provide for these services or provides for them in a lesser amount, duration, or scope (42 CFR 441.57).	
While transportation to EPSDT corrective or ameliorative specialty services is not a covered service under this waiver, DWIHN must assist beneficiaries in obtaining necessary transportation either through the Michigan Department of Health and Human Services or through the beneficiary's Medicaid health plan.	
Electroconvulsive Therapy (ECT) Is a medical treatment most commonly used in patients with severe major depression or bipolar disorder that has not responded to other treatment.	\$0
**Enhanced Pharmacy Includes doctor-ordered non-prescription or over-the-counter items (such as vitamins or cough syrup) necessary to manage your health condition(s) when your Medicaid Health Plan does not cover these items.	\$0
**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: all other sources of funding must be explored first, before using Medicaid funds for environmental modifications.	\$0
Extended Observation Bed (or 23-Hour Stay Units) - Are used to stabilize a behavioral 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 he or she is discharged to another community-based outpatient service or admitted to a hospital.	\$0
Family Psychotherapy (with member present and the primary purpose is treatment of the individual's condition)	\$0
Family Psychotherapy (without the member present, is medically reasonable and necessary, and the primary purpose is treatment of the individual's condition)	\$0
Family Support and Training Provides family-focused assistance to family members relating to and caring for a relative with serious mental illness, serious emotional disturbance, or developmental disabilities. "Family Skills Training" is education and training for families who live with and or care for a family member who is eligible for the Children's Waiver Program.	\$0
Fiscal Intermediary Services Help individuals manage their service and supports budget and pay providers if they are using a "self-determination" approach.	\$0

Group Psychotherapy Is a form of psychotherapy that involves one or more therapist working with several individuals at the same time.	\$0
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.	\$0
Home-based Services for 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.	\$0
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.	\$0
Hypnotherapy Is a type of nonstandard or complementary and alternative medicine treatment which uses guided relaxation, intense concentration that focuses attention on achieving a heightened state of awareness.	\$0
Individual Psychotherapy Is one type of psychotherapy in which a trained professional helps an individual work through personal issues they have been facing. Also known as talk therapy	\$0
Individualized Activity Therapy Part of a Partial Hospitalization Program (PHP) and that is not primarily recreational or diversionary.	
Inpatient Behavioral Health Care (Behavioral Health Care services that require a hospital stay)	\$0
Intensive Crisis Stabilization Short-term alternative to inpatient hospitalization. Intensive crisis stabilization services are structured treatment and support activities provided by a behavioral health crisis team in the person's home or in another community setting.	\$0
Interactive psychotherapy Group therapy for people with intellectual and psychiatry disability.	\$0
Intermediate Care Facility for Persons with Intellectual Developmental Disability (ICF/MR/Developmental Disability) Provide 24-hour intensive supervision, health and rehabilitative services and basic needs to persons with developmental disabilities.	\$0
Medication Administration Is when a doctor, nurse, or other licensed medical provider gives an injection, or an oral medication or topical medication.	\$0

Medication Review	\$0
The evaluation and monitoring of medicines used to treat an individual's behavioral health condition, their effects, and the need for continuing or changing their medicines.	
Mental Health Therapy and Counseling for Adults, and Families	\$0
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	\$0
Includes the evaluation by an occupational therapist of an individuals' ability to do things in order to take care of themselves every day, and treatments to help increase these abilities.	
Partial Hospitalization Services	\$0
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	\$0
Peer-delivered services such as drop-in centers are entirely run by members 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 mental illness in their individual recovery journey and are provided by individuals who are in recovery from mental illness. Peer Mentors help persons with developmental disabilities.	
Personal Care in Specialized Services	\$0
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.	
Pharmacologic Management Refers to treating a disease or illness with medication, and it is based on the science of drugs	
Psychiatric Diagnostic Interviews An interview in which a mental health professional explores an individuals' presenting problem, current situation and background, with the aim of formulating a diagnosis and prognosis as well as developing a treatment program.	
Psychoanalysis Is a type of treatment based on the theory that an individual's present is shaped by their past.	\$0
**Physical Therapy	\$0
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.	\$0
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.	\$0
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.	\$0
**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.	\$0
Supports Coordination or Targeted Case Management A Care Coordinator or Case Manager is a staff person who helps write an individual plan of service and makes sure the services are delivered. His or her role is to listen to a person's goals, and to help find the services and providers inside and outside the local community mental health services program that will help achieve the goals. A care coordinator or case manager may also connect a person to resources in the community for employment, community living, education, public benefits, and recreational activities.	\$0
Supported/Integrated Employment Services Provides initial and ongoing supports, services and training, usually provided at the job site, to help adults who are eligible for mental health services find and keep paid employment in the community.	\$0
Transportation May be provided to and from a member's home for non-medical Medicaid-covered services.	\$0
Treatment Planning Assists the person and those of his/her choosing in the development and periodic review of the individual plan of services.	\$0
Wraparound Services for Children and Adolescents Necessary treatment and support for members that are diagnosed with a serious emotional disturbance and their families to maintain the child in the family home.	\$0

Services for Only Habilitation Wavier 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:

Goods and Services (for HSW enrollees) is a non-staff service that replaces the assistance that staff would be hired to provide. This service, used in conjunctions with a self-determination arrangement, provides assistance to increase independence, facilitate productivity, or promote community inclusion.	\$0
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.	\$0
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.	\$0
Personal Emergency Response devices (for HSW enrollees) Are used to help an individual maintain independence and safety, in his/her own home or in a community setting. These are devices that are used to call for help in an emergency.	\$0
Prevocational Services (for HSW enrollees) Includes supports, services and training to prepare a person for paid employment or community volunteer work.	\$0
Private Duty Nursing (for HSW enrollees) Is individualized nursing service provided in the home, as necessary to meet specialized health needs.	\$0
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 behavioral health condition or developmental disability. Specialty services might also include specialized child and family training, coaching, staff supervision, or monitoring of program goals.	\$0

Services for Persons with Substance Use Disorders

The substance use treatment services listed below are covered by Medicaid. These services are available through DWIHN. For access or assistance call the **24-hour Access Center Toll Free at 1-800.241.4949**.

Substance Use Disorder – Medicaid	What you must pay
Access, Assessment and Referral (AAR) Determines the need for substance abuse services and will assist in getting to the right services and providers.	\$0
Intensive/Enhanced Outpatient (IOP or EOP) Is a service that provides more frequent and longer counseling sessions each week and may include day or evening programs.	\$0
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.	\$0
Outpatient Treatment Includes therapy/counseling for the individual, and family and group therapy in an office setting.	\$0
Residential Treatment Is intensive therapeutic services which include overnight stays in a staffed licensed facility.	\$0
Sub-Acute Detoxification Is medical care in a residential setting for individuals who are withdrawing from alcohol or other drugs.	\$0

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 (CMH) services, your local community mental health services program (CMHSP) will work with your primary care provider to coordinate your physical and behavioral health services. If you do not have a primary care provider, your local CMHSP will help you find one.

Note: **Home Help Program** is another service available to Medicaid beneficiaries who require in-home assistance with activities of daily living, and household chores. In order to learn more about this service, you may call the local Michigan Department of Human Services (DHHS) number below or contact the DWIHN Customer Service Office at 888.490.9698 for assistance.

DHHS

Wayne County Central Office
2040 W. Grand Blvd.
Detroit, MI 48202
313.934.4400

Substance Use Disorder-Medicare

The Access Center determines the Substance Use services and will assist in finding members the right provider	What you must pay
Outpatient Substance Use Disorder Services DWIHN will pay for treatment services that are provided in the outpatient department of a hospital. If you, have been discharged from an inpatient stay for the treatment of drug substance use or if you require treatment but do not require the level of services provided in the inpatient hospital setting.	\$0
Psychotherapy Psychotherapy is a type of treatment that can help individuals experiencing a wide array of mental health conditions and emotional challenges. Psychotherapy can help not only alleviate symptoms, but also, certain types of psychotherapies can help identify the psychological root causes of one's condition so a person can function better and have enhanced emotional well-being and healing.	\$0
Patient Education Regarding Diagnosis and Treatment- Is working with an individual to provide them with the knowledge and skills to understand a diagnosis and the treatment it requires	\$0
Prescription Drugs Administered during a hospital stay or injected at a doctor's office This may include Methadone if provided in a hospital setting but not an outpatient clinic	\$0
Outpatient Prescription Drugs covered under Part D except Methadone for the treatment of substance use disorder.	\$0
Structured Assessment and Brief Intervention (SBIRT) Assessment to quickly determine the severity of substance use and identify the appropriate level of treatment. Brief intervention or advice focuses on increasing insight and awareness regarding substance use and motivation toward behavioral change. Referral to treatment provides those identified as needing more extensive treatment with access to specialty care.	\$0

Claim and Billing Inquiries

If you are enrolled in Medicaid and meet criteria for behavioral health services, all approved services are which you are eligible. For claims inquiries and billing issues, you may contact DWIHN's Customer Service unit at 888.490.9698 or TTY 800.630.1044. Representatives are available to answer your questions Monday through Friday from 8:00am to 4:30pm.

You can track the status of your claim in the claims process and obtain the following information over the phone in one attempt or contact. Information you could be able to obtain would include:

- The stage in the process
- The amount paid
- The amount approved
- Your cost
- The date it was paid

Reporting Fraud, Waste and Abuse

Fraud, waste and abuse uses up valuable Michigan Medicaid funds needed to help children and adults access health care. Everyone can take responsibility by reporting fraud and abuse. Together we can make sure taxpayer money is used for individuals who really need help. Examples of Medicaid Fraud include but are not limited to the following:

- Billing for medical services not actually performed
- Providing unnecessary services
- Billing for more expensive services
- Billing for services separately that should legitimately be one billing
- Billing more than once for the same medical service
- Dispensing generic drugs but billing for brand-name drugs
- Giving or accepting something of false (cash, gifts, services) in turn for medical services, (i.e., kickbacks)
- Falsifying cost reports

Or When Someone:

- Lies about their eligibility
- Lies about their medical condition
- Forges prescriptions
- Sells their prescription drugs to others
- Loans their Medicaid card to others

Or When a Health Care Provider Falsely Charges For:

- Missed appointments
- Unnecessary medical tests
- Telephoned services

If you think someone is committing fraud, waste or abuse, you may report it to DWIHN's Corporate Compliance Officer at 313.833.3502 or email concerns to www.compliance@dwmha.com or report them at www.dwihn.org. On the [Home](#) page, click the tab [For Providers](#), scroll down to [Quality & Compliance](#) and click [Compliance](#). On this page, you are given the options for Reporting Fraud, Waste and Abuse. You may report anonymously through any of the above methods.

Your report will be confidential, and you may not be retaliated against.

You may also report concerns about fraud, waste and abuse directly to Michigan's Office of Inspector General (OIG):

Online: www.michigan.gov/fraud

Call: 855-MI-FRAUD (643-7283) (voicemail available for after hours)

Send a Letter: Office of Inspector General
PO Box 30062
Lansing, MI 48909

When you make a complaint, make sure to include as much information as you can, including details about what happened, who was involved (including their address and phone number), Medicaid identification number, date of birth (for beneficiaries), and any other identifying information you have.

Children's Initiatives

DWIHN provides a comprehensive and integrated array of services/supports which inspires hope and promotes recovery/self-determination. Children, youth and families with co-occurring mental health, substance abuse and physical health conditions receive services within a system of care that is:

Community-Based The Children's System of Care focuses on services with the focus of services as well as system management resting within a supportive, adaptive infrastructure of structures, processes, and relationships at the community level.

Family-Centered Families have a primary decision-making role in the care of their own children as well as the policies and procedures governing care for all children in their community.

Youth-Guided Young people have the right to be empowered, educated, and given a decision-making role in the care of their own lives. This includes giving young people a sustainable voice and then listening to that voice.

Culturally and Linguistically Responsive Organizations, programs, and services are relevant and unique to each individual and family's cultural, linguistic, and social needs.

Trauma-Informed When organizations, programs, and services are based on an understanding of the vulnerabilities or triggers of trauma survivors that traditional service delivery approaches may exacerbate, so that these services and programs can be more supportive and avoid re-traumatization.

Refer to the Children's Initiative website for more information <https://www.dwihn.org/childrens-initiatives>.

WAIVER SERVICES

Habilitation Supports Waiver (HSW) Program

A program aimed to assist individuals with developmental disabilities in the acquisition of skills that will facilitate their independence, productivity and promote inclusion and participation in the community. The HSW operates under Section 1915 (c) of the Social Security Act, in order to provide specified home and community-based services designed to enroll participants who would otherwise require intermediate care facility for Individuals with Intellectual Disability (ICF/IID) Level of Care. The HSW operates concurrently with the 1915 (c) waiver. The services and supports are provided under the auspices of the PIHP (DWIHN) under contract with Michigan Department of Health and Human Services (MDHHS) and must be specified in the beneficiary plan of services developed through the Person-Centered Planning (PCP) process.

To be eligible the child must:

- Have a developmental disability (as defined by Michigan law) no age restrictions;
- Be Medicaid eligible and enrolled;
- Reside in a community setting or will reside in a community setting;
- Would otherwise require level of services similar to an Intermediate Care Facility/Individual w/Intellectual Disability (ICF/IID);
- Choose to participate in the HSW instead of ICF/IID services; and
- Once enrolled, receive at least one (1) HSW service a month.

The array of services available to persons with intellectual developmental disabilities who meet the eligibility criteria for the HSW include: community living supports, enhanced medical equipment, enhanced pharmacy, environmental modifications, family training, goods and services, out-of-home non-vocational habilitation, Personal Emergency Response System (PERS), prevocational services, Private Duty Nurse (PDN), supported employment, respite care, and supports coordination.

The HSW is available from all IDD providers. Consult with your Supports Coordinator.

Children's Home and Community Based Services Waiver Program (CWP):

The children's waiver program (CWP) makes it possible for Medicaid to fund home and community-based services for children with intellectual and/or developmental disabilities who are under the age of 18 when they otherwise wouldn't qualify for Medicaid funded services.

To be eligible the child must:

- Have an intellectual and/or developmental disability (as defined in the Michigan state law), be less than 18 years of age and in need of habilitation services;
- Reside with birth or legally adoptive parent(s) or with a relative who has been named the legal guardian under the laws of the state of Michigan, provided that the relative is not paid to provide foster care for the child;
- Be at risk of being placed into an ICF/IID (intermediate care facility for individuals with intellectual disabilities) facility because of the intensity of the child's care and the lack of needed support, or the child currently resides in an ICF/IID facility but, with appropriate community support, could return home;
- Family income must be above Medicaid limits when viewed as a family of one (applying for the waiver will waive the parent's income thus making them Medicaid eligible); and
- Have intellectual or functional limitations that indicates the child would be eligible for health, habilitative and active treatment services provided at the ICF/IID level of care. Habilitative services were designed to assist individuals in acquiring, retaining and improving the self-help, socialization and adaptive skills necessary to reside successfully in home and community-based settings. Active treatment includes aggressive, consistent implementation of a program of specialized and generic training, treatment, health services and related services. Active treatment is directed toward the acquisition of the behaviors necessary for the child to function with as much self-determination and independence as possible, and the prevention or deceleration of regression or loss of current optimal functional status.

The array of services available for children who meet the eligibility criteria for the CWP include: community living supports, enhanced transportation, environmental accessibility adaptations, family training), non-family training (previously called psychological/behavioral treatment), fencing, respite care, specialized medical equipment and supplies, specialty services and financial management services/fiscal intermediary services.

Three providers deliver services to children and youth on this waiver in Wayne county they are:
The Guidance Center, Neighborhood Service Organization and Community Living Services. For more information please contact DWIHN and ask to speak to the I/DD Clinical Specialist in Children Initiative.

Serious Emotional Disturbance (SED) Waiver Program:

The SED Waiver program provides services that are enhancements or additions to the Medicaid State Plan coverage for children through age 20 who have an SED. MDHHS operates the SED waiver through contracts with the Community Mental Health Service Programs (CMHSP's). The SED Waiver is administered by the CMHSP in partnership with other community agencies. SED waiver services are intended for children with an SED who are at risk of hospitalization, had multiple placements or are youth/families who need additional supports/services in order to maintain the young person in the home.

To be eligible, the child must:

- Be under the age of 18 when initially approved for the waiver, but can remain in the waiver until age 21 if all eligibility requirements continue to be met;
- Reside with birth/adoptive parents or resides in foster care and is either a Temporary Court Ward (TCW) or a Permanent Court Ward (PCW);
- Meet current MDHHS criteria for state psychiatric hospital for children or at risk of state psychiatric hospitalization

The child must have at least one (1) of the following:

- Severe psychiatric signs and symptoms;
- Disruption of self-care and independent function;
- Harm of self or others;
- Drug/medication complications or co-existing general mental condition requiring care;
- Special consideration; if substance use, psychiatric condition must be primary; diagnosis;
- Demonstrate serious functional limitation that impair his/her ability to function in the community (functional criteria is identified using the Child and Adolescent Scale [CAFAS] or the Preschool and Early Childhood Functional Assessment Scale [PECFAS]).
 - For children 12 or younger, CAFAS score of 90 or greater
 - For children 13-18, CAFAS score of 120 or greater
 - For children 3-6, elevated PECFAS subscale scores in at least one (1) of these areas: self-harm behaviors, mood/emotions, thinking/communicating or behaviors towards others
 - Youth can remain in the SED Waiver even if their CAFAS or PECFAS score drops during the one (1) year commitment.

Note: Youth who have an Intellectual and /or Development Disability (I/DD) are not eligible for the SED waiver.



Each child must have a comprehensive IPOS that specifies the services and supports the child and his/her family will receive. The IPOS is developed through the Wraparound planning process. Each child must have a Wraparound Facilitator who is responsible to assist the child/family in identifying, planning and organizing the Child and Family Team, developing the IPOS, and coordinating service delivery, as well as the child's health and safety, as part of their regular contact with the child and family.

The array of services available to those who meet eligibility criteria for the SED Waiver include: wraparound, respite, family supports and training, therapeutic activities, child therapeutic foster care, home care training-non-family, transitional services, therapeutic overnight camp, overnight health and safety supports and family home care training.

Wayne County SED Waiver Providers:

Black Family Development Inc.

2995 E. Grand Blvd.
Detroit, MI 48202
313.758.0150

Development Centers Inc.

17421 Telegraph Rd.
Detroit, MI 48219
313.531.2500

Southwest Counseling Solutions

5716 Michigan Ave
Detroit, MI 48210
313.963.2266

The Children's Center

79 Alexandrine
Detroit, MI 48201
313.831.5535

The Guidance Center

26300 Outer Drive
Lincoln Park, MI 48146
313.388.4630

Michigan Medicaid Autism Benefit

Autism Spectrum Disorder (ASD) is a developmental disability caused by a problem in the brain. Scientists do not know yet exactly what causes ASD, which can impact a person's functioning in different ways. People may have problems with social, behavioral, and communication skills. Many people also have different ways of learning, paying attention, or reacting to things. ASD begins during early childhood and lasts throughout a person's lifetime. A person with an ASD might:

- Not respond to their name by 12 months
- Not play "pretend" games by 18 months
- Avoid eye contact and want to be alone
- Have trouble understanding other people's feelings or talking about their own feelings
- Repeat words or phrases over and over
- Give unrelated answers to questions
- Get upset by minor changes
- Have obsessive interest
- Flap their hands, rock their body, or spin in circles
- Have unusual reactions to the way things sound, smell, taste, look or feel



Eligibility

The State of Michigan now offers Applied Behavior Analysis (ABA) Services to individuals who:

- Have an ASD Diagnosis
- Are 0-21 years of age
- Are Medicaid Eligible
- Meet Medical Necessity Criteria

What is Applied Behavior Analysis?

ABA is an intensive, behaviorally-based treatment that uses various techniques to bring about meaningful and positive changes in the communication, social interaction, and repetitive/restrictive behaviors that are typical of ASD. Each enrollee will have an individualized ABA Treatment Plan that breaks down desired skills into manageable steps to be taught. Each Plan is designed for the individualized needs of each person including the scope and duration of direct service hours per week depending on medical necessity and parent/guardian agreement. These services are intensive and can be provided either in the home, clinic or community setting. ABA interventions involve parent/guardian training and participation as it is critical progress and maintenance.

How to Access ABA Services?

A person will need to be referred by a physician. The DWIHN Access Center can help start this process by calling: 800.241.4949. Additional information on the DWIHN Autism Benefit can found at: www.dwihn.org.

Complex Case Management

DWIHN offers a Complex Case Management program for eligible individuals who may be helped by more intensive coordination of care and services. The Complex Case Management program is intended to help people with complex behavioral health conditions connect with needed services and resources.

The Complex Case Manager will work closely with you or your family member in the development of a comprehensive plan of care, which coordinates the following:

- Therapeutic services (therapy, medication management, case management)
- Community and Psychosocial supports (education/support regarding illness, coordination with support system, other support services)
- Coordination of care between medical and behavioral physicians and clinicians
- Recovery and Resiliency Services (peer support, development of a crisis/recovery plan, life planning activities)
- Other services, as appropriate (legal, shelter, and other basic needs)

Complex Case Management program goals:

- Movement to recovery
- Enhanced wellness
- Building resiliency through self-care and empowerment

Criteria for acceptance into the Complex Case Management program:

- Presence of complex behavioral health condition(s), which require a greater level and intensity of services
- History of intensive behavioral health service utilization over the past 12 months
- Willingness to actively participate in the program as program is voluntary

If you believe that you or a family member meet the criteria and would benefit from our Complex Case Management program, please contact 888.490.9698 or email us at pihpccm@dwihn.org for more information. This program is offered free of charge to members. Our Complex Case Management team looks forward to partnering with you or your family member on the path to recovery and wellness.

Coordination of Care

To improve the quality of services, Detroit Wayne Integrated Health Network (DWIHN) wants to coordinate your behavioral health care with your medical provider who cares for your physical health. If you are also receiving substance use 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, improved functioning, and your ability to live the life you want to live. Therefore, you are encouraged to sign a "Release of Information" to ensure that all your meaningful health information can be shared with your providers.

If you do not have a medical doctor and need one, contact the Access Center (Toll Free) at 800.241.4949, and the staff will assist you in getting a medical provider.

Person-Centered Planning

The process used to design your individual plan of behavioral health supports, service, (IPOS) or treatment is called "Person-Centered Planning (PCP)." The PCP is your right protected by the Michigan Mental Health Code.

The process begins with pre-planning when you:

- determine whom, besides yourself, you would like at the PCP meetings, such as family members or friends, and what staff from your service provider.
- decide when and where the person-centered planning meetings will be held.
- decide what assistance you might need to help you participate in and understand the meetings.

During person centered planning, you will be:

- asked about your hopes and dreams
- learn to develop goals or outcomes you want to achieve
- decide what supports, services or treatment you need
- decide who you would like to provide this service
- decide how often you need the service, and
- decide where the service will be provided

You have the right, under federal and state laws, to a choice of behavioral health care providers. Also, at the time of PCP and/or at least annually, your service provider shall ensure that you are given an itemized statement of the estimated cost to DWIHN for each covered support and service that you receive.

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 (PCP) meeting if you want to talk about changing your IPOS.

You have the right to "independent facilitation" of the PCP process. This means that you may request that someone other than your service provider staff conduct your PCP meetings. You have the right to choose from available independent facilitators. The Independent Facilitator will meet with you to plan the meeting topics and to understand the type of things you want and do not want to talk about. If you are interested in Independent Facilitation, you can ask the staff working with you or DWIHN's Customer Service for more information.

What is Independent Facilitation?

By Michigan law, all individuals who receive community mental health services, or members, have the right to get their Individual Plan of Service (IPOS) created using the Person Centered-Planning (PCP) process which includes the unique needs and desires of each person. DWIHN allows members to hire or select someone they trust such as a independent Facilitator to guide the PCP process with them.

Who does Independent Facilitation?

Independent Facilitation is done by someone chosen by you. Ideally, the person chosen is trained and has the skills and abilities to work with you and others that you want to involve, to think and talk about how you might achieve your unique needs and desires.

Why use an Independent Facilitator?

An Independent Facilitator assist by:

- Identifies your strengths and needs.
- Makes sure you are heard and understood.
- Keeps the meeting on track.
- Locates available community resources and services.
- Uses tools to uncover your plans.
- Records and reports meeting discussions.

How to find an Independent Facilitator?

- You may reach out to DWIHN's Customer Service Department by calling 1.888.490.9698 or visit us at www.dwihn.org.
- Visit our online Provider Directory for a list of Independent Facilitators, or
- Search the Michigan Department of Health and Human Services website at <https://ddi.wayne.edu/imap>.

Children and PCP

Children under the age of 18 with intellectual and developmental disabilities (I/DD) or serious emotional disturbance (SED) also have the right to PCP. However, PCP 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 PCP using "family-centered practice" in the delivery of supports, services and treatment to their children.

Topics Covered during PCP

During PCP, you will be told about: 1.) psychiatric advance directives, 2.) a crisis plan, and 3.) self-determination (see the descriptions below). You have the right to choose to develop any, all or none of these.

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 gives information and direction to others about what you would like done in the time of a crisis. Examples are friends or relatives to be called, preferred medicines, or care of children, pets, or bills.

Medical Advance Directives- This is also referred to as Durable Power of Attorney for Health Care. An advance directive is a tool for you to use to tell people of your wishes for your care. Some of the decisions you can make include: living wills, do not resuscitate orders, or decisions about tissue or organ donations.

Psychiatric Advance Directive- Adults have the right under Michigan law, to a "psychiatric advance directive." A psychiatric advance directive is a tool for making decisions before a crisis occurs where you may become unable to make choices about the kind of treatment you want and do not want. This lets other people, including family, friends, and service providers, know what you want when you cannot speak for yourself.

All Advance Directive decisions are voluntary. If you do create an advance directive, you should give copies to:

- All providers caring for you;
- People you have named as a Medical or Mental Health Patient Advocate; and
- Family members or trusted friends who could help your doctors and behavioral health providers make choices for you if you cannot make those choices.

If you do not believe you have received appropriate information regarding Psychiatric Advance Directives your service provider, please contact DWIHN's Customer Service at 1.888.490.9698 or TTY 711.

Self-Determination- Self-determination is an option for payment of medically necessary services you might request if you are an adult beneficiary receiving behavioral health services in Michigan. It is a process that would help you to design and exercise control over your own life by directing a fixed amount of dollars that will be spent on your authorized supports and services, often referred to as an "individual budget." You would also be supported in your management of providers, if you choose such control.

Recovery and Resiliency

Recovery is a journey of healing and transformation enabling a person with a behavioral health/substance use 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 lifelong attitude. Recovery is unique to each individual and can truly only be defined by the individuals themselves. What might be recovery for one person may be only part of the process for another. Recovery may also be defined as wellness. Behavioral health supports and services help people with mental illness/substance use disorder 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, an individual 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 (SED) and their families. It refers to the individual's ability to become successful despite challenges they may face throughout their life.

Peer Support

Peer Support is an evidence-based mental health model of care. It uses trained Peer Support Specialists to assist individuals with their recovery and self-determination goals.

Peer Category	Description
Parent Support Partner (PSP)	A trained parent with first-hand experience navigating public child serving agencies and raising a child with mental health or developmental challenges. Support provided to a family by a PSP will focus on increasing confidence and competence in parenting skills, increasing the parent's knowledge to navigate systems and partner with service providers, and empower the parent to develop sustainable, natural support networks after formal service delivery has ended. Parent Support Partners, serving as an equal member of the treatment team, will assist in identifying goals within the Person Centered/Family Centered Plan that will support the parent to develop the new skills, resources, and confidence in parenting a child with serious emotional disturbance (SED) and/or intellectual developmental disabilities (I/DD).
Peer Support Specialist (PSS)	An individual with a lived experience and journey in receiving public mental health services and supports. They are employed in a variety of settings including member run organizations, employment, psychosocial rehabilitation programs, housing outreach, supports coordination and integrated behavioral health and primary care. They provide direct services to support others with health navigation, accessing resources, and supporting a person-centered recovery journey to achieve community inclusion and participation, independence, recovery and resiliency.
Peer Recovery Coach (PRC)	An individual who has lived experience in receiving services and/or supports for a substance use condition. They serve as a guide to initiate, achieve and sustain long-term recovery from addiction including medication assisted, faith based, 12 step and other pathways to recovery. Recovery coaches provide connections in navigating recovery supportive systems and resources including professional and non-professional services.
Peer Mentor	A person with a developmental disability who has learned problem solving strategies, how to be a self-advocate, how to live a self-determined life, and knows how to access services and resources in the community. Peer Mentors offer the benefit of their experiences, passing along encouragement and support to help others construct their own advocacy to bring about the changes they want for their lives.
Veterans Peer	A Veteran peer support specialist is an individual who has served in the U.S. Military and has a mental health and/or co-occurring condition, who has been trained to help others identify and achieve specific life and recovery goals. They help fellow Veterans navigate the VA system, facilitate support groups, and provide information on community resources while actively being engaged in their own recovery.

Peer Category	Description
Youth Peer Support Specialist	Young adult between 18 and 26 years of age who supports youth with a serious emotional disturbance through shared activities and interventions. The goals of Youth Peer Support include: 1) supporting youth empowerment, and 2) assisting youth in developing skills to improve their overall functioning and quality of life, and, working collaboratively with others involved in delivering the youth's care. Youth Peer Support services can be in the form of direct support, information sharing and skill building.

For information about becoming a peer, i.e., someone with lived experience and trained to support others having the same condition, visit the website that follows:

https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_4871_4877_48561-84396--,00.html

How does one become certified as a peer?

In Michigan, there are a number of peer certification programs. The process and training vary depending on the peer's background and job responsibilities. Each certification program is state operated in partnership with the local PIHPs, e.g., Detroit Wayne Integrated Health Network. Peer services, both certified and non-certified, are billable under Healthy Michigan and Medicaid. To learn more, go to:

<http://www.mdch.state.mi.us/dch-Medicaid/manuals/MedicaidProviderManual.pdf>

What are Peer Services?

Peer support services are an evidence-based mental health model of care which involves qualified persons who are trained to use their personal experiences with a disability to help others.

Peer support services come in different forms. Most peers work for providers and are a regular part of the treatment team to support members. Peer services are also accessible via peer-run community-based organizations such as drop-in centers and recovery centers. Such sites also exist for veterans and parents.

Peers can provide a host of services. They can help you to:

- Explore and understand the service system
- Develop good self-care skills
- Gain skills to live, learn, work, and participate more fully in the community
- Access community services or supports
- Create crisis plans and provide support to members who are in crisis
- Replace fears and stigmas with hope

How can one get peer services?

- Include the service in the Individual Plan of Services
- Contact Access Center at 800.241.4949
- Contact the community-based centers directly

Trauma Informed Care

Do you know your Adverse Childhood Experiences (ACE) score?

The ACE score is a way to describe the level of stress or trauma that one experienced as a child. Through years of research, the Center for Disease Control (CDC) uncovered a link between childhood trauma (e.g., sexual abuse, loss of caretaker, etc.) and the chronic health conditions (e.g., depression, heart disease, lung cancer) and/or social risk factors (e.g., incarceration, mental illness, addiction, etc.) that individuals face as adults. Take the short quiz below to learn your ACE score.

Prior to your 18th birthday:

1. Did a parent or other adult in the household often or very often... Swear at you, insult you, put you down, or humiliate you? or Act in a way that made you afraid that you might be physically hurt?
No ___ If Yes, enter 1 ___
2. Did a parent or other adult in the household often or very often... Push, grab, slap, or throw something at you? or Ever hit you so hard that you had marks or were injured?
No ___ If Yes, enter 1 ___
3. Did an adult or person at least 5 years older than you ever... Touch or fondle you or have you touch their body in a sexual way? or Attempt or actually have oral, anal, or vaginal intercourse with you?
No ___ If Yes, enter 1 ___
4. Did you often or very often feel that ... No one in your family loved you or thought you were important or special? or Your family didn't look out for each other, feel close to each other, or support each other?
No ___ If Yes, enter 1 ___
5. Did you often or very often feel that ... You didn't have enough to eat, had to wear dirty clothes, and had no one to protect you? or Your parents were too drunk or high to take care of you or take you to the doctor if you needed it?
No ___ If Yes, enter 1 ___
6. Were your parents ever separated or divorced?
No ___ If Yes, enter 1 ___
7. Was your mother or stepmother: Often or very often pushed, grabbed, slapped, or had something thrown at her? or Sometimes, often, or very often kicked, bitten, hit with a fist, or hit with something hard? or Ever repeatedly hit over at least a few minutes or threatened with a gun or knife?
No ___ If Yes, enter 1 ___
8. Did you live with anyone who was a problem drinker or alcoholic, or who used street drugs?
No ___ If Yes, enter 1 ___
9. Was a household member depressed or mentally ill, or did a household member attempt suicide?
No ___ If Yes, enter 1 ___
10. Did a household member go to prison?
No ___ If Yes, enter 1 ___

Now add up your "Yes" answers: This is your ACE Score _____

Now that you've got your ACE score, share it with your service provider and request support and treatment that can help.

Tips for interacting with people who have a disability

Most people with a disability do not consider themselves as limited and do not like being referred to by a label. Consider that people with disabilities have a difference or are differently abled, and most importantly, they are people first. It is best to avoid labels when referring to individuals who have a disability, regardless of the type of difference (e.g., addiction, cognitive, mobility, etc.) a person has. What follows are some tips on interacting with people who have a disability:

- When speaking with a person with a disability, talk directly to the person, not to a companion, friend, or interpreter who might be present
 - If the person has a speech impairment and you are having difficulty understanding what he or she is saying, ask the person to repeat, rather than pretending to understand. Listen carefully and repeat what you think you heard in order to insure good communication.
 - If you believe that a person with a disability needs assistance, offer assistance. But then wait for your offer to be accepted before you try to help.
 - If you are speaking with a person who is blind, identify yourself at the beginning of the conversation and communicate your departure when you leave. Don't be afraid to use common expressions such as "See you later!"
 - If you wish to get the attention of a person who is deaf, gently tap him or her on the shoulder or arm. Look directly at the person and speak clearly in a normal tone of voice. Keep your hands away from your face, and use short, simple sentences. Speak to the person, not the interpreter, if there is one. Many deaf people cannot read lips.
 - Don't touch, speak to, or distract a service animal.
- Disability Services.
- If other students inquire about a student with a disability, respond with a positive remark such as "He or she is okay" or "He or she will let us know if we need to do anything." Don't reveal any information to anyone about the student with the disability unless the student or Disability Services requests you to.
 - Act naturally with students with disabilities as you do with all students. This is the best advice of all.

Taken from the <http://www.cccti.edu/DS/Documents/LanguageOfDisabilities.pdf>

Language Preferred by Individuals with a Disability

Do Not Prefer	Prefer
Consumer	Member
Retarded/Mentally Retarded/Retard	Intellectual Disability
Handicap/Disabled/Crippled	Person with a disability
Manipulative	Getting their needs met
High Functioning/Low Functioning	{State the individual's abilities}
Crazy/Looney Tunes/Yellow Bus	Individual with a psychiatric (or mental) illness
Dumb/Mute	Individual who is not able to speak
Hearing impaired	Deaf
The blind	Individual who is visually impaired or blind
Substance Abuser	Addict/Individual with a substance use issue
Confined to a wheelchair	Individual who uses a wheelchair/wheelchair user

Clubhouse

Clubhouses are organized communities that provide services in a unique restorative type of setting. Clubhouses are tailored to help support members with mental illness rejoin in society through education, employment, learning responsibility and other interaction like building friendships. Within the DWIHN system, Clubhouses have a professional skilled director that is guided by the psycho-social model, but also allows for clubhouse members to participate in the engagement of members, make clubhouse rules and participate in mutual support of different activities of the Clubhouse. Clubhouses are evidenced-based and has demonstrated success for many members. If you are interested in services offered by a Provider, you can inquire with your supports coordinator to locate a Clubhouse that may have a space for you, as you must be a member and assigned to services to attend a Clubhouse.

Drop-In Centers

What is a Drop In Center?

Drop-in centers are a service for members who want to enjoy peer-guided programming, but does not require a particular type of service. This type of center is called Drop-In because any DWIHN member can walk-in without previous care or services from them and participate in the activities. There is no prescribed treatment of services, but rather is geared toward peer support, help or assistance in accessing other services, and to participate in social activities.

Currently there are three locations available, call them to find out about their hours of operation and inquire about their events calendar.

Our Place

12285 Dixie St., Ste.100
Redford, MI 48239
313.543.3393

Harvest Retreat

8904 Woodward Ave.
Detroit, MI 48202
313.365.7211

Perfect Place

21501 Goddard Road
Taylor, MI 48180
313.686.536

Grievances

You have the right to say you are unhappy with your covered services or supports or the staff who provide them by filing a "grievance." A grievance is defined as "the Enrollee's expression of dissatisfaction about Detroit Wayne Integrated Health Network (DWIHN) and/or their Service Provider services issues, other than an Adverse Benefit Determination.

Possible subjects for grievances include, but are not limited to, quality of care or services provided, aspects of interpersonal relationships between you and the service provider, failure to respect your rights regardless of whether additional action is requested, or your dispute regarding an extension of time proposed by DWIHN to make a service authorized decision."

You can file a Medicaid or General Fund grievance at any time by calling, visiting or writing DWIHN.

To file a MI Health Link grievance, you must do so within 60 calendar days from the date of the incident. DWIHN's Customer Service Grievance staff is available to assist you with the grievance process. In most cases, your Medicaid grievance will be resolved within 90-calendar days from the date that DWIHN or your provider receives your grievance. If you are an uninsured/underinsured member, your grievance will be resolved within 60 calendar days. If you are a MI Health Link member, your grievance will be resolved within 30 calendar days.

You will be given detailed information about the grievance process when you first start services and then again annually. You may request assistance in filing a grievance or ask for this information at any time by contacting DWIHN Customer Service Office at:

DWIHN Customer Service

707 W. Milwaukee St.

Detroit, MI 48202

Local: 313.833.3232

Toll Free: 888.490.9698

TTY: 711

MI Health Link Members may also file an external grievance with Medicare by calling 800.Medicare or 800.633.4227.

Appeals/Local Dispute Resolutions

An appeal is defined as "a review by DWIHN of an Adverse Benefit Determination". You have appeal rights regarding any covered service we provide. 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. This notice is called an "Adverse Benefit Determination". A Notice of Adverse Benefit Determination is a written letter that explains a decision about your services. You have the right to file an "appeal" when you do not agree with such a decision. If you would like to ask for an appeal, you will have to do so within 60-calendar days from the date on the Adverse Benefit Determination for Medicaid or MI Health Link covered services.

You may ask for a "Local Appeal" by contacting DWIHN Customer Service Office at 888.490.9698 or TTY: 711. Even if you did not receive a Notice of Adverse Benefit Determination, you may have the right to file an appeal.

You will have the chance to provide information in support of your appeal, and to have someone speak for you regarding the appeal if you would like.

In most cases, your appeal will be completed within 30 calendar days or less. If you request and meet the requirements for an "expedited appeal" (fast appeal), your appeal will be decided within 72 hours after we receive your request. In all cases, DWIHN may extend the time for resolving your appeal by 14 calendar days if you request an extension, or if DWIHN can show that additional information is needed and that the delay is in your best interest.

You may ask for assistance from DWIHN Customer Services to file an appeal.

A local dispute resolution request is a request to review a decision made to deny, terminate, reduce or suspend services for an individual that is considered uninsured/underinsured. If you are an uninsured/underinsured member, you have 30 calendar days from the date of the adverse benefit determination to request a local dispute resolution review.

To file an appeal/local dispute resolution, you may:

Ask for a Local Appeal/Local Dispute Resolution by contacting DWIHN Customer Service at 888.490.9698. There are two type of local appeal/local dispute resolution requests.

- **Standard Appeal** should be resolved within 30 calendar days. If you believe that waiting for the standard timeframe would jeopardize your ability to attain, maintain, or regain maximum function, you can request for your appeal to be considered for a quicker fast or "expedited" appeal.
- **Expedited Appeals** are decided within 72 hours. If you or your provider believe that your behavioral health could be seriously harmed by waiting up to 30 calendar days for a decision, you, your authorized representative, legal guardian and/or your provider can request an expedited appeal. **Please note** that if your request for an "expedited" appeal is denied, we will contact you by phone and in writing within 2 calendar days. If we accept your appeal as "expedited" we will resolve it within 72 hours.

Appeals can be filed orally or in writing within 60 calendar days after the date of an Adverse Benefit Determination or Notice of Denial of Medical Coverage. These notices explain to you how to file an appeal and what the deadlines are for filing an appeal. Should you choose to have your services continued during the appeal process, you have ten (10) calendar days from the mailing date on the letter to contact DWIHN to make your request known.

Should you wish to have someone else to file an appeal on your behalf, you may do so. The individual that you choose to represent you must be at least 18 years of age or older. However, your written authorization is required to have a representative to speak on your behalf. Therefore, should an appeal be submitted by a representative without your written authorization, it will not be processed until we receive proper documentation.

You, your legal guardian, your authorized representative or your provider (if you have given written permission to do so) can request an appeal/local dispute resolution. The request for a "Local Appeal"/Local Dispute Resolution can be submitted verbally (either over the phone or in person) or in writing. Your oral request for appeal is used to establish the earliest filing date. A determination will be made as quickly as possible, but no longer than 30 calendar days from the date you filed the appeal.

Should you require any physical accommodations or interpreter services, regarding the addressing of your Appeal, arrangements can be made to accommodate your needs, i.e. hearing impaired and non-English speaking. Please contact DWIHN Customer Service Office at 888.490.9698 or 313.833.3232 or TTY: 711 for assistance.

An additional 14 calendar days are allowed to obtain medical records or other important medical information if you request the extension, or if the DWIHN can demonstrate the delay is in your best interest. DWIHN will give you written notice of the reason for the extended time frame within two (2) business days and inform you of the right to file a grievance if you disagree with that decision.

- DWIHN will continue your benefits if the following conditions apply: (within 60 calendar days from the date on the ABD notice);
- You or your representative file the appeal timely;
- The appeal involves the termination, suspension, or reduction of a previously authorized course of treatment;
- The services were ordered by an authorized provider;
- The original period covered by the original authorization has not expired; and
- You request a continuation of benefits

At your request, DWIHN will continue or will reinstate your benefits while the appeal is pending. The benefits will be continued until one of the following occurs:

- You withdraw the appeal
- Ten (10) calendar days pass after DWIHN mails the Notice of Appeal Denial/Notice of Appeal Decision;
- A State Fair Hearing office issues a hearing decision adverse to you;
- The time period or service limits or a previously authorized service has been met.

If your appeal is for Medicare services, you are entitled to all five levels of a Medicare appeal:

- Medicare Administrative Contractor
- Independent Review Organization
- Administrative Law Judge (OMHA)
- Medicare Appeals Council Review
- Judicial Review

If your appeal is for Medicaid services, you are entitled to three levels of appeals.

- Local Appeal
- State Fair Hearing/Administrative Hearing
- Third Judicial Circuit Court

An External Appeal is the second appeal, which is reviewed by an independent organization that is not connected to DWIHN. Medicare's External Appeal organization is called the Independent Review Entity (IRE). Medicaid's External Appeal is a State Fair Hearing through Michigan Office of Administrative Hearing and Rules (MOAHR).

There are two ways to make an External Appeal for Medicaid services: Fair Hearing and/or External Review. You have the right to request a Fair Hearing from the MOAHR. A Fair Hearing is an impartial review of a decision. You must ask for a Fair Hearing within 120 calendar days from the date on the Notice of Appeal Denial/Notice of Appeal Decision that told you that a Medicaid covered service was denied, reduced, suspended, or stopped. For continuation of benefits during a State Fair Hearing, you must file your State Fair Hearing request with MOAHR within 10 calendar days from the date of the Notice of Appeal Denial/Notice of Appeal Decision.

If DWIHN reverses the decision or the decision is reversed by the Administrative Law Judge, DWIHN must pay for services provided while the appeal was pending. The disputed services will be provided /authorized within 72 hours of the decision. **Please note you may be required to pay the cost of the services if the denial is upheld. DWIHN will inform you of our decision in writing. State policy will determine if you will be required to repay the cost of any continued benefits.**

If you have questions about the appeal process or if you would like to request an appeal, please contact our Customer Service Office at **Toll Free: 888.490.9698 or TTY: 711.**

State Fair Hearing (Medicaid or MI Health Link Enrollees Only)

You must complete a local appeal before you can file a State Fair Hearing. However, if DWIHN fails to adhere to the notice and timing requirements, you will be deemed to have exhausted the local appeal process. You may request a state Fair Hearing at that time.

You can ask for a State Fair Hearing only after receiving notice that the service decision you appealed has been upheld. You can also ask for a State Fair Hearing if you were not provided your notice and decision regarding your appeal in the timeframe required. There are time limits on when you can file an appeal once you receive a decision about your local appeal.

To be eligible for a hearing, you must submit your written request within 120 days from the date of the notice of appeal denial/notice of appeal decision or notice of failure to resolve grievance within 90 calendar days. Forms to request a State Fair Hearing are available at your service provider and at DWIHN. Your service provider or Customer Service Appeals staff can help you to complete this form and send it to MOAHR. The provider and/or Customer Service Appeals staff will help you through the entire process. If you request a hearing, DWIHN will become involved in the hearing and act as the "Hearing Officer" to ensure that all of your rights are protected and each step of the hearing process is carried out properly. DWIHN will also be responsible for presenting the position of the service provider or DWIHN during the hearing. This request must be in writing. You may contact the State office at:

**Michigan Office of Administrative Hearing and Rules
For the Department of Health and Human Services
P.O. Box 30763 Lansing, MI 48909
Toll Free: 877. 833.0870
Fax: 517. 373.4147**

Benefit Continuation

If you are receiving a Michigan Medicaid service that is reduced, terminated, or suspended before your current service authorization, and you file your appeal within 10 calendar days (as instructed on the Notice of Adverse Benefit Determination), you may continue to receive your same level of service(s) while your internal appeal is pending. You will need to state in your hearing request that you are asking for your service(s) to continue.

If your benefits are continued and your appeal is denied, you will also have the right to ask for your benefits to continue while a State Fair Hearing is pending if you ask for one within 10 calendar days. You will need to state in your State Fair Hearing request that you are asking for your service(s) to continue.

If your benefits are continued, you can keep getting the service(s) until one of the following happens: 1) you withdraw the appeal or State Fair Hearing request; or 2) all entities that received your appeal decide "no" to your request or 3) you did not file a request to have your benefits continued timely.

NOTE: If your benefits are continued because you used this process, you may be required to repay the cost of any service(s) that you received while your appeal was pending if the final resolution upholds the denial of your request for coverage or payment of a service. State policy will determine if you will be required to repay the cost of any continued benefits.

Mediation

An individual receiving services from DWIHN has the right to request a mediation related to their behavioral health services, planning services, and DWIHN supports. DWIHN is required to share with the individual their right to mediation when they initially receive services and then annually after that or as requested. DWIHN is also required to share with the individual their right to mediation when local dispute resolution process, local appeals process, or State Fair Hearing is requested.

If mediation is requested, DWIHN (and the Identified Clinically Responsible Service Provider (CRSP) or Service Provider) must participate.

Cases that cannot be mediated include: assisted outpatient treatment plans, Recipient Rights investigations, medical necessity, State Fair Hearings or the role of CMH/PIHP staff as experts.

Individuals interested in the mediation process (or their legal representative) can contact 1-844-3-MEDIATE to start the process or email behavioralhealth@mediation-omc.org.

Residential Services

Residential Services are available for individuals diagnosed with severe mental impairment (SMI) and/or Intellectual-Developmental Disability (I/DD). In order for an individual to receive these services, they must be Medicaid eligible.

Residential services can be accessed with a referral from the following:

- Clinically Responsible Service Provider (CRSP)
- ED or Inpatient Hospital
- Jail
- State Psychiatric Facility
- Michigan Department of Health and Human Services (MDHHS)

The aforementioned are responsible for completing a Referral Checklist identifying all the necessary documents needed to initiate the referral.

Licensed and Unlicensed Settings

Licensed homes (formerly known as adult foster care homes) provide 24- hour staffing. Usually, these homes are shared by 6 individuals or less with varying needs. Services are outlined by the Individualized Plan of Service (IPOS). Services received within a licensed setting include:

- Community Living Supports (CLS)
 - o Meal preparation
 - o Laundry
 - o Housekeeping
 - o Behavioral Concerns
 - o Socialization
 - o Health and Safety
 - o Money Management
 - o Medications
 - o Medical and mental health appointments
 - o Stress Management
- Personal Care Supports (PCS)
 - o Feeding
 - o Toileting
 - o Hygiene and Grooming
 - o Complex Care Needs
 - o Medical and mental health appointments
 - o Medications

Individuals living in their own homes, rented homes/apartments or family homes are identified as living in unlicensed settings. In these settings, individuals are eligible for CLS services from DWIHN's contracted staffing agencies. In these types of settings, individuals are not eligible for PCS supports; however, should there be personal care needs, then an application to Home Help through the State of Michigan will provide service providers with some reimbursement to meet the individual's needs.

Note: Whether a member resides in a licensed or unlicensed setting, they will be responsible for paying room and board or rent by using their SSI allotment. DWIHN will reimburse the contracted licensed service provider or the staffing agency for all staffing hours that address CLS and PCS services.

CLS and PCS Hour Determination

The number of staffing hours individuals require are usually determined with the completion of the Residential Assessment by a Residential Care Specialist (RCS) who will meet with members, families and support systems identified based on the individual's situation to conduct an assessment.

Assessments identify possible areas where the individual would require assistance to meet their identified needs. CLS supports are meant to assist members to become as independent as possible to meet their basic needs. The ultimate goal is to support individuals move into the least restrictive environment, where CLS services may be needed but to a lesser degree over time. It should be noted that in some cases, in unlicensed settings, CLS services will be necessary at higher levels with overnight staffing needs. In these cases, the CRSP case manager/therapist is to support the staffing agent apply for the Habilitation Waiver (HAB) which will reimburse for these overnight services. The HAB Waiver must be in place for DWIHN to reimburse for the overnight hours should there be health and safety concerns. If PCS services are needed in the unlicensed setting, then application for Home Help should be completed to receive reimbursement for these services.

In licensed settings both PCS and CLS will be assessed and hours determined based on information provided by individuals and their support system.

Part of the assessment process includes identifying the individuals' choice of living arrangements – i.e., home versus apartment; location; willingness to share a room or need for a single bedroom, etc.

Identification of Licensed Home or Staffing Agency

Once the member's assessment is completed, a Residential Care Coordinator (RCC) or broker is assigned who keeps the member's choices in mind when identifying a licensed setting or a staffing agency that can accommodate the individual needs. It is during this time that individuals can visit an identified home and/or meet the staffing agent. Once an agreement is made, the decision on when to move into the home or initiate CLS services will be determined.

Authorization for CLS and/or PCS Services

All request for residential services in a licensed or unlicensed setting are authorized by DWIHN's Residential Department. The Residential Authorization staff reviews incoming authorization request by utilizing set standards for approval within established time frames. The review process involves the following:

- The Residential Authorization staff reviews incoming authorization requests.
- Staff review authorizations in the order that they are received.
- Staff allow for up to 14 days to review the authorization for approval or to return the submitted authorizations for additional information, allowing 48-72 hours to make updates and resubmit.
- Member's chart is reviewed for the following clinical documentation:
 - o Primary Designation
 - o BH CRSP
 - o Treatment Plans
 - o Current LOCUS Scores
 - o Medicaid Eligibility/Insurance
 - o Home Help
 - o HAB Waiver
 - o Behavior Treatment Plans
 - o Progress Notes
 - o Biopsychosocial Assessment
 - o Medical Documentation
 - o Incident Reports
- Medical Necessity Documentation
- Active Treatment Plan
- All members must have an active Treatment Plan for an authorization to be approved. If a member does not have an active Treatment Plan, this may cause a lapse in services. The authorization will be returned to the requestor with a request for an Interim IPOS or an updated IPOS to be completed.
- Residential Assessment: Residential Assessment is reviewed for completion, accuracy and assessed hours.

Omnibus Reconciliation (OBRA)

Omnibus Reconciliation (OBRA) is for any individual pursuing nursing home admission in Wayne County. Individuals are evaluated to determine whether a nursing facility is the most appropriate place for them to reside. In order to qualify for this placement, a Pre-admission (PASRR) assessment is done to assure that all persons with a serious mental illness and/or intellectual/developmental disability seeking admission to a nursing facility are considered. This assessment, is required upon initial nursing home placement and on an annual basis to assure that continued nursing home placement and/or specialized mental health services is needed. Should you have questions regarding DWIHN's OBRA program please contact 248-817-7602.



What is MI Health Link?

MI Health Link is a health care option for Michigan adults, ages 21 and over, who are enrolled in both Medicare and Medicaid. You are eligible for these enhanced services because you are dually eligible to receive Medicare and Medicaid benefits. The goal of MI Health Link is to provide seamless access to high quality care through coordination of services currently covered separately by Medicare and Medicaid. MI Health Link offers the opportunity to coordinate the integration of health care services for physical health, mental health, substance use disorders, intellectual and developmental disorders.

You are enrolled in the MI HEALTH LINK in Wayne County only. Should you move out of state or out of the Wayne County jurisdiction you will become dis-enrolled from the MI HEALTH LINK program with notice and will have to contact your health plan to find out if the county you moved to participates in the program. Below describes your Medicare and Medicaid eligibility.

MI Health Link offers a broad range of medical and behavioral health services, pharmacy, home and community-based services and nursing home care, all in a single program designed to meet individual needs.

Medicare

Medicare is the Federal Health Insurance program that generally covers care for:

- Persons 65 years of age or older
- Persons under 65 with certain disabilities and
- Persons with end-stage renal disease known usually as kidney failure

Medicaid

Medicaid is a program that is funded through the federal government through the State of Michigan that helps people with limited income and limited resources pay for long term supports, services and medical costs. It also covers extra services and prescriptions not covered by Medicare. Since each state is issued funding from the federal government, each state has the ability to set guidelines about who qualifies for Medicaid and how one's personal resources or income may count toward a person's eligibility. The State of Michigan determines who is eligible for Medicaid and what benefits are offered through the plan. The Detroit Wayne Integrated Health Network (DWIHN) offers the plan to those persons who are deemed eligible and participate in the MI Health Link program also known as the Medicare-Medicaid Dual Eligible Program.

Your eligibility for DWIHN MI Health Link is already determined. You are a participant in the program because you:

- enrolled in the program or;
- took no action during open enrollment or;
- already have Medicare Part A, Part B and Part D and;
- already have full Michigan Medicaid benefits and;
- are **not** a participant in hospice care and;
- a participant in the MI Choice Waiver Program and;
- are **not** a participant of the all-inclusive Care for the Elderly known as PACE

How You Link With DWIHN

You have a great advantage as a participant of the MI HEALTH LINK program in Wayne County. The DWIHN and your health plan will work together to help make your Medicare and Medicaid benefits work best for you. You will recognize your health plan by the name of services like Aetna, AmeriHealth of Michigan, Meridian Complete (Formerly called: Fidelis Secure Care), HAP Empowered or Molina Healthcare. Sometimes people may refer to your health plan as an ICO that means Integrated Care Organization, but it is still your health plan.

You do not pay extra for this coordinated benefit of service; two agencies will be coordinating your care. MI Health Link enrollees will be issued one card for your Medicare and Michigan Medicaid services. You must show this card each time you receive services or prescriptions, so remember to have it with you when you go to your appointments.

As long as you are enrolled in the MI Health Link plan, you do not need to use your red, white, and blue Medicare card or your Michigan Medicaid card to receive services. Keep those cards in a safe place in case you need them later. In this plan there is:

- No deductible or co-pays when you receive services from one of our designated providers or pharmacies.
- A Care Coordinator at your health plan who will help you work through a personal care plan based on your health goals. They will be prepared to offer you choices about care and level of services.
- A Care Coordinator who will make sure you are receiving the maximum care for your benefit and will assist you in obtaining the array of services that best fits your needs.
- Access to home-based supports and services that will assist you with your health goals and to help you be independent, upon approval.
- Community-based supports that will help you to maintain your health and recovery, upon approval.

Urgently Needed Care

Urgently needed care is care you get for a sudden onset or change of symptoms or condition that isn't an emergency but needs attention immediately. For example, you might have a flare-up of an existing condition and need to have it treated right away.

In most situations, we will cover urgently needed care. Always contact your provider or the Access Center at **800.241.4949**.

If you can't get to a network provider, we will cover urgently needed care you get from an out-of-network provider, if it is deemed medically necessary by a qualified specialist.

When you are outside the service area, you might not be able to get care from a network provider. In that case, our plan will cover urgently needed care you get from any provider.

Our plan does **not** cover urgently needed care or any other care that you get outside the United States.

Contact the Access Center Crisis Line for any of the following reasons:

- Suicidal thoughts
- Information on mental health/illness
- Substance abuse/addiction relapse
- To help a friend or loved one seek services
- Relationship problems or Domestic Abuse
- No prescription access
- Abuse/violence/alcoholism/drug use
- Economic problems causing anxiety/depression
- Loneliness
- Family problems

Service Authorization

Services you request must be authorized or approved by your service provider. That agency may approve all, some, or none of your requests. You will receive notice of a decision within 14 calendar days after you have requested the service during PCP, or within 72 hours if the request requires an expedited decision.

Any decision that denies a service you request, or denies the amount, scope, or duration of the service that you request, will be made by a health care professional who has appropriate clinical expertise in treating your condition. Authorizations are made according to medical necessity. If you do not agree with a decision that denies, reduces, suspends, or terminates a service, you may file an appeal by contacting:

DWIHN Customer Service
707 W. Milwaukee St.
Detroit, MI 48202
Local: 313.833.3232
Toll Free: 888.490.9698
TTY: 711

Out of Network

There may be times in which there are no providers in the DWIHN network that are able to provide you with a service that you need. If that service is covered by Medicare or Michigan Medicaid benefit and it is medically necessary for you, DWIHN and your health plan will work with you to find a provider outside of our network to provide the service. This will be at no cost to you. If you feel that your needs require services from an out-of-network provider, please contact your Care Coordinator or DWIHN's Customer Service at **888.490.9698**, Monday through Friday, 8:00 a.m. to 4:30 p.m.

If you go to an out-of-network provider, the provider must be eligible to participate in Medicare and/or Michigan Medicaid. We cannot pay a provider who is not eligible to participate in Medicare and/or Michigan Medicaid. If you go to a provider who is not eligible to participate in Medicare, you must pay the full cost of the services you get. Providers must tell you if they are not eligible to participate in Medicare.

Payment for Services

If you are enrolled in **MI Health Link** and meet the criteria for your authorized behavioral health services, your treatment will be covered at no cost to you.

Covered Services

To review a complete list of covered services, please refer to the previous pages of this handbook. Please see your ICO health plan handbook for a complete list of pharmacy benefits, medication list and additional health plan covered services.

All services, except emergency services, are subject to prior authorization by either you or your provider.

MI Health Link Ombudsman

The MI Health Link Ombudsman (MHLO) serves as an advocate and problem-solver for beneficiaries enrolled in MI Health Link. All of the services are free, and all beneficiary information is kept confidential. The Ombudsman can:

- Answer questions about MI Health Link
- Help solve problems with care, services, and benefits
- Connect beneficiaries to other resources
- Assist with grievances and appeals, and
- File complaints

They also work with health plans, Pre-Paid Inpatient Health Plans (that offer behavioral health services), the Michigan Department of Health and Human Services, and the federal government attempt to spot issues, identify best practices, and offer solutions that will help make the MI Health Link program work better for beneficiaries.

MHLO is a project of the Michigan Elder Justice Initiative and their partners at the Counsel and Advocacy Law Line, two free legal services programs for low income Michiganians. They provide most of their assistance to beneficiaries through both a toll-free hotline and through email responses to questions and problems.

MI Health Link Ombudsman

Toll Free: 888.746.6456

TTY: 711

Monday – Friday 8 A.M. to 5 P.M.

help@MHLO.org

Services Not Covered Under DWIHN

If you have Medicaid or a Healthy Michigan Plan, you may be entitled to other medical services not listed previously in this handbook. Services that are necessary to maintain your physical health are provided or ordered by your primary care doctor. If you receive Community Behavioral Health services, your local CMH program will work with your primary doctor to coordinate your physical and behavioral health services. If you do not have a primary doctor, you can contact the Access Center to help you find one.

If you are enrolled in a Medicaid Health Plan, the following kinds of health care services are available to you when your medical condition requires them:

- Ambulance
- Chiropractic
- Doctor Visits
- Family Planning
- Health Check-Ups
- Hearing Aids
- Hearing and Speech Therapy
- Home Health Care
- Immunizations (shots)
- Lab and X-Ray
- Medical Supplies
- Medicine
- Mental Health (limit of 20 outpatient visits)
- Nursing Home Care
- Physical and Occupational Therapy
- Prenatal Care and Delivery
- Physical & Occupational Therapy
- Surgery
- Transportation to Medical Appointments
- Vision

If you are enrolled in Medicaid or a health plan 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 DWIHN's Customer Service at 1.888.490.9698 for assistance.

Healthy Michigan Plans are available through your local Health Department or Department of Health and Human Services. If you would like more information or have questions about Healthy Michigan Plan covered services, you may visit this website www.michigan.gov/healthymichiganplan or you may contact the Beneficiary Help Line at 800.642.3195. You may contact DWIHN's Access Center for additional assistance regarding the Healthy Michigan Plan.

Medicaid Health Plans in Wayne County

If you are enrolled already in one of the health plans listed below you can contact the health plan directly for more information about services. If you are not enrolled in a health plan or do not know the name of your health plan, you can contact DWIHN's Access Center (Toll Free) at 800.241.4949 for assistance.

The following list shows Medicaid Health Plans available to Wayne County residents:

Medicaid Health Plans

Aetna Better Health of Michigan 1333 Gratiot, Suite 400 Detroit, MI 48207 866.316.3784 http://aetnabetterhealth.com/michigan	Blue Cross Complete of Michigan 20500 Civic Center Drive Southfield, MI 48076 800.228.8554 http://www.mibcn.com
HAP Empowered 4700 Schaefer Road, Suite 340 Dearborn, MI 48126 313.581.3700 Toll Free 888.654.2200 http://www.midwesthealthplan.com	Meridian Health Plan of Michigan, Inc. 777 Woodward Avenue, Suite 600 Detroit, MI 48226 313.324.3700 Toll Free 888. 437.0606 http://www.mhplan.com
Molina Healthcare of Michigan 100 W. Big Beaver Road, Suite 600 Troy, MI 48084 248.925.1700 Toll Free 888.898.7969 http://www.molinahealthcare.com	McLaren Health Plan G 3245 Beecher Road Flint MI 48532 http://www.mclarenhealthplan.org
Priority Health Choice 1231 E. Beltline NE Grand Rapids, MI 49525-4501 http://www.priorityhealth.com	United Healthcare Community Plan 26957 Northwestern Highway, Suite 400 Southfield, MI 48033 248.559.5656 Toll Free 800.903.5253 http://www.uhccommunityplan.com

**** Please call to obtain and/or confirm business hours. ****

Federally Qualified Health Centers (FQHCs)

ADVANTAGE HEALTH CENTERS 60 East Warren St Detroit, MI 48201 313.416.6262 Mon-Fri 8:00 am -4:30 pm	ADVANTAGE HEALTH CENTER FOCUS HOPE 1355 OAKMAN BLVD DETROIT, MI 48238 WAYNE 313-416-6262 Mon-Fri 8:00 am – 5:00 pm	ADVANTAGE HEALTH CENTERS 4777 E OUTER DRIVE DETROIT, MI 48238 WAYNE 313-416-6200 Mon-Fri 8:30 am – 5:00 pm
ADVANTAGE HEALTH CENTERS BELL CENTER 1234 PORTER STREET DETROIT, MI 48226 WAYNE 313-416-6262 Mon-Fri 8:00 am- 5:00 pm	ADVANTAGE HEALTH CENTERS 15400 WEST MCNICHOLS DETROIT, MI 48223 WAYNE 313- 416-6262 Mon Fri 8:00 am-5:00 pm	AMERICAN INDIAN HEALTH & FAMILY SERVICES OF SE MI 4880 LAWNDAL ST DETROIT, MI 48210 WAYNE 313-846-3718 Mon-Tues, Wed, Fri 9:00 am – 5:00 pm, Thurs 8:30 am – 7:00 pm
CHASS -COMMUNITY HEALTH & SOC SVCS CT 5635 W FORT DETROIT, MI 48209 313-849-3920 Mon-Fri <u>8:00 am-5:00 pm</u> <u>Sat 8:00 am -12 pm</u>	COALITION OF TEMPORARY SHELTER ROTATIONAL 26 PETERBORO DETROIT, MI 48201 313-831-3777	COVENANT COMMUNITY CARE INC 5716 MICHIGAN AVENUE, SUITE 1100 DETROIT, MI 48210 313-554-1095 Mon-Tues 8:00 am – 8:00 pm Wed, Thru, Fri 8:00 am – 5:00 pm
DCHC -DR. FELETA WILSON HEALTH CENTER 6550 WEST WARREN DETROIT, MI 48210 WAYNE 313-897-7700 Mon 10:00 am – 6:00 pm, Tues, Wed, Thurs, Fri, 9:00 am- 5:00 pm	DCHC -DR. SOPHIE WOMACK HEALTH CENTER Formerly-EASTSIDE HEALTH CENTER 7900 KERCHEVAL DETROIT, MI 48214 WAYNE 313-921-5500 Mon, -Fri 8:30 am - 5:00 pm	DCHC -NOLAN FAMILY HEALTH CENTER 111 WEST 7 MILE ROAD DETROIT, MI 48203 WAYNE 313-369-2600 Mon, Tues, Wed, Fri.– 8:30 am – 5:00 pm Thur. 9:30 am – 6:00 pm

Dr. RUDY BARBA PSYCHIATRIC SERVICES 101 UNION ST PLYMOUTH, MI 48170 WAYNE 734-926-6605	FORT STREET PRESBYTERIAN CHURCH ROTATIONAL 631 W. FORT STREET DETROIT, MI 48226 313-961-4533	HEALTH CENTERS DETROIT FOUNDATION, INC 7633 EAST JEFFERSON, SUITE 340 DETROIT, MI 48214 313-822-9801 Mon-Fri, 8:30 am -5:30 pm
HCD-GREENFIELD HEALTH CENTER 23077 GREENFIELD RD SOUTHFIELD, MI 48075 313-822-9801 (Option #3) Mon- Fr 8:30 am-5:30 pm, Alternating Saturdays 8:30 am -12:30 pm	HCD- UNIVERSITY HEALTH CENTER 4101 ST. ANTOINE SUITE 7-A DETROIT, MI 48201 313-745-4091 Mon-Fri 8:30 am - 5:30 pm	INSTITUTE FOR POPULATION HEALTH 19830 JAMES COUZENS FWY DETROIT, MI 48235 WAYNE 313-309-9350 Wed – Fri 8:00 am – 5:00 pm Walk-ins are welcomed
LATINO FAMILY SERVICES ROTATIONAL 3815 FORT STREET DETROIT, MI 48216 313-279-3232	OPERATION GET DOWN ROTATIONAL 10100 HARPER AVE DETROIT, MI 48213 313-.921-9422	SALVATION ARMY ROTATIONAL 1627 W. FORT ST DETROIT, MI 48216 313-965-7760
THE CHILDREN'S CENTER 79 WEST ALEXANDRINE STREET DETROIT, MI 48201 WAYNE 313-831-5535 Mon-Thurs 8:00 am – 8:00 pm, Fri 8:00 am- 5:00 pm, Sat 8:00 am – 2:00 pm	THE GUIDANCE CENTER 13101 ALLEN RD SOUTHGATE, MI 48195 WAYNE 734-785-7700 Mon – Fri 8:30 am – 5:00 pm	THE WELLNESS PLAN-GATEWAY HEALTH CENTER 2888 W GRAND BLVD DETROIT, MI 48202 WAYNE 313-875-4200 Mon, Tues, Fri, - 8:30 am – 5:00 pm Wed, Thru – 8:30 am – 7:00 pm
THE WELLNESS PLAN-EAST AREA HEALTH CENTER 4909 EAST OUTER DRIVE DETROIT, MI 48234 WAYNE 313-366-2000 Mon-Friday 8:00 am- 8:00 pm Sat. 10:00 am – 6:00 pm Sun 10:00 am – 4:00 pm	THEA BOWMAN COMMUNITY HEALTH CENTER 15400 W. MCNICHOLS DETROIT, MI 48235 313.835.5990 M, T, TH, F: 8:30 am-5:00 pm Wednesday: 11:00 am-7:00 pm	WALLER HEALTHCARE FOR THE HOMELESS CENTER 60 E WARREN AVE DETROIT, MI 48201 313.416.6261 Mon-Fri: 8:30 am- 4:30 pm

WCHC-HAMTRAMCK HEALTH CENTER 9021 JOSPEH CAMPAU ST HAMTRAMCK, MI 48212 WAYNE 313-871-1926 Mon, Tue, Thurs, Fri 9:00 am – 5:30 pm, Wed 11:00 am – 7:30 pm, Sat 9:00 am – 1:00 pm	WESTERN WAYNE SOUTHWEST CENTER 25650 OUTER DRIVE LINCOLN PARK, MI 48146 WAYNE 313-383-1897 Mon-Thurs 8:00 am – 6:00 pm, Fri 8:30 – 5:30 pm	WESTERN WAYNE FAMILY HEALTH CENTER 26650 EUREKA ROAD, SUITE C TAYLOR, MI 48180 WAYNE 734- 941-4991 Mon-Thurs 8 am – 6:00 pm, Fri – 8:00 am – 5:00 pm
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Family Support Subsidy (FSS) Program

The Michigan Family Support Subsidy Program (FSSP) was established with the passing of Public Act #249 of 1983, the Family Support Subsidy Act.

The program is designed to provide financial help for families who are caring for children 17 years of age and younger, reside in the family home and have severe disabilities. A child must have one of the following diagnoses:

Cognitive Impairment (severe); Severe Multiple Impairment; Autism (school must verify child's special education programming).

The School's Special Education programs must have one of the following classroom programs for students:

- Classroom program for students with Cognitive Impairment (R340.1738).
- Classroom program for Severe Multiple Impairment (R340.1748).
- Classroom program for students with Autism (R340.1758a or R340.1785b).

For additional information regarding Family Support Subsidy enrollment, you may contact DWIHN's Customer Service at 888.490.9698 or 313.833.3232.

You also have the right to appeal the decisions of DWIHN by doing so in writing. You will need to state the reasons the family should be eligible for the subsidy. Appeal requests are to be sent to Customer Service **Family Support Subsidy, 707 West Milwaukee St., Detroit, MI 48202**. If you have any questions, please call Customer Service Family Support Subsidy Representatives at the above number.

Appeals must be submitted within 30 days of date of denial. Otherwise, any right to appeal is waived. Parties will be given a reasonable notice of the hearing, indicating a statement of the date, time, place and nature of the hearing.

Children aging out of the Family Subsidy Program will be informed on the processes and procedure for accessing intellectual and developmental disabilities services through DWIHN's Access Center and referral for other he

Michigan Advocacy Groups

Alcoholics Anonymous P.O. Box 2843 Southfield, MI 48037 877.337.0611 24 Hour Hotline 313.831.5550 www.thegapcenter.com	The Arc Michigan 1325 S. Washington Lansing, MI 48906 800.292.7581 www.arcmi.org	Association for Children's Mental Health (ACMH) 6017 W. St. Joseph Hwy Suite 200 Lansing, MI 48917 888.AMCH.KID (226.4543) 517.372.4016 www.acmh-mi.org
Citizens for Better Care 6501 W. St. Joseph Hwy. Suite 211 Lansing, MI 48917 Phone: 517.886.6797	Epilepsy Foundation of Michigan 20300 Civic Center Drive Suite 250 Southfield, MI 48076 800.377.6226 248.351.7979 www.epilepsymichigan.org	Michigan Disabilities Rights Coalition 3498 E. Lake Lansing Road Suite 100 East Lansing, MI 48823 800.760.4600 517.333.2477 www.copower.org/mdrc/MDRC
Michigan Protection and Advocacy Services, Inc. 106 W. Allegan Suite 300 Lansing, MI 48933 517.487.1755	National Alliance for Mental Illness (NAMI Michigan) 921 N. Washington Lansing, MI 48906 800.331.4264 517.485.4049 www.nami.org	Narcotics Anonymous 726 Livernois Ferndale, MI 48220 800.467.2452 248.543.7200 www.na.org
Schizophrenics Anonymous 403 Seymour Lansing, MI 48912 800.482.9534 www.sanonymous.org	United Cerebral Palsy- Michigan 3401 East Saginaw Suite 216 Lansing, MI 800.828.2714 www.ucp.org	United Way for Southeastern Michigan 660 Woodward Ave. Suite 300 Detroit, MI 48226 313.226.9200 www.uwsem.org

Local Advocacy Groups

Alzheimer's Association 25200 Telegraph Road, Suite 100 Southfield, MI 48033 248.351.0280 800.272.3900 www.alz.org/index.asp	American Indian Services 1110 Southfield Road Lincoln Park, MI 48146 313.388.4100 www.amerinserv.org	Arab Chaldean Council 62 West Seven Mile Road Detroit, MI 48203 313.893.6172 www.myacc.org
Disability Network 5555 Conner Detroit, MI 48213 313.923.1655 www.dnwayne.org	Latino Family Services 3815 West Fort Street Detroit, MI 48216 313.841.7380 www.latinofamilyservices.org	LGBT Detroit 20025 Greenfield Rd. Detroit, MI 48235 313.397.2127 www.lgbtdetroit.org
Michigan Disabilities Rights Coalition 3498 East Lake Lansing Rd, Suite 100 East Lansing, MI 48823 800.578.1269 www.copower.org/mdrc/MDRC	NAMI Detroit P. O. Box 852 Northville, MI 48167 313.505.4478 www.namidetrait@gmail.com	The Arc Detroit 51 Hancock Detroit, MI 48201 313.831.0202 arcdetroit.org
The Arc Dearborn/Dearborn Heights 22450 Park Street Dearborn, MI 48127 313.562.1787 www.thearcdearborn.org	The Arc Grosse Pointe/Harper Woods 20475 Sunningdale Park Grosse Pointe Woods, MI 48236 586.457.8588 www.thearcgphw.org	The Arc Northwestern Wayne 26049 Five Mile Road Redford, MI 48239 313.532.7915 www.thearcnw.org
The Arc Western Wayne County 2257 South Wayne Road Westland, MI 48186 734.729.9100 www.thearcww.org	The Arc Downriver 1028 Oak Street Wyandotte, MI 48192 734.283.0710 arciver@sbcglobal.net	Ruth Ellis Center 77 Victor Street Highland Park, MI 48203 313.252.1950 www.ruthelliscenter.org

State Customer Service Hotline Numbers

Medicaid Customer Services Hotline

800.642.3195

Michigan Enrolls Hotline

888.367.6557

Mental Health & Substance Abuse Administration Customer Services Number

517.241.5066

Department of Health and Human Services (DHHS)

DHHS

Wayne County Central Office

3040 W. Grand Blvd.

Detroit, MI 48202

313.934.4400

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

DWIHN

313.344.9099

Protective Services

MDHHS Hot Lines

Adult Protective Services (APS)

855.444.3911

Child Protective Services (CPS)

855.444.3911

Transportation Resources

Modivcare formerly LogistiCare

866.569.1902

(To get a ride to your medical appointment)

Call at least 2 days before you need a ride. When you call have your Medicaid ID, and the name, address and phone number of your medical Provider ready.

Please Note: LogistiCare is an independent organization.

Community Resources

Homelessness or Housing Crisis
Coordinated Assessment Model (CAM)
313.305.0311

Disability Network Wayne County
313.923.1655
info@dnwayne.org

Michigan Rehabilitation Service/Michigan Works
517.335.5858
TTY: 888.605.6722

Michigan Department of Health and Human Services
517.373.3740
TTY: 800.649.3777
www.michigan.gov/dhs

Salvation Army
www.salvationarmyusa.org

Social Security Administration
Toll Free: 800-772-1213
TTY: 800.325.0778
www.ssa.gov

Detroit Health Department
100 Mack Ave.
Detroit, MI 48217
313-876-4000

Wayne County Health Department
33030 Van Born Rd.
Romulus, MI 48174
734-727-7100

Wayne County Regional Educational Service Agencies
33500 Van Born Rd.
Wayne, MI 48184
734.334.1300
www.resa.net

Community Housing Network
5505 Corporate Dr. Ste. 300
Troy, MI 48084

Community Mental Health Services In Surrounding Counties

Oakland Community Health Network

5505 Corporate Drive
Troy, MI 48098

Customer Service 800.341.2003

24 hr. Crisis Line 800.231.1127 or 248.456.0909

Access: Common Ground Sanctuary
800.231.1127

Phone: 248.858.1210

Fax: 248.975.9758

Monroe County CMH Authority

P.O. Box 726

1001 S. Raisinville Rd.

Monroe, MI 48161-0726

24 hr. Crisis Line: 800.886.7340 or 734.243.7340

Access: 734.243.7340 or 800.886.7340

Phone: 734.243.3371

Fax: 734.243.5564

Macomb County CMH Services

22550 Hall Road

Clinton Township, MI 48036

24 hr. Crisis Line: 586.307.9100 Member Access:

586.948.0222 M-F: 8:30 a.m.-5:00p.m.

Emergency Psychiatric Services: 586.948.0206 24 hr. (24-hour available)

Phone: 586.469.5275

Fax: 586.307.9100

Washtenaw Community Mental Organization

555 Towner, P.O. Box 915

Ypsilanti, MI 48197

24 hr. Crisis Line: 734.996.4747

Access: 734.544.6726

TTY: 800.649.3777

Phone: 734.544.3000

Toll Free: 800.440.7548

Fax: 734.544.6732



The DWIHN Anti-Stigma Campaign

*Artwork Courtesy of:
A Place of Our Own Clubhouse*

DWIHN continues its effort in eliminating Stigma through its Anti-Stigma Campaign in collaboration with MDHHS, Community Mental Health Agencies and Substance Use Providers.

What is Stigma?

Stigma is a form of discrimination. It is one of the leading reasons individuals with mental illness do not seek treatment for their condition.

What Everyone Should Know About Stigma

- Stigmatizing behavior can be viewed as discrimination or harassment.
- Stigma may cause individuals with mental illness to feel isolated in a community.
- Stigma may result in individuals feeling a lack of social support, positive social roles, coping and problem-solving skills.
- It is important that healthcare providers avoid using stigmatizing behaviors towards members.

What Can You Do?

- Educate yourself on Stigma.
- Recognize that stigmatizing behavior is not normal or acceptable anywhere.
- Seek professional help for your mental illness.
- Request a Peer Support person to partner with while obtaining mental health services.
- Do not get upset, remain calm when someone says something demeaning; just show them with dignity that their comment was inappropriate.
- Report Stigma if you or someone you know is a victim.

If you would like more information about DWIHN's Anti-Stigma Campaign, contact DWIHN's Customer Service at 313.833.3232 or 888.490.9698.

GLOSSARY

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

Adequate Notice of Adverse Benefit Determination - Written statement advising the Enrollee of a decision to deny or limit authorization of Medicaid services requested, which notice must be provided to the Medicaid Enrollee on the same date the Adverse Benefit Determination takes effect

Advance Notice of Adverse Benefit Determination- a written notice advising the beneficiary of a decision to reduce, suspend or terminate Medicaid services currently provided, which notice must be provided/mailed to the Medicaid Enrollee at least 10 calendar days prior to the proposed date the Adverse Benefit Determination is to take effect.

Adverse Benefit Determination- a decision that adversely affects a Medicaid beneficiary's claim for services due to:

- Denial or limited authorization of a requested service, including determinations based on the type of level of service, requirements for medical necessity, appropriateness, setting, or effectiveness of a covered benefit
- Reduction, suspension or termination of a previously authorized service
- Denial, in whole or in part, of payment for a service
- Failure to make a standard authorization decision and provide notice about the decision within **14 calendar days** from the date of receipt of a standard request for service
- Failure to make an expedited authorization decision within **72 hours** from the date of receipt of a request for expedited service authorization
- Failure to provide services within **14 calendar days** of the start date agreed upon during the person-centered planning and as authorized by the PIHP
- Failure of the PIHP to act within **30 calendar days** from the date of a request for a standard appeal
- Failure of the PIHP to act within **72 hours** from the date of a request for an expedited appeal
- Failure of the PIHP to provide disposition and notice of a local grievance/complaint within **90 calendar days** of the date of the request

Amount, Duration, and Scope- terms to describe how much, how long, and in what ways the Medicaid services that are listed in a person's individual plan of service will be provided

Anti-Stigma- the elimination of social stigma or discrimination associated with mental illness

Appeal- a review by DWIHN of an Adverse Benefit Determination.

Authorization of Services – the processing of requests for initial and continuing service delivery.

Autism Spectrum Disorder (ASD) - a serious neurodevelopmental disorder that impairs an individual's ability to communicate and interact with others. It also includes repetitive behaviors, interests and activities.

Behavioral Health– includes not only ways of promoting well-being by preventing or intervening in mental illness such as depression or anxiety, but also has as an aim preventing or intervening in substance abuse or other addictions. For the purposes of this handbook, behavioral health will include intellectual/developmental disabilities, mental illness in both adults and children and substance use disorders

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

Central Registry Clearance: Michigan's central registry is mandated by the Child Protection Law and serves as a list of perpetrators of child abuse and neglect. Central registry information is confidential; therefore, by law, the Department of Health and Human Services cannot provide this information to anyone other than those listed in the Child Protection Law (MCL 722.627). The individual seeking employment must request the information and the results must be sent to the requesting individual only. The application may be obtained from the Department of Health and Human Services website (www.michigan.gov/mdhhs) by clicking on the following: Adult & Children's Services > Abuse & Neglect > Forms and Publication

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. May also be referred to as CMH.

Co-Occurring: Having one or more disorders relating to the use of alcohol and/or other drugs of abuse as well as one or more mental disorders. **Coordination of Care:** All mechanisms and procedures for organizing collaboration between physicians, other clinical professionals and their designees, and other persons providing services to consumers, within the DWMHA's array of contractors, MHP's, and Substance Use Disorder providers, in the provision of services to consumers and families mutually served, in order that the consumer experience their services as integrated and their providers as an integrated team. The concept of coordination of care includes, but is not limited to, sharing of relevant information such as diagnosis, course of treatment, medication and side effects, and recommendations regarding treatment/services/supports for a specific person and/or family who is receiving services. It also includes mechanisms and procedures for providers in different settings to be able to collaborate sufficiently to ensure that the individuals and families receive consistent communications about all their issues regardless of where they are receiving service.

Crisis Interventions: an unscheduled individual or group service aimed at reducing or eliminating unexpected events affecting behavioral health and well-being.

Crisis Screening Centers- ensures immediate help in person or by phone for individuals experiencing a mental health crisis.

Cultural Competency: an acceptance and respect for difference, a continuing self-assessment regarding culture, a regard for and attention to the dynamics of difference, engagement in ongoing development of cultural knowledge, and resources and flexibility within service models to work toward better meeting the needs of minority populations.

Customer: includes all Medicaid eligible individuals located in the defined service area who are receiving or may potentially receive covered services and supports. The following terms may be used within this definition: clients, recipients, beneficiaries, consumers, individuals, or Medicaid Eligible.

Customer Service- enhances the relationship between the community and Authority as well as between the individual and the Authority by providing grievance assistance, information and training. It also coordinates planned learning opportunities. These opportunities and services include access to various rights processes, advocacy programs, educational forums, grievance and appeals assistance.

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

Detroit Wayne Integrated Health Network (DWIHN) - a community mental health services program established and administered pursuant to provision of State Mental Health Code, for the purpose of providing a comprehensive array of mental health services appropriate to the condition of individuals who are residents of Wayne County or individuals in Wayne County requiring emergent or urgent services, regardless of the ability to pay.

Durable Medical Equipment (DME)- any equipment that provides therapeutic benefits to a person in need because of certain medical conditions and/or illnesses. Durable Medical Equipment (DME) consists of item which:

- are primarily and customarily used to serve a medical purpose;
- are not useful to a person in the absence, disability, or injury;
- are ordered or prescribed by a physician;
- are reusable;
- can stand repeated use, and
- are appropriate for use in the home

Early and Periodic Screening, Diagnosis, and Treatment Program (EPSDT): A Medicaid supported child health program for children, adolescents, and young adults under the age of 21. These services include the following: health and developmental history, developmental/behavioral assessment, physical examination, blood pressure, immunization, health education, nutritional assessment, hearing, vision and dental assessments, lead toxicity, and appropriate counseling for parents/guardians regarding these health issues for their children, adolescents, or young adult.

Emergency Services/Care- covered services that are given by a provider trained to give emergency services and needed to treat a medical/behavioral emergency.

Enrollee- a member or recipient who is currently enrolled in a program managed by DWIHN, Pre-Paid Inpatient Health Plan (PIHP), or a given managed care program. Member, enrollee, recipient, client or patient are sometimes all used to describe the participant of the plan.

Evidence Based Practice (EBP): a body of scientific knowledge about treatment practices and their impact on children with emotional or behavioral disorders. The phrase refers to treatment approaches, interventions and services which have been researched and shown to make positive difference for children.

Excluded Services- health care services that your health insurance or plan doesn't pay for or cover.

Expedited Appeal - the expeditious review of an Adverse Benefit Determination, requested by an Enrollee or the Enrollee's provider, when the appropriate party determines that taking the time for a standard resolution could seriously jeopardize the Enrollee's life, physical or mental health, or ability to attain, maintain, or regain maximum function. If the Enrollee requests the expedited review, the PIHP determines if the request is warranted. If the Enrollee's provider makes the request, or supports the Enrollee's request, the PIHP must grant the request.

Extended Observation Beds (or 23-Hour Stay Units)- 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 he or she is discharged to another community-based outpatient service or admitted to a hospital.

Family-Centered/Youth-Guided: Family-centered care means that families have a primary decision-making role in the care of their own children, as well as in the policies and procedures governing care for all children in their community, state, tribe, territory, and nation. Youth-guided means that young people have the right to be empowered, educated, and given a decision-making role in their own care, as well as the policies and procedures governing the care of all youth in the community, state, and nation. A youth-guided approach views youth as experts and considers them equal partners in creating system change at the individual, state, and national level (SAMHSA).

Family Member: A parent, step-parent, guardian, spouse, sibling, child, or grandparent of a primary consumer or an individual upon whom a primary consumer is dependent for at least 50% of his or her Financial support.

Flint 1115 Demonstration Waiver -The demonstration waiver expands coverage to children up to age 21 years and to pregnant women with incomes up to and including 400 percent of the federal poverty level (FPL) who were served by the Flint water system from April 2014 through a state-specified date. This demonstration is approved in accordance with section 1115(a) of the Social Security Act, and is effective as of March 3, 2016 the date of the signed approval through February 28, 2021. Medicaid eligible children and pregnant women who were served by the Flint water system during the specified period will be eligible for all services covered under the state plan. All such persons will have access to Targeted Case Management services under a fee for service contract between MDHHS and Genesee Health Systems (GHS). The fee for service contract shall provide the targeted case management services in accordance with the requirements outlined in the Special Terms and Conditions for the Flint Section 1115 Demonstration, the Michigan Medicaid State Plan and Medicaid Policy.

Grievance- expression of dissatisfaction about any matter than an adverse benefit determination. Grievances may include, but are not limited to, the quality of care or services provided, and aspects of personal relationships such as rudeness or a provider or employee, or failure to respect beneficiary's rights regardless of whether remedial action is requested. Grievance includes a beneficiary's right to dispute an extension of time proposed by the PIHP to make an authorization decision.

Grievance and Appeal System- the processes the PIHP implements to handle the appeals of an adverse benefit determination and grievances, as well as the processes to collect and track information about them

Habilitation Services and Devices - health care services and devices that help a person keep, learn, or improve skills and functioning for daily living.

Health Insurance- coverage that provides for the payments of benefits as a result of sickness or injury. It includes insurance for losses from accident, medical expense, disability, or accidental death and dismemberment

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 healthcare, including behavioral health care, services.

Healthy Michigan Plan- a 1115 Demonstration project that provides health care benefits to individuals who are: age 19-64 years; have income at or below 133% of the federal poverty level under the Modified Adjusted Gross Income methodology; do not qualify or are not enrolled in Medicare or Medicaid; are not pregnant at the time of application; and are residents of the State of Michigan. Individuals meeting Health Michigan Plan eligibility requirements may also be eligible for behavioral health services. The Michigan Medicaid Provider Manual contains complete definitions of the available services as well as eligibility criteria and provider qualifications. The MPM may be accessed at:

http://www.michigan.gov/mdhhs/0,4612,7-132-2945_42542-42543_42546_42553-87572--,00.html
Customer Service staff can help you access the MPM and/or Information from it.

Home Health Care- is supportive care provided in the home. Care may be provided by licensed healthcare professionals who provide medical treatment needs or by professional caregivers who provide daily assistance to ensure the activities of daily living (ADLs) are met.

Hospice Services- care designed to give supportive care to people in the final phase of a terminal illness and focus on comfort and quality of life, rather than cure. The goal is to enable individuals to be comfortable and free of pain, so that they live each day as fully as possible.

Hospitalization- A term when formally admitted to the hospital for skilled behavioral services. If not formally admitted, it might still be considered an outpatient instead of an inpatient even if an overnight stay is involved.

Hospital Outpatient Care- any type of care performed at a hospital when it is not expected there will be an overnight hospital stay.

Individual Plan of Service (IPOS)- a personalized treatment plan addressing the needs of the person served and their family members. This treatment plan is developed through the person-centered planning process. The person-centered planning process is a process for planning and supporting the person receiving services that builds upon the person's capacity to engage in activities that promote community and that honors the person's preferences, choices and abilities. The person-centered planning process involves family members, friends and professionals as the person desires or requires.

Individuals with LEP - Individuals who cannot speak, write, read, or understand the English language at a level that permits them to interact effectively with health care providers and social service agencies.

Integrated Care Organization (ICO)- your health plan, the organization responsible for your health benefit under the MI Health Link program.

Integrated Health Care (IHC)- a holistic approach to the overall well-being of an individual. Integrated Health Care is when healthcare professionals consider all health conditions at the same time and coordinate benefits to best serve the participant's overall health and wellness.

Integrated or Co-Occurring Mental Illness and Substance Use Disorder- defined as both disorders at the same time. DWIHN welcomes persons with both disorders and provides co-occurring capable treatments throughout the networks and at every level of care.

Intellectual/Developmental Disability (I/DD)- 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; or generic care, treatment or other services that are of special, interdisciplinary, or generic care, treatment or other services that are of lifelong or extended duration. **(b)** If applied to a minor from birth to age five, a substantial developmental delay or a specific congenital or acquired condition with a high probability of resulting in a developmental disability (DD).

Limited English Proficiency (LEP)- means potential beneficiaries and beneficiaries who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English may be LEP. The beneficiary may be eligible to receive language assistance for a particular type of service, benefit, or encounter.

MDHHS- an acronym for Michigan Department of Health and Human Services. This State Department, located in Lansing, oversees public-funded services provided in local communities and State facilities to individuals with mental illness, developmental disabilities and substance use disorders.

Medically Necessary- a term used to describe one of the criteria that must be met 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. DWIHN is unable to authorize (pay for) or provide services that are not determined as medically necessary for you.

Michigan Mental Health Code- the State law that governs public behavioral 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 health care program for children who are under age 19 administered by the MDHHS. It is for the low-income uninsured children of Michigan's working families. MIChild has a higher income limit than U-19 Medicaid. There is only an income test. There is a \$10 per family monthly premium for MIChild. The \$10 monthly premium is for all the children in one family. The child must be enrolled in a MIChild health and dental plan to receive services. Beneficiaries receive a comprehensive package of health care benefits including vision, dental, and mental health services. Contact [Customer Services] for more information.

MI P.A.T.H. (PERSONAL ACTION TOWARD HEALTH)- a program designed to assist people in adopting healthier lifestyles by taking responsibility for their own health choices. Group meetings are organized to discuss and acquire the tools and skills needed to manage various health problems and lead more productive lives.

Multi-System Youth (Children): This term describes children who are known to or recipients of services in more than one of the following public social programs: child welfare, juvenile justice, and mental health. The movement of these children between systems cause for an increased need for planned coordination of care.

Network- is a list of the doctors, other health care providers, and hospitals that a plan has contracted with to provide medical care and/or behavioral health services to its members.

Non-Participating Provider- a provider or facility that is not employed, owned or operated by the DWIHN and is not under contract to provide covered services to members.

Participating Provider- is the general term used for doctors, nurses and other people who give you services and care. The term also includes hospitals, home health agencies, clinics, and other places that provide health care services; medical equipment; mental health, substance use disorder, intellectual/developmental disability, and long term supports and services. They are licensed and certified to provide health care services. They agree to work with the health plan, accept payment and not charge beneficiaries an extra amount. Participating providers are also called network providers.

Physician: a doctor who provides both the first contact for a person with an undiagnosed health concern as well as continuing care of varied medical conditions, not limited by cause, organ system or diagnosis.

Physician Services- refers to the services provided by an individual licensed under state law to practice medicine or osteopathy.

PIHP- an acronym for Pre-Paid Inpatient Health Plan. Detroit Wayne Integrated Health Network is an organization that manages the Medicaid Mental Health, developmental disabilities, and substance abuse services in their geographic area under contract with the State. There are ten (10) PIHPs in Michigan and each one is organized as a Regional Entity or a Community Mental Health Services Program (CMHSP) according to the Mental Health Code.

Potential Member- person who may voluntarily elect to enroll in a given managed care program but is not yet an enrollee.

Preauthorization- approval needed before certain services or drugs can be provided. Some network medical services are covered only if the doctor or other network provider, gets prior authorization. Also called Prior Authorization.

Premium-an amount to be paid for an insurance policy, a sum added to an ordinary price or charge.

Prescription Drugs- are pharmaceutical drugs that legally require a medical prescription to be dispensed. In contrast, over-the-counter drugs can be obtained without a prescription.

Prescription Drug Coverage- is a stand-alone insurance plan, covering only prescription drugs

Primary Care Physician- A doctor who provides both the first contact for an individual with an undiagnosed health concern as well as continuing care of varied medical conditions, not limited by cause, organ system, or diagnosis.

Primary Care Provider- a health care professional (usually a physician) who is responsible for monitoring an individual's overall health care needs.

Provider- a term used for health professionals who provide health care services. Sometimes, the term refers only to physicians. Often, however, the term also refers to other health care professionals such as hospitals, nurse practitioners, chiropractors, physical therapists and others offering specialized health care services.

Public Health Code- an act to protect and promote the public health; to codify, revise, consolidate, classify, and add to the laws relating to public health; to provide for the prevention and control of diseases and disabilities; to provide for the classification, administration, regulation, financing, and maintenance of personal, environmental, and other health services and activities.

Qualified Child Mental Health Professional: A person who is trained and has one (1) year of experience in the examination, evaluation, and treatment of minors and their families and who is either a physician, psychologist, licensed or limited licensed master's social worker, licensed or limited licensed professional counselor, or registered nurse; or a person with at least a Bachelor's degree in a mental health-related field from an accredited school who is trained and has three (3) years of supervised experience in the examination, evaluation, and treatment of minors and their families; or a person with at least a Master's degree in a mental health-related field from an accredited school who is trained and has one (1) year of experience in the examination, evaluation, and treatment of minors and their family. Core 43 Training Requirements include at a minimum Person/Family-Centered Planning, Recipient Rights, HIPAA, Grievance, Appeals, Limited English Proficiency, Infection Control, Cultural Competence, and Co-Occurring Disorders, in addition to the 24-hours annually of child specific training. The core trainings may cover both training requirements if they are specific to children and their families (i.e., Family-Centered Planning, Co-Occurring Disorders for Children and/or Adolescents).

Recipient Rights- those rights guaranteed to persons receiving mental health services by the Michigan Mental Health Code and the Public Health Code.

Recovery - a journey of healing and change that allows a person to live a meaningful life in a community of their choice while working toward their full potential.

Rehabilitation Services and Devices- health care services that help a person keep, get back, or improve skills and functioning for daily living that have been lost or impaired because an individual was sick, hurt, or disabled. These services may include physical and occupational therapy and speech-language pathology and psychiatric rehabilitation services in a variety of inpatient and/or outpatient settings.

Resiliency- 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.

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

Serious Mental Illness (SMI) - as defined by the Michigan Mental Health Code to mean a diagnosable mental behavioral or emotional disorder affecting an adult that exists or has existed within the past year for a period of time sufficient to meet diagnostic criteria specified in the most recent Diagnostic and Statistical Manual of Mental Disorders and that has resulted in function impairment that substantially interferes with or limits one or more major life activities.

Skilled Nursing Care- skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous (IV) injections that a registered nurse or doctor can give.

Specialist- a health care professional whose practice is limited to a particular area, such as a branch of medicine, surgery, or nursing; especially one, by virtue of advanced training is certified by a specialty board as being qualified to so limit his or her practice.

Specialized Medical Equipment and Supplies- specialized medical equipment and supplies include durable medical equipment, environmental safety and control devices, adaptive toys, activities of daily living (ADL) aids, and allergy control supplies that are specified in the child's individual plan of services.

Specialty Supports and Services- a term that means funded mental health, developmental disabilities and substance use supports and services that are managed by the Pre-Paid Inpatient Health Plans (PIHPs).

State Fair Hearing- a state level review of beneficiaries' disagreements with CMHSP, or PIHP denial, reduction, suspension or termination of Medicaid services. State administrative law judges who are independent of the Michigan Department of Health and Human Services perform the reviews.

Stigma- a form of discrimination. It is one of the leading reasons individuals with mental illness do not seek treatment for their condition.

Substance Use Disorder (or substance use)- 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.

System of Care: Approach that provides an organizational framework and philosophy to better structure the delivery of mental health services and to improve the effectiveness of the interventions used to meet the complex and changing needs of children with serious mental health problems and their families (2011). The system of care approach involves collaboration across agencies, providers, and families to improve access and expand the array of high quality services and supports that are home and community-based, individualized, coordinated, family-driven and youth-guided, and culturally and linguistically competent.

Urgent Care- care for a sudden illness, injury or condition that is not an emergency but needs care right away. Urgently needed care can be obtained from out-of-network providers when network providers are unavailable.

Youth Peer Support - organization designed to support youth with a serious emotional disturbance through shared activities with the Youth Peer Support Specialist. The goals of YPS include empowering youth, developing skills to improve overall functioning and quality of life and working collaboratively with others involved in delivering the youth's care. YPS services are provided by a trained youth peer support specialist, one-on-one or in a group, for youth who are resolving conflicts, enhancing skills to improve their overall functionality, integrating with community, school and family and/or transitioning into adulthood.

THANK YOU

Thank you for your interest in DWIHN. We look forward to delivering behavioral health services that demonstrate:

- Staff Competency
- Respect
- Dignity and Fairness for all people receiving services

Together we can assure that each person achieves an improved level of independence, better coping skills, and new growth through evaluation, treatment and focused rehabilitation.



This handbook is available in English, Spanish and Arabic.

Other language translations available upon request. Contact Customer Service by calling (Toll Free) 800.241.4949.

It is made available during the New Enrollee Orientation process and during your annual IPOS and upon your request.

Published: June 2017

Revised: December 15, 2024

NOTES

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Detroit Wayne Integrated Health Network

707 W. Milwaukee St.
Detroit, MI 48202

313.344.9099

www.dwihn.org

DWIHN Customer Service

Toll Free: 888.490.9698

Local: 313.833.3232

TTY line: 711

Fax: 313.833.2217 or 313.833.4280

Monday through Friday 8:00 am – 4:30 pm

24-Hour Centralized Access Center

Crisis Information and Referral Help Line

Toll Free: 800.241.4949

Local: 313.224.7000

DWIHN Crisis Call Center

1 (844) 462-7474

24/7/365

DWIHN Mobile Crisis Unit

707 W Milwaukee

Detroit MI 48202

1 (844) 462- 7474

C.O.P.E.

(For Emergency Departments Only)

844.296.2673

Office of Recipient Rights

Toll Free: 888.339.5595

National Suicide Prevention Lifeline

1-800-273-8255

www.suicidepreventionlifeline.org





CONNECTING PEOPLE TO CARE



2023-2024 Provider Directory

Published: October 12, 2017

Revised: December 15, 2024



On behalf of our Board of Directors and staff, the Detroit Wayne Integrated Health Network (DWIHN) thanks you for choosing to receive your behavioral health services from us. We are committed to becoming your premier community mental health provider. Our goal is to assure that the people we serve have "Inclusion and Choice" when it comes to all of your services and supports.

We provide programs, supports and services to over 123,000 citizens throughout Wayne County. Individuals with mental health concerns, intellectual and developmental disabilities, children with serious emotional disturbance and persons with substance use disorder. We are committed to providing a holistic approach to care in these five areas: behavioral, economic, physical, as well as meeting their social and spiritual needs. We are doing that by

collaborating with our Provider Network who can assist you in many different areas of your life so you can live and work as a productive citizen in the community of your choice.

My pledge to you is that all DWIHN decisions be made in your best interest. Our system of care will provide safeguards against stigma; promote delivery of care with integrity, dignity and respect. We are also very proud to offer care that is evidenced-based and data driven which enhances the outcomes of your recovery and/or ability to lead a self determined life. We are committed to maintaining quality services rooted in the integration of care.

We want to partner with you on your healthcare journey. We look forward to your feedback, experiences, concerns, successes and issues that you feel are important. Our success in delivering services is not determined by our satisfaction, but yours. We encourage you to participate in the surveys that may be administered from time to time. We are committed to excellence and strive to deliver programs and care that exceed your expectations.

Please keep us posted on how we can work together in helping to improve access to the healthcare you receive. I am proud to stand with you and am committed to working alongside you as we continue to do great things at DWIHN to improve our system of care.

At any point in time should you need assistance from our 24hour Access Call Center, please contact **800-241-4949**. Anyone needing urgent behavioral health crisis services can go to our 707 Crisis Care Center on a walk-in basis at 707 W. Milwaukee in Detroit or by reaching out to our mobile crisis units at **844-IN CRISIS**.

Sincerely,

James E. White
President and CEO



Welcoming Declaration

WE THE PEOPLE of the community who receive services, welcome you to the Detroit Wayne Integrated Health Network! Here, we encourage person centered care, and serve all individuals with dignity and respect. Our mission is to provide hope, trust, and acceptance to all individuals who request services. Patience and acceptance are mandatory in receiving care and services from this Network. We acknowledge that mental, emotional, and physical well-being are fundamental to the quality of life and productivity of individuals, families, and communities.

In OUR NEW VISION, we will provide a safe environment with compassion and understanding. Services are being offered in a wide range of community-based settings and no longer exclusively in large, isolated institutions. This environment will be non-judgmental and committed to listening and cooperation. We will promise that — through hard work, dedication, and team efforts — recovery is made possible for all. Individuals will be seen and treated as human beings who bring unique experiences and (learn to grow through their efforts). We know that strength, courage and hope is gained by individuals sharing our stories.

Recovery and the ability to live a self-determined life is possible!

We will eliminate stigma and discrimination to enhance the protection of human rights and dignity. The necessary requirements will be used to empower people seeking care for mental and emotional health conditions, substance abuse and/or other disabilities to participate fully and equally in society. We would like to offer freedom of choice as it relates to your on-going process of recovery and keep you involved in your care on sensitive needs and culture.

Within this Network we will promote recovery, self-empowerment and activities that will support your growth and well-being. We have a commitment to enhance partnerships between agencies responsible for care and support, such as health, housing, education, and employment. This declaration will be upheld by everyone who offers services, as well as those who receive services.

Created by the members and stakeholders of the Detroit Wayne Integrated Health Network. For copyright and permission to use, contact the Network at 707 West Milwaukee Detroit, MI 48202 or 313.833.2500.



How to Use Directory

The Detroit Wayne Integrated Health Network (DWIHN) offers a culturally diverse network of community mental health programs, clinics, private therapist, psychologists, and psychiatrists to provide mental health services. We do our best to match you with a service location close to your home.

This directory is made available to Wayne County residents as a resource guide in identifying mental health and substance use service providers and supports. It is available upon request and is provided annually to enrollees. Copies are available to download from the website, www.dwihn.org.

This publication is available in alternative formats upon request to individuals with disabilities.

Disclaimer:

DWIHN makes every effort to ensure the accuracy of this Provider Directory. For the most current version, you may go to our website at www.dwihn/providerdirectory.com. You may also access this directory via DWIHN's application myDWIHN. Please see QR code below for uploading to your mobile device. Please note that the Provider Directory is forwarded to all members at the time of enrollment, upon intake, annually thereafter and or upon request. You may also request a copy to be mailed to you or by email. To request a copy of this Provider Directory call DWIHN's Customer Service Department at 888.490.9698 or TTY: 711. Your provider also has copies and can be made available to you upon request. A copy will be provided to you at no cost within five (5) business days of your request.



Non-Discrimination and Accessibility

In providing behavioral healthcare services, Detroit Wayne Integrated Health Network (DWIHN) complies with all applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. DWIHN does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

DWIHN provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, Braille)

DWIHN provides free language services to people whose primary language is not English or have limited English skills, such as:

- Qualified interpreters
- Information written in other languages

If you are a person who is deaf or hard of hearing, you may contact DWIHN at MI Relay Service at 711 to request assistance.

If you believe that DWIHN has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by contacting Customer Service Grievance staff at 707 W. Milwaukee St., Detroit, MI 48202, at 888.490.9698, by Fax: 313.833.4280, or email: pihpgrievances@dwihn.org. You can file a grievance in person or by mail, fax or email. If you need help in filing a grievance, the Customer Service Grievance staff is available to assist you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You may also file a grievance electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Ave., SW
Room 509F, HHH Building
Washington, D.C. 20201
Toll Free: 800.368.1019



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How to Access Services

The Detroit Wayne Integrated Health Network Access Center is available to assist you with:

Access to Services
Clinical Screenings for Eligibility
Choice Opportunities
Appointment Scheduling
Enrollment
Information and Referral

24 Hour Access Center
800.241.4949 or 313.224.7000
TTY: 711

Intake Assessment Locations

Intake Assessment Locations are provider locations where you can go to receive a comprehensive face-to-face clinical evaluation that determines if you meet eligibility requirements to receive public behavioral health services. The intake is your first appointment with a therapist. During your intake appointment, the therapist will ask various questions to make, or come closer to, a diagnosis and to create a personalized treatment plan. The intake appointment is also your time to ask questions of the therapist.

Intake Assessment Locations

Abundant Community Recovery (SUD) 16476 Bringard Detroit MI 48205 313.447.5070 www.abundantcommunityrecovery.com	Abundant Community Recovery (SUD) 20267 Huntington Harper Woods, MI 313.447.5070 www.abundantcommunityrecovery.com	All Well-Being Services (SMI/A) (SUD) 1413 Field Detroit, MI 48214 313.347-2070 TTY:313.921.9474 877.377.6162 www.awbs.org
All Well-Being (SMI/A) (SUD) 30555 Michigan Ave Westland, MI 48186 734.629.5000 TTY:313.921.9474 877.377.6162 www.awbs.org	All Well-Being Services (IDD) 4401 Conner Detroit, MI 48215 313.273.4111 TTY: 313.921.9474 877.377.6162 www.awbs.org	All Well-Being (SMI/A) (SUD) 15222 E. Jefferson Ave. Grosse Pointe Park, MI 48230 313.825.2430/313.347.2070 TTY:313.921.9474 877.377.6162 www.awbs.org
Arab American & Chaldean Council (SMI/A/A) (SED/C) 13840 W. Warren Dearborn, MI 48126 313.581.7287 TTY: 800.649.3777 www.myacc.org	Arab American & Chaldean Council (SMI/A) (SED/C) (ACC) 62 W. Seven Mile Rd. Detroit, MI 48203 313.893.6172 TTY: 800.649.3777 www.myacc.org	Arab Community Center for Economic and Social Services (ACCESS) (SMI/A) (SED/C) (SUD) (IDD) 6451 Schaefer Rd Dearborn, MI 48216 313.945.8138 www.accesscommunity.org
Black Family Development, Inc. (SED/C) (SUD) 5555 Conner Detroit, MI 48213 313.758.0150 www.blackfamilydevelopment.org	Black Family Development, Inc. (SED/C) (SUD) 2995 E. Grand Blvd. Detroit, MI 48202 313.758.0150 www.blackfamilydevelopment.org	Central City Integrated Health (SMI/A) 10 Peterboro Detroit, MI 48201 313.831.3160 TTY: 800.649.3777 www.centralcityhealth.com
The Children's Center (IDD) (SED/C) 79 West Alexandrine Detroit, MI 48201 313.831.5535 313.831.5520 www.thechildrenscenter.com	CNS Detroit (SED/C) (SMI/A) (SUD) 15560 Joy Rd. Detroit, MI 48228 www.cnshealthcare.org	CNS Novi (SED) (SMI) (SUD) 24230 Karim Blvd. Novi, MI 48375 248.745.4900 www.cnshealthcare.org

Key:	
SMI/A	Serious Mental Illness/Adult
SED/C	Serious Emotional Disturbance/Children
IDD	Intellectual and Developmental Disability
SUD	Substance Use Disorder

Intake Assessment Locations

CNS Pontiac (SED) (SMI) (SUD) 1841 N. Perry St. Pontiac, MI 48340 248.745.4900 www.cnshealthcare.org	CNS Southfield (IDD) (SED/C) (SMI/A) (SUD) 24600 Northwestern HWY Southfield, MI 48075 248.745.4900 www.cnshealthcare.org	CNS Waterford (SED/C) (SMI/A) (SUD) 279 Summit Drive Waterford, MI 48328 248.745.4900 www.cnshealthcare.org
CNS Healthcare (SMI/A) 12800 E. Warren Ave. Detroit, MI 48215 313.824.5639 877.242.4140 www.cnshealthcare.org	CNS Healthcare (SMI/A) 2900 Conner, Building A Detroit, MI 48213 313.308.1400 877.242.4140 www.cnshealthcare.org	CNS Healthcare (SED/C) 20303 Kelly Rd. Detroit, MI 48225 313.245.7000 www.cnshealthcare.org
Development Centers (SMI/A) (SED/C) 17421 Telegraph Rd. Detroit, MI 48219 313.531.2500 www.develctrs.org	Development Centers (SMI/A) (SED/C) 24424 W. McNichols Detroit, MI 48219 313.531.2500 www.develctrs.org	Goodwill Industries (SMI/A) (IDD) 3111 Grand River Ave Detroit, MI 48208 313.557.8610 www.goodwilldetroit.org
Goodwill Industries (SMI/A) (IDD) 1401 Ash Detroit, MI 48201 313.931.0901 www.goodwilldetroit.org	The Guidance Center (IDD) 19401 Northline Rd. Southgate, MI 48195 734.785.7718 www.guidancecenter.org	The Guidance Center (SMI/A) (SED/C) (SUD) 13101 Allen Rd. Southgate, MI 48195 734.785.7700 www.guidance-center.org
Hegira Health, Inc. (SED/C) (SMI/A) (SUD) 26650 Eureka Rd. Ste. A Taylor, MI 48180 313.389.7500 www.hegira.org	Hegira Health, Inc. (SMI/A) (SED/C) (SUD) 26184 West Outer Drive Lincoln Park, MI 48146 313.389.7500 www.hegira.org	Hegira Health, Inc. (IDD) Town Square Plaza 35425 Michigan Ave. West Wayne, MI 48184-1687 734.467.7600 TTY: 866.469.7600 www.hegira.org

Key:	
SMI/A	Serious Mental Illness/Adult
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SUD	Substance Use Disorder

Intake Assessment Locations

Hegira Health Inc. (SUD) Livonia Counseling Center 37450 Schoolcraft, Ste170 Livonia, MI 48154 734.744.0170 www.livoniacounselingcenter.net	Hegira Health Inc. (SMI/A) (SED/C) (IDD) (SUD) 8623 N. Wayne Rd. Ste. 103, 220, 310 Westland, MI 48185 734.458.4601 734.367.0469 734.425.0636 www.hegira.org	Lincoln Behavioral Services (SMI/A) 9315 Telegraph Redford, MI 48239 313.450.4500 www.lbscares.com
Lincoln Behavioral Services (SED/C) 9329 Telegraph Redford, MI 48239 313.937.9500 www.lbscares.com	MORC of Wayne County (IDD) 19805 Farmington Rd. Livonia, MI 48152 248.536.5085 www.morcinc.org	Neighborhood Services Organization Life Choices Program (IDD) 8600 Woodward Ave. Detroit, MI 48202 313.875.7601 www.nso-mi.org
Neighborhood Services Organization (SMI/A) (IDD) 882 Oakman Blvd. Ste. C Detroit, MI 48238 313.961.7990 www.nso-mi.org	Neighborhood Services Organization (SMI/A) (IDD) Detroit Health Housing Center 1533 Cadillac Detroit, MI 48214 313.832.3100 www.nso-mi.org	PsyGenics, Inc. (IDD) (SMI/A) 11000 W. McNichols, Ste. 320 Detroit, MI 48221 313.340.4442 www.psygenics.org
PsyGenics, Inc. (IDD) (SMI/A) Parklane Towers East, 1 Parklane Blvd., Suite E 200 Dearborn, MI 48126 313.846.2606 www.psygenics.org	Services to Enhance Potential (IDD) 2941 S. Gulley Dearborn, MI 48124 313.278.3040 www.stepcentral.org	Services to Enhance Potential (IDD) 4700 Beaufait Detroit, MI 48207 313.267.9777 www.stepcentral.org
Services to Enhance Potential (IDD) 15200 Mercantile Dr. Dearborn, MI 48120 313.827.0764 www.stepcentral.org	Services to Enhance Potential (IDD) 15431 Dix-Toledo Rd. Southgate, MI 48195 734.552.6860 www.stepcentral.org	Southwest Counseling Solutions (SMI/A) (SED/C) (IDD) 1700 Waterman Detroit, MI 48209 313.841.8900 www.swsol.org

Key:

SMI/A	Serious Mental Illness/Adult
SED/C	Serious Emotional Disturbance/Children
IDD	Intellectual and Developmental Disability
SUD	Substance Use Disorder



Intake Assessment Locations

Southwest Counseling Solutions (SMI/A) 5716 Michigan Ave. Detroit, MI 48210 313.963.2266 www.swsol.org	Starfish Family Services/Lifespan Clinical Services (IDD) 35300 Nankin Blvd. Ste. 601 Westland, MI 48186 734.261.1842 TTY: 800.649.3777 www.starfishonline.org	Starfish Family Services/Lifespan Clinical Services (SED/C) (IDD) 18316 Middlebelt Rd. Livonia, MI 48152 248.615.9730 TTY: 800.649.3777 www.starfishonline.org
Team Wellness Center-Eastern Market (SMI/A) (SED/C) 2925 Russell St. Detroit, MI 48207 888.813.8326 TTY: 313.396.4270 www.teamwellnesscenter.com	Team Wellness Center (SMI/A) (SED/C) (IDD) 14799 Dix-Toledo Southgate, MI 48195 888.813.8326 TTY: 313.396.4270 www.teamwellnesscenter.com	Team Wellness Center - East (SMI/A) (IDD) (SED/C) 6309 Mack Ave. Detroit, MI 48207 888.813.8326 TTY: 313.396.4270 www.teamwellnesscenter.com
Team Wellness Center (SMI/A) (IDD) (SED/C) 3646 Mt. Elliott Detroit, MI 48207 888.813.8326 TTY: 313.396.4270 www.teamwellnesscenter.com	University Psychiatric Group (SMI/A) (SED/C) 16836 Newburg Rd. Livonia, MI 48154 734.464.4220 www.med.wayne.edu/psychiatry	University Psychiatric Group (SMI/A) (SUD) 3901 Chrysler Drive Detroit, MI 48201 313.577.1396 www.med.wayne.edu/psychiatry
Wayne Center (IDD) 100 River Place Dr. 250 Detroit, MI 48207 313.871.2337 TTY: 313.871.6776 www.waynecenter.org		

Key:	
SMI/A	Serious Mental Illness/Adult
SED/C	Serious Emotional Disturbance/Children
IDD	Intellectual and Developmental Disability
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Independent Facilitators

The Detroit Wayne Integrated Health Network (DWIHN) supports the value of an Independent Facilitator during the Person-Centered Planning Process (PCP). An Independent Facilitator is a person other than a staff member at your behavioral health provider agency who can help you design and develop your PCP. An Independent Facilitator has no financial interest in the outcome of the supports and services outlined in your PCP. The role of the Independent Facilitator is to act as an advocate to ensure your voice is heard and is the focus of the meeting. The Independent Facilitator works in partnership with you to help you express your goals and write them in a format that is easy to understand. You have the right to choose anyone you desire to assist with your PCP at no charge to you. It is the responsibility of the Service Provider to facilitate the payment for your Independent Facilitator.

The DWIHN Customer Service Unit maintains a list of Independent Facilitators, however we recommend that you meet with the facilitator in advance to discuss your needs before your PCP session. See the list below of Independent Facilitators in Wayne County.

NAME	EMAIL	PHONE	LOCATION	SPECIALTY
Michelle Driscoll	michelled@michiganallianceforfamilies.org	734.718.7029	Wayne County	Self Determination
Carolyn Gammicchia	gammicchia@comcast.net	586.703.3866	Wayne County	Self Determination
Loren Glover	lorenlover@gmail.com	313.478.0302	Wayne County	Self-Determination
Jamie Junior	jamiejunior@outlook.com	313.213.6747	Wayne County	Community Living
Jan Lampman	jan.lampman@yahoo.com	989.859.0173	Wayne County	Self Determination
Tabitha Stanley	TStanleyarc@gmail.com	313.377.9996	Wayne County	Autism & Down Syndrome
Mary Steadman	marysteadman9@gmail.com	313.397.5122	Wayne County	Person-Centered Planning

Disclaimer: As the availability and skill of Independent Facilitators is varied and often changes, you may also visit our website at <https://ddi.wayne.edu/ifmap/dwmha> for the most current list of Independent Facilitators.

Fiscal Intermediary Services

Fiscal Intermediaries help you manage your service and supports budget and pay providers if you are using a "self-determination" approach.

Name	Email	Address	Phone
The Arc Northwestern Wayne	www.thearcnw.org	26049 Five Mile Rd. Redford, MI 48239	313.532.7915
The Arc Western Wayne County	www.thearcww.org	2257 S. Wayne Rd. Westland, MI 48186	734.729.9100
Money Minders Plus	www.Money-Minders-Plus-LCC	6012 Merriman Rd. Garden City, MI 48135	734.522.0080
Personal Accounting Services Inc.	www.1-pas.com	20600 Eureka Rd. Wayne, MI 48184	734.729.3100

Crisis Centers for Adults and Children

Crisis Centers are centers that provide crisis counseling, solution-focused and recovery-oriented behavioral health assessments, and stabilization. If you or someone you care about is experiencing a behavioral health crisis, or you aren't sure what help may be needed, you may call or go to one of our crisis centers. These centers help resolve behavioral health crisis situations by offering individual crisis response, family support, link to resources and help to access behavioral health services, hospital care and hospital alternatives. The goal is to stabilize the situation so a person in crisis can return home safely, with plans and resources to manage any ongoing needs.

Children and Adolescents	Adults
The Children's Center Crisis Care 90 Seldon Detroit, MI 48201 313.324.8557 www.thechildrenscenter.com 8 a.m.- 12 a.m. (Midnight) (Monday-Friday) 8 a.m.- 4 p.m. (Saturday)	C.O.P.E (For E.D. Only) 33505 Schoolcraft Livonia, MI 48150 844.296.2673 www.cope24-7.net 24 Hours/Day 7 Days/Week 365 Day/Year
The Guidance Center 26300 W. Outer Drive Lincoln Park, MI 48146 313.388.4630 www.guidance-center.org 24 Hours/Day 7 Days/Week 365 Day/Year	Team Wellness Center 6309 Mack Detroit, MI 48207 313.331.3435 www.teamwellnesscenter.com 24 Hours/Day 7 Days/Week 365 Day/Year
New Oakland Child/Adolescent Family Center Mobile Crisis Stabilization 32961 Middlebelt Rd. Farmington Hills, MI 48334 877.800.1650 www.newoakland.org 24 Hours/Day 7 Days/Week 365 Day/Year	

URGENT PSYCHIATRIC CARE SITES

The available services include Same-Day Access Services for assessment/intake, crisis services for existing DWIHN members, psychiatric evaluations, medication reviews, crisis stabilization, Peer Support Specialists, nursing assessments, medication injections, and non-ER transport. Our intent is to offer accessible alternatives to meet the unique needs of the individuals we serve and decrease emergency department experiences and potential COVID-19 exposure. The person must have Medicaid, Medicare, General Fund, or most commercial insurance to be eligible for services.

Provider	Contact	Address
CNS Healthcare (SED/C) (SMI/A) (SUD) Monday- Friday 9:00am-9:00pm Saturdays 9:00am-1:00pm www.cnshealthcare.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.824.5623	2900 Conner St. Bldg. B Detroit, MI 48215
The Children's Center (IDD) (SED/C) Monday-Friday: 8:00am–8:00pm www.thechildrenscenter.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.831.5535	79 Alexandrine Detroit, MI 48201
Hegira Health Inc. (SMI/A) (SED/C) (SUD) Monday-Friday 8:30am-6:00PM www.hegirahealth.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.389.7500	26184 W. Outer Drive Lincoln Park, MI 48146

DWIHN Provider Network

DWIHN Providers serve the entire Detroit-Wayne behavioral health population. They work closely with the Network as we work to become your holistic care provider. The Providers offer services and for people of all ages with Intellectual and/or Developmental Disabled, Children with Serious Emotional Disturbances, Adults with Severe Mental Illness, and those individuals with Substance Use Disorders.

DWIHN Providers assist people in developing a Person-Centered Plan and then create an individualized plan of service. Providers connect people/families with qualified individuals that will assist and work diligently with you and your family to ensure that the person-centered planning process is effective and with meaningful outcomes.

With DWIHN you will always have your choice of Providers. If you wish to change your Provider location just call 888.490.9698 to get assistance.

If you are dissatisfied with the services and/or treatment you are receiving at any DWIHN Provider, you have the right to file a grievance and/or an appeal. Just call 888.490.9698 and ask to speak with a grievance or appeals representative to assist you.

The following Provider Guide can assist you with finding a Provider that suits your behavioral health needs.

DWIHN Provider Guide	
IDD	Intellectually and Developmentally Disabled
SED/C	Serious Emotional Disturbance
SMI/A	Severe Mental Illness
SUD	Substance Use Disorder
ECHO	Enhancing Community Health Outreach
EI	Early Intervention
OBT	Office Based Treatment
IOP	Intensive Outpatient
IOPD	Intensive Outpatient with Domicile
OP	Out Patient
RH	Recovery Housing
RSS	Recovery Support Services
TX	Treatment
WSS	Women Specialty Services

DWIHN Providers

Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Services Provided
3rd Judicial Circuit Court (SED/C) Lincoln Hall of Justice Monday – Friday: 7:00am-6:00pm www.3rdcc.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.833.2800	1025 E. Forest Building C Detroit, MI 48207	- Home Based Services - Mental Health Therapy & Counseling - Treatment Planning
Abundant Community Recovery (SUD) Monday-Friday: 9:00am-5:00pm www.abundantcommunityrecovery.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.447.5070	16476 Bringard Detroit, MI 48205 20267 Huntington Harper Woods, MI 48225	- COVID Mobile Services - Intensive Outpatient/Domicile - Recovery Housing - Recovery Services - RV Mobile Unit *Adults
All Well-Being Services (IDD) (SMI/A) (SUD) Monday–Friday: 8:00am–4:30pm www.awbs.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.347.2070 313.273.4111 313.825.2410 313.825.2430 313.347.2070 734.629.5000	1423 Field Ave. Detroit, MI 48214 4401 Conner Detroit MI, 48215 1413 Field Ave. Detroit, MI 48214 15222 E. Jefferson Ave. Grosse Pointe Park, MI 48230 30555 Michigan Ave Westland, MI 48186 6700 Middlebelt Romulus, MI 48209	- Access/Intake - Crisis Intervention - Mental Health Therapy & Counseling - Skill Building - SUD: Communicable Disease; Day Treatment; Early Intervention; IOP; OP; Prevention, Recovery Support Services - Supported Employment - Treatment Planning
Alternatives for Girls (SUD) Monday – Friday: 9:00am-5:00pm www.alternativesforgirls.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.361.4000	903 W. Grand Blvd. Detroit, MI 48209	- Prevention Services *Adolescent Females
Alternative Services, Inc. (IDD) Monday – Friday: 8:00am-4:00pm jbhaskaran@asi-mi.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.471.4880	32625 W. Seven Mile Rd. Ste. 11 Livonia, MI 48152	- Skill Building - Supported Employment

DWIHN Providers

Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Services Provided
Arab American and Chaldean Council (ACC) (SED/C) SMI/A) Monday – Friday: 9:00am-5:00pm www.myacc.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.369.4730	111 W. 7 Mile Rd. Detroit, MI 48203	- Access/Intake - Clubhouse Program - Crisis Intervention - Home Based Services
	313.366.0228	201 W. 7 Mile Rd. Detroit, MI 48203	- Mental Health Therapy and Counseling - School-based
	313.581.7287	13840 W. Warren Dearborn, MI 48126	- Supports Coordination - Targeted Case Management
	313.893.6172	62 W. 7 Mile Rd. Detroit, MI 48203	- Treatment Planning - Wraparound Services - SUD: Prevention Services *Adolescents
Arab Community Center for Economic and Social Services (ACCESS) (IDD) (SED/C) (SMI/A) (SUD) Monday – Thursday: 9:00am-5:00pm Friday: 9:00am-7:00pm www.accesscommunity.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.945.8138	6451 Schaefer Rd Dearborn, MI 48216	- Access/Intake - Clubhouse Program - Crisis Intervention
	313.842.7010	2651 Saulino Court Dearborn, MI 48216	- Mental Health Therapy & Counseling - Prevention Services
	313.945.8138	6450 Maple Dearborn, MI 48126	- Recovery Support Services - SUD: Recovery Support Services
	313.633.1361	6470 Williamson Dearborn, MI 48126	- Targeted Case Management - Treatment Planning
The Arc Dearborn (IDD) Monday – Friday: 8:00am-4:00pm Lnygord@thearcdearborn.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.562.1787	22450 Park Street Dearborn, MI 48124	- Employment/Skill Building
The Arc of Northwest Wayne County (IDD) Monday – Friday: 8:30am-4:30pm clerchen@thearcnw.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.532.7915	26049 Five Mile Rd. Redford, MI 48239	- Fiscal Intermediary Services - Advocacy and Supports - Independent Facilitation
The Arc of Western Wayne County (IDD) Monday – Friday: 8:30am-4:30pm cheryl@thearcww.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.729.9100	2257 South Wayne Rd. Westland, MI 48186	- Fiscal Intermediary Services - Advocacy and Supports - Independent Facilitation

DWIHN Providers

Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Services Provided
Arkay – Unity (IDD) Monday – Friday: 8:00am-5:00pm Tina.hassinger@miarkay.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.782.3999	27600 Hall Rd. Flat Rock, MI 48134	- Supportive Employment - Respite Care - Skill Building - Transportation
Arkay – Crossings (IDD) Monday – Friday: 8:00am-5:00pm Tina.hassinger@miarkay.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.282.8055 248.474.9974 313.299.0387	15221 Eureka Rd. Southgate, MI 48195 20339 Farmington Rd. Livonia, MI 48152 25524 Goddard Rd. Taylor, MI 48180	- Supportive Employment - Respite Care - Skill Building - Transportation
Assured Family Services Monday-Friday: 8:30am-5:00pm www.assuredfamilyservices.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.896.1444	7310 Woodward Ste. #601 Detroit, MI 48202	- SUD: Outpatient *Adolescents
Black Caucus Foundation of MI (SUD) Monday-Friday: 9:00am-5:00pm www.michiganblackcaucus.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.285.9234	660 Woodward Ste. # 450E Detroit, MI 48226	- Prevention Services *Adolescents
Black Family Development, Inc. (SED/C) (SUD) Monday – Friday: 9:00am-5:00pm Weekend and evening hours are available by appointment. www.blackfamilydevelopment.org Accepting New Clients: Yes Accessibility for Disabilities: No	313.308.0255 313.758.0150	5555 Conner Ste. 1038 Detroit, MI 48213 2995 E. Grand Blvd. Detroit, MI 48202	- Access/Intake - Crisis Intervention - Family Skills Training - Home-based - Mental Health Therapy and Counseling - Parent Management Training Oregon (PMTO) - School-Based - SED/C Waiver - SUD: OP: Prevention and Treatment Services *Adolescents and Adults - Targeted Case Management - Youth United - Wraparound

DWIHN Providers

Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Services Provided
Beginning Step Inc. (SUD) Monday-Friday: 8:30am-5:00pm Saturday: Appointment only www.beginningstep.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.641.1141	917 Merriman Westland, MI 48186	- Intensive Outpatient Program (IOP) - Intensive Outpatient with Domicile (IOPD) - Outpatient Services (Op)
Care First Community Health Services (SUD) Monday, Wednesday and Thursday: 9:00am-4:30pm Tuesday: 9:00am-7:00pm Friday: 9:00am-1:30pm www.care-first.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.846.5020, ext. 224	8097 Decatur Street Detroit, MI 48228	- Intensive Outpatient Program (IOP) - Prevention Services - Women Specialty Services (WSS) *Adolescents, Adults, Women Specific
CCMO-Center for Youth and Families (SUD) Monday – Friday: 9:00am-5:00pm www.ccmorg.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.875.2092	New Center One 3031 W. Grand Blvd. Ste. 370 Detroit, MI 48202	- Prevention Services *Adolescents
Central City Integrated Health (SMI/A) (SUD) Monday – Friday: 8:00am-5:00pm www.centralcityhealth.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.831.3160	10 Peterboro Detroit, MI 48201 17950 Woodward Detroit, MI 48203	- Access/Intake - Assertive Community Treatment (ACT) - Early Jail Release - Mental Health Therapy and Counseling - Supported Employment - SUD: Op & IOP *Adults - Supported Employment - Supportive Housing - Supports Coordination - Targeted Case Management - Wraparound Services
Chance For Life (SUD) Monday – Friday: 9:00am-5:00pm www.chanceforlifeonline.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.784.9209	660 Woodward Ave. Ste. 2450 Detroit, MI 48202	- Prevention Services
Changing Lives and Staying Sober (C.L.A.S.S.) (SUD) Monday – Friday: 9:00am-5:00pm www.class-agency.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.412.2160	22000 Grand River Detroit, MI 48219	- Prevention Services

DWIHN Providers

Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Services Provided
The Children's Center (IDD) (SED/C) Monday – Thursday: 8:00am-8:00pm Friday: 8:00am-5:00pm Saturday: 8:00am-2:00pm www.thechildrenscenter.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.831.5520	90 Alexandrine Detroit, MI 48201	- Access/Intake - Crisis Intervention
	313.832.3555	3901 Beaubien Blvd Detroit, MI 48201 90 Selden Detroit, MI 48201 79 Alexandrine Detroit, MI 48201	- Infant Mental Health - Mental Health Therapy & Counseling - Targeted Case Management - Treatment Planning - Wraparound Services
CNS Healthcare (SED/C) (SMI/A) (SUD) www.cnshealthcare.org CNS Detroit Monday-Friday: 8:30am-5:00pm Every other Saturday: 9:00am-2:00pm Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.745.4900 313.308.1400 313.824.8000	15560 Joy Rd. Detroit, MI 48228 2900 Conner Ave Detroit, MI 48215 12800 E. Warren Detroit, MI 48215	- Assertive Community Treatment (ACT) - Assess/Intake - Behavioral Health Treatment Planning - Club House - Community Living Supports - Crisis Intervention - Crisis Residential - Drop-In Center - Medication Management/Review
CNS Healthcare Monday, Wednesday, Friday 8:30am-5:00pm Tuesday and Thursday: 8:00am-7:00pm	877.242.4140	20303 Kelly Rd. Detroit, MI 48225	- Mental Health Therapy and Counseling - Peer Support Services - Skill Building - Substance Use Services (Outpatient Treatment and Prevention) - Support Coordination - Supportive Housing - Targeted Case Management - Transportation
CNS Novi Monday: 9:30am-6pm Tuesday, Wednesday, and Friday: 8:30am- 5:00pm Thursday: 9:30am-7:00pm Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.824.5623 313.245.7000	24230 Karim Blvd. Novi, MI 48375 1841 N. Perry Pontiac, MI 48340	
CNS Pontiac Monday-Friday: 8:30am-5:00pm Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.745.4900	24600 Northwestern Hwy Southfield, MI 48075	
CNS Southfield Monday-Friday: 8:30am-5:00pm Accepting New Clients: Yes Accessibility for Disabilities: Yes			
CNS Waterford Monday and Friday 9:00am-5:30pm Tuesday and Thursday: 9:00am-7:00pm Wednesday: 8:30am-5:00pm Accepting New Clients: Yes Accessibility for Disabilities: Yes		279 Summit Waterford, MI 48328	

DWIHN Providers

Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Services Provided
Comfort Zone Unlimited (SMI/A) Monday-Friday: 9:00am-4:00pm www.cnshealthcare.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.427.9762	39575 W. Ten Mile Ste 204 Novi, MI 48375	-Drop-In Center
Community Administrative Services, Inc (IDD) Monday-Friday: 9:00am-5:00pm www.mgreenes@communityadmin.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	586.694.3104	33592 Harper Ave. Clinton Township, MI 48035	- Community Living - Supports -Staffing Agent
Community Health Awareness Group (CHAG) (SUD) Monday – Friday: 8:30am-5:00pm www.chagdetroit.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.963.3430	1300 W. Fort Street Detroit, MI 48226	- Education & Outreach - SUD Treatment Communicable Disease Service
Community Living Services (IDD) Monday – Friday: 9:00am-5:00pm www.comlivserv.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.467.7600 Toll Free: 866.381.7600 Customer Service: 734.722.6364 Intake: 734.467.7600 ext. 6364	Metro Place Center 35425 Michigan Ave, West Wayne, MI 48184	- Access/Intake - Advocacy & Support - Behavioral Health Supports - Children/Family Services - Crisis Intervention - Clinical Supports - Community Living Supports - Environmental Modifications - Fiscal Intermediary - Medication Treatment Review - Occupational Therapy - Respite - Self-Determination - Skill-Building - Specialized Residential Services - Speech Therapy - Supported Employment - Supports Coordination

DWIHN Providers

Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Services Provided
Community Living Services (IDD) Monday – Friday: 9:00am-5:00pm www.comlivserv.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.467.7600 Toll Free: 866.381.7600 Customer Service: 734.722.6364 Intake: 734.467.7600 ext. 6364	Metro Place Center 35425 Michigan Ave, West Wayne, MI 48184	- Access/Intake - Advocacy & Support - Benefit Coordination - Clinical Supports - Crisis Intervention - Community Living Supports - Environmental Modifications - Fiscal Intermediary - Self-Determination - Skill-Building - Supported Employment - Supports Coordination
Detroit Association of Black Organizations Inc, (DABO) Monday-Friday: 9:00am-5:00pm www. https://dabodetroitinc.net Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.491.0003	12048 Grand River Detroit, MI 48204	- Early Intervention - Outpatient (Op) - Intensive Outpatient Program (IOP)
Detroit Recovery Project (SUD) Monday – Friday: 8:30am-5:00pm Saturday: 8:30am-2:00pm www.recovery4detroit.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.365.3100 313.895.4990	1121 E. McNichols Detroit, MI 48203 400 Cortland Highland Park, MI 48203 1145 W. Grand Blvd. Detroit, MI 48208 1163 W. Grand Blvd. Detroit, Michigan 48208	- Coalition Treatment Service - Early Intervention - Intensive Outpatient (IOP) - Medication Assisted Treatment (MAT) - Outpatient (Op) - Prevention Services - Recovery Homes (*men only) - Recovery Support Services
Detroit Rescue Mission Ministries (DRMM) (SUD) Christian Guidance Center 24 hours a day/ 7 days a week www.drmm.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.263.0077	19211 Anglin Detroit, MI 48231 626 E. Grand Blvd Detroit, MI 48207	- COVID Recovery Housing - Treatment Services - Withdrawal Management, Residential, OP - *Adult Men Treatment - Services Only, Adult - Women and Men Withdrawal Management

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Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Services Provided
Detroit Rescue Mission Ministries (DRMM)- Genesis House 3 (SUD) 24 hours a day/ 7 days a week www.drmm.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.263-0077 313.883.2614	19211 Anglin Detroit, MI 48234 2015 Webb Detroit, MI 48206	- Recovery Support Services - Treatment Services Outpatient (OP) - Residential - Women Specialty Services (WSS) - *Women and Children
Development Centers, Inc. (IDD) (SED/C) (SMI/A) Monday, Wednesday & Friday 8:00am-5:00pm Tuesday & Thursday 8:00am-7:00pm ** Hours vary by location** www.develctrs.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.531.2500	17321 Telegraph Detroit, MI 48219 45 E. Buena Vista Highland Park, MI 48203 24424 W. McNichols Detroit, MI 48219 19750 Burt Rd. Detroit, MI 48223 17421 Telegraph Detroit, MI 48219	- Access/Intake - Assertive Community Treatment - Clubhouse Program - Infant Mental Health - Mental Health Therapy & Counseling - Peer Support Services - School-based Services - Skill Building - Supportive Housing - Supports Coordination - Targeted Case Management - Wraparound Services
Developmental Essential Services, Inc. (IDD) Monday – Friday: 8:00am-4:00pm deSMI/Achigands@yahoo.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	586.465.6660 734.743.5040	44870 Vic Wertz Dr. Clinton Township, MI 48036 27488 Five Mile Rd. Livonia, MI 48154	- Skill Building
EAI Employment Resources (IDD) Monday – Friday: 7:30am-4:30pm eaicorp1@aol.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.291.2713	23015 Ecorse Rd. Taylor, MI 48180	- Employment Skill Building
Elmhurst Home (SUD) 24 hours a day/ 7 days a week www.ehinc.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.867.1090	12007 Linwood Detroit, MI 48206 12021 Linwood Detroit, MI 48206	- Intensive Outpatient (IOP) - Outpatient Services (Op) - Prevention Services - Residential - Recovery Housing Services - Recovery Support Services - *Adult Men Only

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Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Services Provided
Elmhurst Home Naomi's Nest (SUD) www.ehinc.org 24 hours a day/ 7 days a week Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.865.1500	245 Pitkin Highland Park, MI 48203	- Intensive Outpatient - Outpatient (OP) - Residential - Recovery Services *Women Specific
Empowerment Zone Coalition, Inc. (SUD) Monday – Friday: 9:00am-5:00pm www.ezcoalition.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.921.9403	440 Burroughs Ste. 69 Detroit, MI 48202	- Prevention Services - PFS *Adolescents, Faith Based Community
Friends Assisting in Recovery (F.A.I.R.) (SUD) Monday-Friday: 8:00am-4:00pm www.cnshealthcare.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.334.6667	30 E. Montcalm Pontiac, MI 48342	- Drop-In Center
Friends Who Care (IDD) Monday – Friday: 8:30am-5:00pm mhardcastle@friendswhocare.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.542.2424	2766 W. Eleven Mile Rd. Ste. 2 Berkley, MI 48072	- Behavior Management Services
Futures Health Core, LLC (IDD) Monday - Thursday: 8:00am-7:00pm Friday: 8:00am-4:00pm Saturday: 9:00am-2:00pm sgannon@futureshealth.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.407.2500	3101 South Gulley Rd. Ste. F Dearborn, MI 48124	- Behavioral Health Treatment Plan - Family Training - Occupational Therapy - Speech and Language Therapy -
Goodwill Industries of Greater Detroit (IDD) (SED/C) (SMI/A) Monday – Friday: 8:00am-5:00pm www.goodwilldetroit.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.964.390 313.931.0901 313.557.8787	3111 Grand River Ave. Detroit, MI 48208 1401 Ash Street Detroit, MI 48208 28526 Van Born Rd. Westland, MI 48185	- Access/Intake - Clubhouse Program - Skill Building - Specialized Residential - Supported Employment

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Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Services Provided
Growth Works (SUD) Monday – Friday: 9:00am-5:00pm www.growth-works.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.495.1722 734.455.4095	50430 School House Canton, MI 48188 271 South Main St. Plymouth, MI 48170 32121 & 32123 Genesee Westland, MI 48186 31790 Arenac Westland, MI 48186	- Treatment Services - Outpatient (OP) Intensive - Outpatient (IOP) - Residential - Early Intervention - Relapse - Recovery Services - *Adolescents and Adults
The Guidance Center (IDD) (SED/C) (SMI/A) (SUD) Monday & Wednesday: 8:30am-6:00pm Tuesday & Thursday: 8:30am-7:00pm Friday: 8:30am-3:00pm ** Hours vary by location** www.guidance-center.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.785.7718 734.785.7700 313.388.4630 734.785.7716 313.833.2970	19401 Northline Rd. Southgate, MI 48195 13101 Allen Rd. Ste. 500 Southgate, MI 48122 13099 Allen Rd. Southgate, MI 48195 18805 Wick Rd. Allen Park, MI 48101 26300 Outer Drive Lincoln, Park 48146 19275 Northline Rd. Southgate, MI 48195 40 E. Ferry Detroit, MI 48202	- Access/Intake - Children Crisis Services - Community Living Supports - Home Based Services - Infant Mental Health Services - Mental Health Therapy and Counseling - Psychiatric Services - Respite Care Services - Supports Coordination - Supported Employment - SUD: Coalition Treatment, IOP, Op and Prevention Services - Wraparound Services
Harvest Retreat (SMI/A) Monday – Friday: 9:00am-5:00pm **No web page available** Accepting New Clients: No Accessibility for Disabilities: Yes	313-365-7211	8904 Woodward Ave. Detroit, MI 48202	Drop-In Center

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Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Services Provided
Havenwyck Hospital (IDD) (SED/C) (SMI/A) 24 hours a day/7 days a week www.havenwyckhospital.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.373.9200	1525 University Dr. Auburn Hills, MI 48326	- Inpatient Psychiatric Hospital
Health Call of Detroit (IDD) Monday – Friday: 9:00am-5:00pm www.hchs.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.440.1493	28000 Woodward Ave. Ste. 100 Royal Oak, MI 48067	- Private Duty Nursing Services
Hegira Health Inc. (IDD) (SED/C) (SMI/A) (SUD) Monday – Thursday: 8:30am-9:00pm Friday: 8:30am-5:00pm Saturday: 9:00am-4:00pm ***Hours vary by location*** www.hegirahealth.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.427.1144 734.367.0469 734.523.8250 313.565.2200 313.389.7500 313.389.2209 734.955.3550	8623 N. Wayne Rd. Ste. 210 Ste. 230 Westland, MI 48185 1403 Inkster Inkster, MI 48141 26184 W. Outer Drive Lincoln Park, MI 48146 26180 W. Outer Drive Lincoln Park, MI 48146 26650 Eureka Rd. Ste. A Taylor, MI 48180 1605 Fort St. Lincoln Park, MI 48146	- Access/Intake - Assertive Community Treatment (ACT) - Case Management - Crisis Intervention - Home Based Therapy - Infant Mental Health Services - Mental Health Therapy and Counseling - Neonatal Wraparound Services - Prevention Services - Targeted Case Management - Treatment Services Outpatient (OP) *Adolescents and Adults - Wraparound Services
Hegira Oakdale House (SUD) 24 hours a day/7 days a week www.hegirahealth.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.397.3088	43825 Michigan Avenue Ste. 1 Canton, MI 48188	- Residential Treatment Center - Outpatient (Op) Intensive Outpatient (IOP & IOPD), Day Tx, - Residential Recovery Support

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Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Services Provided
Hegira Health (SUD) Monday-Friday: 8:00am-9:00pm Saturday-Sunday 9:00am-4:00pm **Hours vary by location** www.hegirahealth.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	855.936.4243 734.744.0170	33505 Schoolcraft Ste. 3 Livonia, MI 48150 37450 Schoolcraft Ste. 170 Livonia, MI 48150	- Treatment Services - Opioid Overdose Recovery - *Adolescents and Adults
Insight Youth and Family Connections (SUD) Monday-Friday: 9:00am-5:00pm www.insightfc.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.387.6000	22390 West Seven Mile Road Detroit, MI 48219	Prevention Services
"It's All About You!", Inc. (IDD) Monday – Thursday: 8:30am-4:30pm Friday: 8:30am-12:30pm www.thearcww.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.427.6324	33740 Plymouth Rd. Livonia, MI 48150	- Employment Skill Building
Jewish Vocational Services (JVS) (IDD) Monday – Friday: 8:00am-4:30pm www.jvsdet.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.833.8100	4250 Woodward Detroit, MI 48201	- Skill Building Assistance - Supported Employment
Judson Center (IDD) Monday-Friday: 8:00am-5:00pm www.judsoncenter.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.549.4339 313.255.8235 313.255.8235	4410 West 13 Mile Rd. Royal Oak, MI 48073 16 Lakeshore Rd. Grosse Pointe Farms, MI 48236 3111 Lasher Beverly Hills, MI 48025	- Community Living Support - Respite Care - Skill Building - Supported Employment
Leaders Advancing and Helping (LAHC) (SUD) Monday-Friday 8:00am-5:00pm www.lahc.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.960.4007	5275 Kenilworth St. Dearborn, MI 48126	- Prevention Services -

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Provider	Contact Information	Address	Services Provided
Lincoln Behavioral Services (SED/C) (SMI/A) Monday – Tuesday: 9:00-8:00pm Wednesday– Friday: 9:00am-5:00pm On Call 24 hours for ACT Program **Hours vary by program** www.LBSCares.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.937.9500 TTY: 1.800.649.3777 313.450.4500 313.450.0411 734.459.5590 313.450.0400	9329 Telegraph Redford, MI 48239 9315 Telegraph Redford, MI 48239 9323 Telegraph Redford, MI 48239 24425 Plymouth Rd. Redford, MI 48239 24435 Plymouth Rd. Redford, MI 48239	- Access/Intake - Assertive Community Treatment (ACT) - Clubhouse Program - Home & School Based Services - Infant Mental Health - Mental Health Therapy & Counseling - PMTO - Supported Employment - Supportive Housing - Targeted Case Management - Wraparound Services
Livonia Save Our Youth Coalition (SUD) Business hours are according to events and activities www.livoniasaveouryouth.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.338.9580	Livonia City Hall Annex 33000 Civic Center Drive Livonia, MI 48154	- Prevention Services *Adolescents and the Community
Mariners Inn (SUD) 24 hours a day/ 7 days a week www.marinersinn.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.962.9446	445 Ledyard Detroit, MI 48201 447 Ledyard Detroit, MI 48201	- Prevention Services * Adolescents and Adults - Intensive Outpatient (IOPD) - Outpatient (Op) - Recovery Housing - Recovery Services Residential - Treatment Services *Adult Men Only
Meridian Health Services (SUD) 24 hours a day/ 7 days a week www.meridian-hs.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.599.8999	1255 N. Oakland Blvd. Waterford, MI 48237	- Outpatient - Residential

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Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Services Provided
Metro East Drug Treatment Corp. (SUD) Monday – Friday: 6:00am-2:00pm Saturday: 6:00am-9:00pm *** No Web Address Available *** Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.371.0055	13929 Harper Ave. Detroit, MI 48213	- Treatment Services - Outpatient (Op) - Medication Assisted Treatment - *Adults
Midwest Health Care, Inc. (IDD) Monday - Friday: 9:00am-5:00pm www.midwesthealthcareinc.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.471.9168	21880 Farmington Rd. Farmington, MI 48336	Staffing Agent
Money Minders Plus, Inc. (IDD) Monday – Friday: 8:00am-4:00pm www.money-finders-plus-llc Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.522.7102	6012 Merriman Rd. Garden City, MI 48135	- Fiscal Intermediary Services
MORC Human Services of Wayne County (IDD) Monday – Friday: 9:00am-5:00pm www.morcinc.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	866.986.2240	19805 Farmington Rd. Livonia, MI 48152	- Access/Intake - Crisis Intervention - Mental Health Therapy and Counseling - Supports Coordination -
Nardin Park Recovery Center (SUD) Monday – Thursday: 5:00am-1:30pm Friday: 5:00am-9:00am Saturday: 7:00am-9:00am www.nardin-park-recovery-inc-nprc Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.834.5930	9605 Grand River Detroit, MI 48204	- Treatment Services - Outpatient (Op) - Medication Assisted Treatment - Women Specialty Services - Vivitrol - *Adults, Women Specific
National Council on Alcoholism and Drug Dependence (NCADD) (SUD) Monday – Thursday: 9:00am-8:00pm Friday: 9:00am-5:00pm www.ncadd-detroit.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.861.0666	2400 E. McNichols Detroit, MI 48212	- Prevention Services



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Provider	Contact Information	Address	Services Provided
Neighborhood Services Organization (NSO) (IDD) (SED/C) (SMI/A) Monday – Friday: 8:30am-5:00pm www.nso-mi.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.961.7990	882 Oakman Blvd. Ste. D Detroit, MI 48238	- Access/Intake - Case Management - Crisis Intervention - Mental Health Therapy and Counseling - Occupational Therapy - Physical Therapy - Residential Services - Skill Building - Supports Coordination - Treatment Planning
	313.967.5950 313.967.5320	882 Oakman Blvd. Ste. B Detroit, MI 48238	
	313.875.7601	8600 Woodward Detroit, MI. 48202	
	313.832.3100	9641 Harper Detroit, MI 48213	
Neighborhood Services Organization (NSO) Detroit Health Housing Center (I/DD) (SMI/A) Monday – Friday: 8:30am-5:00pm www.nso-mi.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.832.3100	1533 Cadillac Detroit, MI 48214	- Homeless Recovery Services
New Era Services, LLC (SED/C) (SMI/A) Monday-Friday: 10:00am-4:00pm *** No Web Address Available*** Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.354.9707	27600 Northwestern Hwy. Suite 205 Southfield, MI 48034	- Community Living Supports - Supported Housing
New Light Recovery (SUD) Monday – Friday: 5:30am-5:00pm www.nlrc.net Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.867.8015	300 W. McNichols Detroit, MI 48203 20566 Ashton Detroit, MI 48219	- Intensive Outpatient Program (IOP) - Outpatient (Op) - Recovery Housing - Recovery Support
New Oakland Child- Adolescent and Family Center (SED/C) (SMI/A) Monday – Friday: 9:00am-5:00pm www.newoakland.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.422.9340	31500 Schoolcraft Livonia, MI 48150	- Access/Intake - Crisis Intervention - Mental Health Therapy and Counseling - Partial Hospitalization
	586.412.5321	42669 Garfield Clinton Twp., MI 48334	
	248.855.1540	32961 Middlebelt Farmington Hills, MI 48334	
	586.759.4400	26522 Van Dyke Center Line, MI 48015	
	586.825.9700	8150 13 Mile Rd Warren, MI 48093	

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Provider	Contact Information	Address	Services Provided
North Oakland Vocational Assoc., Inc. (NOVA) (IDD) Monday – Friday: 8:00am-4:00pm www.morcinc.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.532.3118 734.947.9219 313.592.6452	17150 Inkster Rd. Redford, MI 48240 24730 Eureka Rd. Taylor, MI 48180 17150 Inkster Rd. Redford, MI 48240	- Employment Skill Building
Our House Clubhouse (SMI/A) Monday-Friday: 7:30am-4:00pm www.cnshealthcare.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.668.0922	28200 Franklin Road Southfield, MI 48034	- Clubhouse Program
Our Place Drop-In (SMI/A) Monday – Friday: 9:00am-5:00pm *** No Web Address Available*** Accepting New Clients: Yes Accessibility for Disabilities: Yes	313. 543.3393	12285 Dixie Ste. 100 Redford, MI 48239	- Drop-In Center - CPSS Services
Paragon Support Systems, Inc. (IDD) Monday – Friday: 8:00am-4:00pm www.thearcww.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.281.9522 734.421.8555	2101 Grove Street Wyandotte, MI 48192 2087 Middlebelt Rd. Garden City, MI 48135	- Community Living Services - Respite Care Services - Skill Building
Personal Accounting Services (IDD) Monday – Friday: 8:30am-4:30pm www.1-pas.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.729.3100	20600 Eureka Rd. Ste. 200 Taylor, MI 48180	- Fiscal Intermediary Services

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Provider	Contact Information	Address	Services Provided
Personalized Nursing (Detroit Light House) (SUD) 24 hours a day/ 7 days a week www.pnlh.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.274.7879	7430 N. Inkster Rd. Dearborn Heights, MI 48127	- Case Management - Day Treatment - Intensive Outpatient (IOP) - Intensive Outpatient with Domicile (IOPD) - Outpatient (Op) - Recovery Housing (RH) - Recovery Support (RS) - Residential - Treatment Services - Withdrawal Management Women Specialty Services (WSS) *Adults and Women Specific
	734.451.7800	575 South Main Street Plymouth, MI 48170	
	734.431.8382	8142 Honeytree Blvd. Canton, MI 48187	
	248.381.4091	23133 Orchard Lake Ste. 206 Farmington, MI 48336	
		19436 Packard St. Detroit, MI 48234	
		19406 Norwood Detroit, MI 48234	
		26944 Kitch Inkster, MI 48141	
Piast Institute/Hamtramck Community Drug Free Coalition (SUD) Monday – Friday: 9:00am-4:30pm www.piastinstitute.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.733.4535	11633 Joseph Campau Hamtramck, MI 48212	- Prevention Services
Positive Images (SUD) Monday- Friday: 8:00 am-6:00pm www.positiveimagesinc.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.822.6940	13336-40 E. Warren Detroit, MI 48215	- Prevention Services
	313.702.1301	700 E. Grand Blvd Detroit, MI 48207	
	313.579.1283	694 E. Grand Blvd Detroit, MI 48207	
	313.822.1135	4875 Coplin Detroit, MI 48215	

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Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Services Provided
Pro Care Unlimited (IDD) Monday – Friday: 9:00am-5:00pm www.procareunlimited.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.885.8649	30200 Telegraph Rd. Suite 235 Bingham Farms, MI 48025	-Community Living Supports -Respite Care Services- Day time
PsyGenics, Inc. (IDD) (SMI/A) Monday – Friday: 8:30am-5:00pm www.psygenics.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.340.442	7800 W. Outer Drive Suite 300 Detroit, MI 48235	-Medication Administration -Occupational Therapy -Child Intervention -Family Training -Supports Coordination -Targeted Case Management -Therapy(Mental Health)
Quality Behavioral Health (SUD) 24 hours a day/ 7 days a week www.qbhrecovery.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.922.2222	745-751 E. Grand Blvd. Detroit, MI 48207	- COVID Recovery Housing
	313.922.3333	7220 Gratiot Detroit, MI 48213	- Intensive Outpatient/Domicile (IOPD)
	586.480.1438	37490 Dequindre Sterling Heights, MI 48310	- Jail Medication Assisted Treatment (MAT)
	313.334.7177	6821 Medbury Detroit, MI 48211	- Mobile Unit
	800.338.3544	1500 E. Grand Blvd Detroit, MI 48211	- Peer Recovery
Rainbow Center of Michigan (SUD) Monday, Tuesday, Wednesday, Friday: 5:00am-1:45pm Saturday: 6:00am-11:00am Sunday: 7:00am-12:00pm www.rainbowcenterofmichigan.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.865.1580	12501 Hamilton Ave. Highland Park, MI 48203	- Outpatient (Op)
			- Treatment Services
Sacred Heart Rehabilitation (SUD) 24 hours/ 7 days a week www.sacredhealthcenter.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	810.987.2358	400 Stoddard Rd., Memphis, MI 48041	- Medication Assisted Treatment (MAT)
	810.392.2167		- *Adults
			- Case Management (CM)
			- Residential Services (RS)
			- Withdrawal Management
			- Women Specialty Services (WSS)
			- *Adults & Women specific with children

DWIHN Providers

Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Services Provided
Salvation Army Evangeline 24 hours/ 7 days a week www.salvationarmy.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.361.6136	3737 Lawton Detroit, MI 48208 3737 Humboldt Detroit, MI 48208	- Case Management (CM) - Intensive Outpatient/Domicile - Outpatient (Op) - Residential - Women Specialty Services (WSS) * Adults & Women Specific with their children
Second Chance Living Supportive Services (IDD) (SED/C) (SMI/A) Monday – Friday: 9:00am-5:00pm dkilgore@sclss.net Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.610.0134	269 Walker St. Ste. 538 Detroit, MI 48207	- Community Living Supports
Sigma Home Care (I/DD) (SED/C) (SMI/A) Monday-Friday 8:00am-5:00pm www.sigmahomecare.com Accepting New Clients: Yes Accessibility for Disabilities: No	248.243.9500	30200 Telegraph Rd Ste. 200 Bingham, MI. 48025	- Community Living Supports - Respite
Sobriety House (SUD) 24 hours a day/ 7 days a week www.sobrietyhouse.net Accepting New Clients: Yes Accessibility for Disabilities: No	313.895.0500	2081 W. Grand Blvd. Detroit, MI 48208 3030 W. Grand Blvd Detroit, MI 48202	- Case Management - Intensive Outpatient (IOP) - Outpatient (Op) - Recovery Support Services - Residential Treatment Services
Southwest Counseling Solutions (SED/C) (SMI/A) Monday – Friday: 9:00am-5:00pm www.swsol.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.841.8900 313.963.6601 313.963.2266	1700 Waterman Detroit, MI. 48209 1600 Porter Detroit, MI 48216 5716 Michigan Ave. Detroit, MI 48210	- Access/Intake - Mental Health Therapy and Counseling - PATH/Shelter Plus - Supportive Housing - Supports Coordination - Targeted Case Management - Wraparound Services - Prevention Services
Spectrum Human Services (SUD) Monday-Friday: 9:00am-5:00pm www.spectrumhuman.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.935.6000	3031 W. Grand Blvd., Ste. 370 Detroit, MI 48202 28303 Joy Rd. Westland, MI 48185	- Prevention Services

DWIHN Providers

Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Services Provided
Star Center (SUD) Monday-Wednesday, Friday 6:00am-2:00pm Thursday: 6:00am-12:00pm Sunday: 6:00am-10:00pm www.metadonecenters.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.493.4410	13575 Lesure Detroit, MI 48227	- Case Management - Outpatient Treatment (Op) - Medication Assisted Treatment (MAT) - Women Specialty Services (WSS) - Residential *Adults, Women Specific
Strategies to Overcome Obstacles and Avoid Recidivism (SOOAR) (SUD) Monday – Friday: 9:00am-5:00pm www.sooar-nonprofit.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.697.9511	887 Sumpter Rd. Unit B Belleville, MI 48111	- Prevention Services *Adolescents
Starfish Family Services (SED/C) (SMI/A) Monday – Thursday: 8:30am-8:00pm Friday: 8:30am-5:00pm www.sfish.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.713.9060 734.261.1842 248.615.9730	835 Mason St. Ste B310-3 rd Floor Dearborn MI 48124 35300 Nankin Blvd. Ste. 601 Westland, MI 48185 18316 Middlebelt Livonia, MI 48152	- Access/Intake - Crisis Intervention - Infant Mental Health Services - Mental Health Therapy and Counseling - Supports Coordination - Wraparound Services
Superior Visions, Inc. (IDD) Monday – Friday: 9:00am-5:00pm superiorvisionsinc@gmail.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.250.9445	2709 Fort Street Wyandotte, MI 48192	- Community Living Supports - Respite Care Services
Taylor Teen Health Center /Taylor Teen Coalitions - LGBTQ (SUD) Wednesday: 7:00pm-9:00pm www.drugfreetaylor.weebly.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.942.2273	26650 Eureka Rd. Ste. B Taylor, MI 48180	- Prevention Services - Partnership for Success II *Adolescents and the Community
Team Wellness Center (IDD) (SED/C) (SMI/A) (SUD) Monday – Thursday: 8:00am-8:00pm Friday: 8:00am-6:00pm www.teamwellnesscenter.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	888.813.8326	14799 Dix-Toledo Southgate, MI 48195 2925 Russell St. Detroit, MI 48205 3646 Mt. Elliott Detroit, MI 48207 6309 Mack Ave. Detroit, MI 48207 34290 Ford Rd. Westland, MI 48185	- Access/Intake - Mental Health Therapy - Peer Mentoring - Psychiatric Evaluation - Skill Building Assistance - SUD: Communicable Disease - Supports Coordination - Targeted Case Management

DWIHN Providers

Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Services Provided
True Dreams (IDD) Monday – Friday: 8:00am-4:00pm truedreams2006@hotmail.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.415.5523	23604 Calvin Street Taylor, MI 48180	- Staffing Agent
United Horizon (IDD) Monday – Friday: 8:00am-4:00pm info@unitedhorizons.net Accepting New Clients: Yes Accessibility for Disabilities: Yes	866.526.6403	14007 Rosemont Ave. Detroit, MI 48223	- Staffing Agent
University Physicians Group (IDD) (SMI/A) (SUD) Monday – Friday: 7:30am-3:30pm Saturday: 7:30am-12:00pm www.wsupgdocs.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.581.5749 313.993.3964 313.993.3974	1560 East Maple Rd. Troy, MI 48083 3901 Chrysler Dr. Suite #1A Detroit, MI 48207	- Outpatient Psychiatric Services - SUD: EI, MAT, Op, Women Specialty Services (WSS)
Unlimited Home Care, LLC (IDD) 24 hours a day/7days a week unlimitedhomecare1@yahoo.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.579.0486	5824 Crane Street Detroit, MI 48213	- Staffing Agent
Visions Clubhouse (SMI/A) Monday-Friday: 8:00am-4:00pm www.cnshealthcare.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.335.8710	185 Elizabeth Lk Rd. Pontiac, MI 48341	- Psychosocial Rehabilitation
Vocational Opportunity Center (VOC) (IDD) Monday – Friday: 8:00am-4:00pm Margaret.noel@hooinc.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.374.2250	22795 Northline Rd. Taylor, MI 48180	- Employment Skill Building
Wallace Psych Services, LLC (IDD) Monday, Wednesday, Friday 9:00am-2:00pm Thursday: 9:00am-12:00pm Saturday: 10:00am-12:00pm tiffanywallace@protonmail.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.590.6955	11326 Fordline Street Allen Park, MI 48101	- Psychological Services

DWIHN Providers

Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Services Provided
Wayne Center (IDD) Monday–Friday 8:00am–4:00pm www.waynecenter.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.871.2337 TTY: 800.649.3777	100 River Place Dr. Detroit, MI 48207	- Mental Health Therapy & Counseling - Supports Coordination
Westland Youth (SUD) Monday – Friday: 9:00am-5:00pm www.cityofwestland.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.467.7904	36300 Warren Rd. Westland, MI 48185	- Prevention Services *Adolescents
Westside Health and Wellness Recovery Center (SUD) Monday - Friday: 8:30-5:00pm www.recovery4detroit.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.324.8900	1145 W. Grand Blvd. Detroit, MI 48208	- Recovery Support Services
Youth Connection (SUD) Monday – Friday: 9:00am-5:00pm www.theyouthconnection.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.826.7099	4777 E. Outer Drive Detroit, MI 48234	- Obesity/Health Program - Prevention Services *Adolescents

DWIHN Non-English-Speaking Providers

Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Non-English Language
All Well-Being Services Monday – Friday: 9:00am-5:00pm www.awbs.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.273.4111	4401 Conner Rd. Detroit, MI 48215	- American Sign Language
Arab American and Chaldean Council (ACC) Monday – Friday: 9:00am-5:00pm www.myacc.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.893.6172	62 W. Seven Mile Rd. Highland Park, MI 48203	- Arabic
Arab American and Chaldean Council (ACC) Monday – Friday: 9:00am-5:00pm www.myacc.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.581.7287	13840 Warren Dearborn, MI 48126	- Arabic, Chaldean
Arab Community Center for Economic and Social Services (ACCESS) Monday – Thursday: 9:00am-5:00pm Friday: 9:00am-7:00pm www.accesscommunity.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.945.8138	6451 Schaefer Rd. Dearborn, MI 48216	- Arabic
Arkay, Inc. Administrative Office Monday – Friday: 8:00am-5:00pm arkayone@miarkay.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.282.8055	15221 Eureka Rd. Southgate, MI 48195	- Latino, Spanish, Tagalog - American Sign Language
Arkay – Crossings Monday – Friday: 8:00am-5:00pm Tina.hassinger@miarkay.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.282.8055	15221 Eureka Rd. Southgate, MI 48195	- Latino, Spanish, Tagalog - American Sign Language
Arkay Wayne – Oakland Monday – Friday: 8:00am-8:00pm Tina.hassinger@miarkay.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.474.9974	20339 Farmington Rd. Livonia, MI 48152	- Latino, Spanish, Tagalog - American Sign Language
Arkay - Personnel Services Monday – Friday: 8:00am-5:00pm Tina.hassinger@miarkay.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.299.0387	25524 Goddard Rd. Taylor, MI 48180	- Latino, Spanish, Tagalog - American Sign Language

DWIHN Non-English-Speaking Providers

Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Non-English Language
Arkay – Unity (IDD) Monday – Friday: 8:00am-5:00pm Tina.hassinger@miarkay.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.782.3999	27600 Hall Rd. Flat Rock, MI 48134	- Latino, Spanish, Tagalog
Centria Healthcare (ASD) 24 hours a day/ 7 days a week jsteigerwald@centriahealthcare.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.299.0030	41521 W. Eleven Mile Rd. Novi, MI 48375	- Arabic, Hindi, Latino, Spanish
Children's Center (SED/C) Monday – Thursday: 8:00am–8:00pm Friday: 8:00am–5:00p.m. Saturday: 8:00am– 2:00pm Walk-ins: Monday – Friday: 8:00am–11:00am www.thechildrenscenter.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.831.5535	79 W. Alexandrine Detroit, MI 48201	- Arabic, Chaldean, - Croatian, Dairati, Erdu - French, Greek, Igbo - Latino, Macedonian, Serbian, Spanish - Tagalog - Yoruba - American Sign Language
CNS Healthcare (SED/C) Monday, Tuesday & Wednesday 10:30 am–8:00 pm Wednesday & Friday 8:30 am–Friday www.cnshealthcare.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.245.7000 313.822.6960 313.824.8000	20303 Kelly Rd. Detroit, MI 48225 2900 Conner Blvd. Detroit, MI 48215 12800 E. Warren Detroit, MI 48215	- Albanian, Bosnian/Croatian, Chinese - Creole, French, Greek, Hindi, Hmong - Japanese, Korean, Laotian, - Philippines, Portuguese, Russian, - Somali, Spanish, Swahili, Turkish, Ukrainian, & Vietnamese
Development Center (SED/C) (SMI/A) Monday, Wednesday, and Friday 8:00am-5:00pm Tuesday and Thursday: 8:00am-7:00pm www.develctrs.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.531.2500	24424 W. McNichols Detroit, MI 48219	- Arabic, Latino, Spanish
Development Center (SED/C) (SMI/A) Monday-Friday: 9:00-5:00pm www.develctrs.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.531.2500	17421 Telegraph Detroit, MI 48219	- Arabic, Latino, Spanish

DWIHN Non-English-Speaking Providers

Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Non-English Language
Development Centers (SED/C) (SMI/A) Monday–Friday 9:00am–4:00pm www.develctrs.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.255.0900	19750 Burt Rd. Detroit, MI 48219	- Hindi
Everest, Inc. (IDD) Monday – Friday: 7:30am-3:30pm jsemetko@everestinc.net Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.675.3037	PO Box 2352 Riverview, MI 48193	- Latino, Spanish, Hungarian
Futures Health Core, LLC (IDD) Monday –Thursday: 8:00am-7:00pm Friday: 8:00am-4:00pm Saturday: 9:00am-2:00pm sgannon@futureshealth.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.407.2500	3101 South Guley Rd. Ste. F Dearborn, MI 48124	- Arabic, Latino, Spanish
Goodwill Industries (IDD) Monday–Friday 8:00am–5:00pm www.goodwilldetroit.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.557.8610	3111 E Grand River Detroit, MI 48208	- Arabic, Latino, Spanish, Swalia
The Guidance Center (SED/C) (SMI/A) Monday-Friday 8:30am-5:00pm www.guidance-center.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.785.7700	13101 Allen Rd. Southgate, MI 48122	- Latino, Spanish
Midwest Health Care, Inc. (IDD) Monday – Friday: 9:00am-5:00pm midwesthealthcare@att.net Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.471.9168	21880 Farmington Rd. Farmington, MI 48336	- Arabic, Latino, Spanish
Hegira Health (SMI/A) Monday – Thursday: 8:30am-9:00pm Friday: 8:30am-5:00pm Saturday: 9:00am-4:00pm www.hegirahealth.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.458.4601	8623 North Wayne Rd. Ste. 104 Westland, MI 48185	- Latino, Spanish
Neighborhood Services Organization (NSO) Life Choices (SMI/A) Monday – Friday: 8:30am–5:00pm www.nso-mi.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.875.7601	8600 Woodward Ave. Detroit, MI 48202	- Arabic, Igbo, Italian, Latino - Romanian, Somali, Spanish, Yorubai

DWIHN Non-English-Speaking Providers

Servicing Members with Intellectual and Developmental Disabilities, Serious Emotional Disturbances, Severe Mental Illness, and Substance Use Disorders

Provider	Contact Information	Address	Non-English Language
NOVA of Redford (IDD) Monday-Friday: 8:00am-4:00pm Ericawhitlock_nova@aol.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.592.6452	17150 Inkster Rd. Redford, MI 48240	- German
PsyGenics, Inc. (IDD) (SMI/A) Monday-Friday: 8:30am-5:00pm darlene@psygenics.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	586.204.5560 313.846.2606 734.304.4159	11000 W. McNichols Ste. 320 Detroit, MI 48221 Parklane Towers East 1 Parklane Blvd Suite E 200 Dearborn, MI 48126 1660 Fort St. Trenton, MI 48183	- Arabic, Latino, Spanish
Services To Enhance Potential (STEP) (IDD) (SMI/A) Monday-Friday 8:00am-4:00pm www.stepcentral.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.278.3040	2941 S. Gulley Ave. Dearborn, MI 48124	- Portuguese, Spanish - American Sign Language
Southwest Counseling Solutions (SMI/A) Monday, Thursday, Friday: 8:30am-5:00pm Tuesday-Wednesday: 8:30am-7:00pm www.swsol.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.841.8900	1700 Waterman Detroit, MI 48209	- Latino, Spanish
Team Wellness Center (SMI/A) Monday-Thursday 8:00am-8:00pm Friday: 8:00am-6:00pm www.teamwellnesscenter.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	888.813.8326	14799 Dix-Toledo Rd. Southgate, MI 48207 2925 Russell St. Detroit, MI 48195	- Arabic, Chinese, French - Polish, Russian - Spanish, Tagalog
Wayne Center (IDD) Monday-Friday 8:00am-4:30pm www.waynecenter.org Accepting New Clients: Yes Handicap Accessible: Yes	313.871.2337 TTY: 800.649.3777	100 River Place Dr. Detroit, MI 48207	- Arabic, Spanish - Basic Sign Language

Autism Programs and Services

Autism Spectrum Disorder (ASD)

ASD is a developmental disability caused by a problem in the brain. Scientists do not know yet exactly what causes it. ASD can impact a person in different ways. People with ASD may have problems with social, behavioral, and communication skills. Many people also have different ways of learning, paying attention, or reacting to things. ASD begins during early childhood and lasts throughout a person's lifetime.



A person with ASD might:

- ✦ Not respond to their name by 12 months.
- ✦ Not play "pretend" games at 18 months.
- ✦ Avoid eye contact and want to be alone.
- ✦ Have trouble understanding other people's feelings or talking about their own feelings.
- ✦ Have delayed speech and language skills.
- ✦ Repeat words or phrases over and over.
- ✦ Give unrelated answers to questions.
- ✦ Get upset by minor changes.
- ✦ Have obsessive interests.
- ✦ Flap their hands, rock their body, or spin in circle.
- ✦ Have unusual reactions to the way things sound, smell, taste, look or feel.

Detroit Wayne Integrated Health Network Autism Providers

Acorn Health Monday-Friday: 9:00am-6:00pm www.acornhealth.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	888.981.1735	31557 Schoolcraft Rd. Ste #200 Livonia, MI 48150	- Applied Behavior Analysis (ABA)
Attendant Care Autism Services Monday-Friday: 8:00am-8:00pm www.accautism.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	586.228.9991	32525 23 Mile Rd. New Baltimore, MI 48087	- Applied Behavior Analysis (ABA)
Autism Spectrum Therapies of MI Monday-Friday: 8:30am-5:00pm www.totalspectrum.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	844.263.1613	29691 6 Mile Road, Suite 100D Livonia 48152	- Applied Behavior Analysis (ABA)
Behavior Frontiers Monday-Friday: 9:00am-5:00pm www.behaviorfrontiers.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.599.1582	400 Renaissance Center Suite 2600 Detroit, MI 48243	- Applied Behavior Analysis (ABA)
Centria Healthcare Monday-Friday: 8:30am-6:00pm www.centriahealthcare.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	248. 912.1360	19855 West Outer Drive Ste. 101 West Dearborn, MI 48124 1 Parkland Blvd. Ste. 804 Dearborn, MI 48126 2101 Grove, Wyandotte, MI 48192	- Applied Behavior Analysis (ABA)
Chitter Chatter, P.C. Sunday-Saturday: 8:00am-8:00pm www.chitterchatterpc.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.689.5188 313.757.7060	23400 Michigan Ave. Dearborn, MI 48124 15001 Michigan Ave. Ste. #100 Dearborn, MI 48126	- Applied Behavior Analysis (ABA)
Gateway Pediatric Therapy, LLC Monday-Friday: 7:30am-7:30pm Saturday: 9:00am-2:00pm www.gatewaypediatrictherapy.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.712.4266	19583 W. Outer Drive Ste. 110 Dearborn, MI 48124	- Applied Behavior Analysis (ABA)
Health Call Monday-Friday 9am-5:00pm www.hchs.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.395.3777	28000 Woodward Ave. Suite 100 Royal Oak, MI 48067	- Applied Behavior Analysis (ABA)

Detroit Wayne Integrated Health Network Autism Providers

Merakey Inc Monday-Friday www.merakey.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.278.2327	3231 South Guley Suite E Dearborn, MI 48124	- Applied Behavior Analysis (ABA)
MetroEHS Pediatric Therapy Monday-Friday: 9:00am-5:00pm www.metroehs.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.278.4601	20251 Carlisle St. Dearborn, MI 48124 2470 Collingwood Detroit, MI 48206 17200 West Outer Drive Dearborn Heights, MI 48127 14496 Sheldon Road, Plymouth, MI 48170	- Applied Behavior Analysis (ABA)
Open Door Living Association Monday-Saturday 9:am-8:pm www.opendoor.vistaprintdigital.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	586.218.8570	24420 Gratiot Eastpointe, MI 48021	- Applied Behavior Analysis (ABA)
Patterns Behavior Services Monday-Friday 8:30am-5:00pm www.patternbehavior.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	657.444.9002	3469 East Grand River Ave. Suite 106 Howell, MI 48843	- Applied Behavior Analysis (ABA)
Positive Behavioral Supports Monday-Friday 8:30am-5:00pm www.teampbs.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	855.832.6727	400 Renaissance Center Suite 2600 Detroit, MI 48243	- Applied Behavior Analysis (ABA)
The Guidance Center www.guidance-center.org Monday-Friday 8:30am-5:00pm Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.785.7705 ext. 7224	18635 Bowie Street Southgate, MI 48195 19583 West Outer Dr Suite 110 Detroit, MI 48124	- Applied Behavior Analysis (ABA)
Zelexa Inc Monday-Friday: 9am-5:00pm www.zelexa.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.466.5150	31229 Plymouth Rd. Livonia, MI 48150	- Applied Behavior Analysis (ABA)

Waiver Programs

The following pages will list information about the waiver programs you as a member now have access to. These waivers are to ensure that your behavioral health needs are met with the greatest of ease. If you have any questions regarding any of these waiver programs you can call our 24hr Access Center at 800.241.4949.

Children's
Habilitation Supports
Serious Emotional Disturbance

Children's Waiver Program

The Children's Waiver Program (CWP) makes it possible for Medicaid to fund home and community-based services for children who are under age 18. To be eligible for the CWP, the child must have a documented developmental disability and need medical or behavioral supports and services at home. In addition, the child must have behavioral or medical and rehabilitative needs at home on a consistent daily basis that meet requirements for the level of care for an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID). To start the process, the Wayne County resident or family contacts the Detroit Wayne Integrated Health Network Access Center at 800.241.4949 and requests an assessment for the Children's Waiver Program.

The Children's Waiver (CWP) is managed by the following three (3) Service Providers:

The Guidance Center (TGC) 19275 Northline Rd. Southgate, MI 48195 734.785.7718	Community Living Services (CLS) 35425 Michigan Ave. Wayne, MI 48184 734.722.6896	Neighborhood Service Organization (NSO) 8600 Woodward Detroit, MI 48202 313.875.7601
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Habilitation Supports Waiver Program

The Habilitation Supports Waiver Program (HSW) is an intensive home and community based, active treatment and support program, designed to assist individuals with severe developmental disabilities to live independently with supports in their community of choice. This program is designed as a community-based alternative to living in a group home.

Service Providers

All Well-Being Services 1423 Field Ave Detroit, MI 48214 313.924.7860	Goodwill Industries 3111 Grand River Detroit, MI 48208 313.964.3900	The Guidance Center 19401 Northline Rd. Southgate, MI 48195 734.785.7718
NSO-Life Choices 8600 Woodward Ave. Detroit, MI 48202 313.875.7601	PsyGenics Parklane Towers East, 1 Parklane Blvd Suite E 200 Dearborn, MI 48126 313.846.2606	PsyGenics 11000 W. McNichols Detroit, MI 48221 313.340.4442
MORC 19805 Farmington Rd. Livonia, MI 48152 866.986.2240	Services to Enhance Potential (S.T.E.P.) 2941 South Gully Rd. Dearborn, MI 48124 313-278-3040	Wayne Center 7430 Second Ave., Ste. 20 Detroit, MI 48202 313.871.2337

Serious Emotional Disturbance Waiver Program

The Serious Emotional Disturbance Waiver (SED/CW) provides services that are enhancements or additions to Medicaid State Plan coverage for children through age 20 with SED/C. The MDHHS operates the SED/CW through contracts with the Community Mental Health Service Provider (CMHSP). The SED/CW is a fee-for-service program administered by the CMHSP in partnership with other community agencies. The SED/CW enables Medicaid to fund necessary home and community-based services for children with serious emotional disturbance who meet the criteria for admission to the state inpatient psychiatric hospital (Hawthorn Center) and are at risk of hospitalization without waiver services. The CMHSP is responsible for assessment of potential waiver candidates.

SED/C Waiver Eligibility

The child must:

- Be under the age of 18 when initially approved for the waiver, but can remain in the waiver until the age of 21 if other eligibility requirements are met.
- Reside with birth/adoptive parents as a Temporary Court Ward (TCW), reside in foster care as a TCW/Permanent Court Ward (MCI), or have completed the adoption process through the Child Welfare system.
- Have an SED/C and meet inpatient psychiatric hospitalization criteria
- Have a primary DSM Axis I diagnosis
- At risk of inpatient hospitalization

Black Family Development, Inc. 2995 E. Grand Blvd. Detroit, MI 48202 313.758.0150	The Children's Center 79 W. Alexandrine Detroit, MI 48201 313.831.5535	The Guidance Center 26300 Outer Drive Lincoln Park, MI 48146 313.388.4630	Southwest Counseling Solutions 5617 Michigan Ave. Detroit, MI 48210 313.963.2266
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Detroit Wayne Integrated Health Network MI Health Link Providers

The list of providers on the following pages are for individuals who are dually eligible to receive both Medicare and Medicaid benefits and are enrolled in the MI Health Link program in Wayne County.

Provider	Contact Information	Address	Services Provided
All Well-Being Services (IDD) (SMI/A) (SUD) Monday–Friday: 8:00am–4:30pm www.awbs.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.347.2070	1423 Field Ave. Detroit, MI 48214	- Access/Intake - Crisis Intervention - Mental Health Therapy & Counseling - Skill Building - Supported Employment - Treatment Planning
	313.273.4111	4401 Conner Detroit MI, 48215	
	313.825.2410	1413 Field Ave. Detroit, MI 48214	
	313.825.2430 313.347.2070	15222 E. Jefferson Ave. Grosse Pointe Park, MI 48230	
	734.629.5000	30555 Michigan Ave Westland, MI 48186	
Arab American and Chaldean Council (ACC) (SMI/A) (SUD) Monday–Friday 9:00am–5:00pm www.myacc.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.893.6172	62 W. Seven Mile Rd. Detroit, MI 48203	- Access/Intake - Crisis Intervention - Home Based Services - Mental Health Therapy and Counseling - Supports Coordination - SUD: Prevention Services
	313.369.4730	111 W. Seven Mile Rd. Detroit, MI 48203	
	313.581.7287	13840 W. Warren Dearborn, MI 48126	

Detroit Wayne Integrated Health Network MI Health Link Providers

Provider	Contact Information	Address	Services Provided
Arab Community Center for Economic and Social Services (ACCESS) (IDD) (SED/C) (SMI/A) (SUD) Monday – Thursday: 9:00am-5:00pm Friday: 9:00am-7:00pm www.accesscommunity.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.945.8138 313.842.7010 313.945.8138 313.633.1361	6451 Schaefer Rd Dearborn, MI 48216 2651 Saulino Court Dearborn, MI 48216 6450 Maple Dearborn, MI 48126 6470 Williamson Dearborn, MI 48126	- Access/Intake - Clubhouse Program - Crisis Intervention - Mental Health Therapy & Counseling - Prevention Services - Recovery Support Services - SUD: OP Prevention and Treatment Services - Targeted Case Management - Treatment Planning
BCA of Detroit, LLC dba (IDD) (SMI/A) Stone Crest Center 24 hours 7 days a week www.stonecrestcenter.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.245.0600	15000 Gratiot Detroit, MI 48205	- Inpatient Psychiatric Hospital
Behavioral Center of Michigan (SMI/A) 24 hours a day/7 days a week www.behavioralcenter.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	866.673.3100	4050 E. 12 Mile Rd. Warren, MI 48092	- Inpatient Psychiatric Hospital
Central City Integrated Health (SMI/A) (SUD) Monday-Friday 8:00 am-5:00pm www.centralcityhealth.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.831.3160	10 Peterboro Detroit, MI 48201	- Access/Intake - Crisis Intervention - Mental Health Therapy and Counseling - Targeted Case Management - SUD: Outpatient & IOP *Adults

Detroit Wayne Integrated Health Network MI Health Link Providers

Provider	Contact Information	Address	Services Provided
CNS Healthcare (SMI/A) (SUD) www.cnshealthcare.org Accepting New Clients (all locations) Yes Accessibility for Disabilities (all locations): Yes CNS Detroit Monday-Friday: 8:30am-5:00pm Every other Saturday: 9:00am-2:00pm Accepting New Clients: Yes Accessibility for Disabilities: Yes CNS Novi Monday: 9:30am-6pm Tuesday, Wednesday, and Friday: 8:30am- 5:00pm Thursday: 9:30am-7:00pm CNS Pontiac Monday-Friday: 8:30am-5:00pm CNS Southfield Monday-Friday: 8:30am-5:00pm CNS Waterford Monday and Friday 9:00am-5:30pm Tuesday and Thursday: 9:00am-7:00pm Wednesday: 8:30am-5:00pm	248.745.4900 313.824.8000 877.242.4140 313.824.5623 248.745.4900 248.745.4900	15560 Joy Rd. Detroit, MI 48228 12800 E. Warren Detroit, MI 48215 2900 Conner St. Bldg. B Detroit, MI 48215 24230 Karim Blvd. Novi, MI 48375 1841 N. Perry Pontiac, MI 48340 24600 Northwestern Hwy Southfield, MI 48075 279 Summit Waterford, MI 48328	- Assertive Community Treatment (ACT) - Assess/Intake - Behavioral Health Treatment Planning - Club House - Community Living Supports - Crisis Intervention - Crisis Residential - Drop-In Center - Medication Management/Review - Mental Health Therapy and Counseling - Peer Support Services - Skill Building - Substance Use Services (Outpatient Treatment and Prevention) - Support Coordination - Supportive Housing - Targeted Case Management - Transportation
Comfort Zone Unlimited (SMI/A) Monday-Friday: 9:00am-4:00pm www.cnshealthcare.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.427.9762	39575 W. Ten Mile Ste 204 Novi, MI 48375	- Drop-In Center

Detroit Wayne Integrated Health Network MI Health Link Providers

Provider	Contact Information	Address	Services Provided
Community Living Services (IDD) Monday-Friday 8:00am-4:30pm www.comlivserv.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.467.7600	35425 Michigan Ave. West Ste. 1 Wayne, MI 48184	- Access/Intake - Advocacy & Support - Behavioral Health Supports - Children/Family Services - Crisis Intervention - Clinical Supports - Community Living Supports - Environmental Modifications - Fiscal Intermediary - Medication Treatment Review - Respite - Self-Determination - Skill-Building - Specialized Residential Services - Supported Employment Supports Coordination
Community Outreach for Psychiatric Emergencies (C.O.P.E.) (SMI/A) (SUD) 24 hours a day/7 days a week www.hegirahealth.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.721.0200	33505 Schoolcraft Rd. Ste. 3 Livonia, MI 48150	- Treatment Services - Opioid Overdose - Recovery
Detroit Receiving Hospital 24 hours a day/7 days a week www.dmc.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.745.6035	4201 St. Antoine Detroit, MI 48201	- Inpatient Psychiatric Hospital
Development Centers, Inc. (SMI/A) Monday-Friday: 8:00am-5:00pm www.develctrs.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.531.2500	17421 Telegraph Rd. Detroit, MI 48219	- Access/Intake - Case Management - Mental Health Therapy & Counseling - Supports Coordination - Targeted Case Management

Detroit Wayne Integrated Health Network MI Health Link Providers

Provider	Contact Information	Address	Services Provided
Faith Connections Monday-Thursday: 9:00am-4:30pm ***No Website Available*** Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.565.8655	22231 Outer Dr. Dearborn, MI 48124	- Supported Housing
Friends Assisting in Recovery (F.A.I.R.) (SUD) Monday-Friday: 8:00am-4:00pm www.cnshealthcare.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.334.6667	30 E. Montcalm Pontiac, MI 48342	- Drop-In Center
Futures Health Core, LLC (IDD) Monday, Tuesday, Thursday, & Friday 8:00am-7:00pm Wednesday: 8:00am-7:15pm Saturday: 9:00am-2:15pm www.discoverfutures.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.407.2500	3101 South Guley Ste. F Dearborn, MI 48124	- Speech and Language Therapy
Goodwill Industries of Greater Detroit (IDD) (SMI/A) Monday-Friday 8:00am-5:00pm www.goodwilldetroit.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.964.390 313.931.0901 313.557.8787	3111 Grand River Ave. Detroit, MI 48208 1401 Ash Street Detroit, MI 48208 28526 Van Born Rd. Westland, MI 48185	- Access/Intake - Clubhouse Program - Skill Building - Specialized Residential - Supported Employment

Detroit Wayne Integrated Health Network MI Health Link Providers

Provider	Contact Information	Address	Services Provided
The Guidance Center (IDD) (SMI/A) (SUD) Monday & Wednesday: 8:30am-6:00pm Tuesday & Thursday: 8:30am-7:00pm Friday: 8:30am-3:00pm ** Hours vary by location** www.guidance-center.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.785.7718	19401 Northline Rd. Southgate, MI 48195	- Access/Intake - Community Living Supports - Mental Health Therapy and Counseling - Respite Care Services - Supports Coordination - Supported Employment - SUD: Coalition Treatment, IOP, Op and Prevention Services - Wraparound Services
	734.785.7700	13101 Allen Rd. Ste. 500 Southgate, MI 48122	
		13099 Allen Rd. Southgate, MI 48195	
	313.388.4630	18805 Wick Rd. Allen Park, MI 48101	
	734.785.7716	26300 Outer Drive Lincoln, Park 48146	
	313.833.2970	19275 Northline Rd. Southgate, MI 48195 40 E. Ferry Detroit, MI 48202	
Harbor Oaks Hospital (IDD) (SMI/A) Monday-Friday 7:30am-4:30pm www.harboroaks.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	586.725.5777	35031 23 Mile Rd. New Baltimore, MI 48047	- Inpatient Psychiatric Hospital

Detroit Wayne Integrated Health Network MI Health Link Providers

Provider	Contact Information	Address	Services Provided
Hegira Health Inc. (IDD) (SED/C) (SMI/A) (SUD) Monday – Thursday: 8:30am-9:00pm Friday: 8:30am-5:00pm Saturday: 9:00am-4:00pm ***Hours vary by location*** www.hegirahealth.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.427.1144	8623 N. Wayne Rd.	- Access/Intake - Assertive Community Treatment (ACT) - Case Management - Crisis Intervention - Home Based Therapy - Infant Mental Health Services - Mental Health Therapy and Counseling - Neonatal Wraparound Services - Prevention Services - Targeted Case Management - Treatment Services Outpatient (OP) *Adolescents and Adults
	734.367.0469	Ste. 210	
	734.523.8250	Ste. 230	
		Westland, MI 48185	
		1403 Inkster	
	313.565.2200	Inkster, MI 48141	
	313.389.7500	26184 W. Outer Drive	
		Lincoln Park, MI 48146	
	313.389.2209	26180 W. Outer Drive	
		Lincoln Park, MI 48146	
	734.955.3550	26650 Eureka Rd.	
		Ste. A	
		Taylor, MI 48180	
		1605 Fort St.	
		Lincoln Park, MI 48146	
Hegira Oakdale House (SUD) 24 hours a day/7 days a week www.hegirahealth.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.397.3088	43825 Michigan Ave.	- Residential Treatment Center - Treatment Services Outpatient (Op) - Intensive Outpatient (IOP), Day Treatment, Intensive Outpatient with Domicile (IOPD) - Residential Recovery Support - Case Management *Adolescents and Adults
		Ste. 1	
		Canton, MI 48188	
Hegira Health (SUD) 24 hours a day/7 days a week www.hegirahealth.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.713.0088	43825 Michigan Ave.	- Crisis Residential
		Ste. 2	
		Canton, MI 48188	

Detroit Wayne Integrated Health Network MI Health Link Providers

Provider	Contact Information	Address	Services Provided
Henry Ford Health System (SMI/A) 24 hours a day/7 days a week www.henryford.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.916.2600	One Ford Place Detroit, MI 48202	- Inpatient Psychiatric Hospital
Jewish Vocational Services (JVS) (IDD) Monday – Friday: 8:00am-4:30pm www.jvsdet.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.833.8100	4250 Woodward Detroit, MI 48201	- Skill Building - Supported Employment
Lincoln Behavioral Services (SMI/A) Monday & Tuesday 8:30am-8:00pm Wednesday-Friday 8:30am-5:00pm www.LBSCares.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.937.9500 TTY: 1.800.649.3777 313.450.4500 313.450.0411 734.459.5590 313.450.0400	9329 Telegraph Redford, MI 48239 9315 Telegraph Redford, MI 48239 9323 Telegraph Redford, MI 48239 24425 Plymouth Rd. Redford, MI 48239 24435 Plymouth Rd. Redford, MI 48239	- Assertive Community Treatment (ACT) - Assess/Intake - Clubhouse Program - Mental Health Therapy and Counseling - Supportive Housing - Targeted Case Management - Walk-Ins
Metro East Drug Treatment Corp. (SUD) Monday – Friday: 6:00am-2:00pm Saturday: 6:00am-9:00pm *** No Web Address Available *** Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.371.0055	13929 Harper Ave. Detroit, MI 48213	- Treatment Services - Outpatient (Op) - Medication Assisted Treatment *Adults
MORC Human Services of Wayne County (IDD) Monday-Friday: 9:00am-5:00pm www.morcinc.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	866.986.2240	19805 Farmington Rd. Livonia, MI 48152	- Access/Intake - Crisis Intervention - Mental Health Therapy and Counseling - Supports Coordination -

Detroit Wayne Integrated Health Network MI Health Link Providers

Provider	Contact Information	Address	Services Provided
Neighborhood Services Organization (NSO) (IDD) (SMI/A) Monday – Friday: 8:30am-5:00pm www.nso-mi.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.961.7990 313.967.5950 313.967.5320 313.875.7601 313.832.3100	882 Oakman Blvd. Ste. D Detroit, MI 48238 882 Oakman Blvd. Ste. B Detroit, MI 48238 8600 Woodward Detroit, MI. 48202 9641 Harper Detroit, MI 48213	- Access/Intake - Case Management - Crisis Intervention - Mental Health Therapy and Counseling - Occupational Therapy - Physical Therapy - Residential Services - Skill Building - Supports Coordination - Treatment Planning
Neighborhood Services Organization (NSO) (SMI/A) Detroit Health Housing Center (formerly Tumaini Center) 24 hours a day/7 days a week www.nso-mi.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.832.3100	1533 Cadillac Detroit, MI 48214	- Homeless Recovery Support Services
New Light Recovery McNichols Location (SUD) Monday – Friday: 5:30am-5:00pm 24 hours a day/ 7 days a week www.nlrc.net Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.867.8015	9641 Harper Detroit, MI 48213 882 Oakman Blvd. Detroit, MI 48238	- Treatment Services - Outpatient (Op) - Intensive Outpatient (IOP) - Recovery Housing - Recovery Support Services
Our House Clubhouse (SMI/A) Monday-Friday: 7:30am-4:00pm www.cnshealthcare.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.668.0922	28200 Franklin Road Southfield, MI 48034	- Psychosocial Rehabilitation
Professional Outreach Services (SMI/A) Monday-Thursday: 8:30am-5:00pm Friday: 8:30am-4:00pm www.pocservices.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.728.3446	34841 Veteran's Plaza Wayne, MI 48184	- Psychological Services

Detroit Wayne Integrated Health Network MI Health Link Providers

Provider	Contact Information	Address	Services Provided
PsyGenics, Inc. (IDD) (SMI/A) Monday-Friday: 8:30 am-5:00pm www.psygenics.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.340.4442 734.304.4159	11000 W. McNichols Rd. Ste. 320 Detroit, MI 48221 Parklane Towers East 1 Parklane Blvd, Suite E 200 Dearborn, MI 48126 1660 Fort St. Trenton, MI 48183	- Case Management - Mental Health Therapy and Counseling - Skill Building
Quality Behavioral Health (SUD) 24 hours a day/ 7 days a week www.qbhrecovery.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.922.2222 313.922.3333 586.480.1438 313.334.7177	745-751 E. Grand Blvd. Detroit, MI 48207 7220 Gratiot. Detroit, MI 48213 37490 Dequindre Sterling Heights, MI 48310 6821 Medbury Detroit, MI 48211	- Medication Assisted Treatment (MAT) - Outpatient (Op) - Recovery Support - Residential - Treatment Services - Withdrawal Management
Samaritan Behavioral Center (SMI/A) 24 hours a day/7 days a week www.samaritan-center.net Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.344.7730	5555 Conner Ave. Detroit, MI 48213	- Inpatient Psychiatric Hospital
Rainbow Center of Michigan (SUD) Monday, Tuesday, Wednesday, Friday: 5:00am-1:45pm Saturday: 6:00am-11:00am Sunday: 7:00am-12:00pm www.rainbowcenterofmichigan.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.865.1580	12501 Hamilton Ave. Highland Park, MI 48203	- Outpatient (Op) - Treatment Services - Medication Assisted Treatment - *Adults

Detroit Wayne Integrated Health Network MI Health Link Providers

Provider	Contact Information	Address	Services Provided
Senior Wellness Group of MI (SMI/A) Monday-Friday: 9:00am-5:00pm www.swgcares.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.398.7574	221 S. Main St. Royal Oak, MI 48067	- Outpatient Services
Services to Enhance Potential (STEP) (IDD) (SMI/A) Monday-Friday 8:30am-5:00 pm ** Hours vary by location** www.stepcentral.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.827.0764 313.267.9777 734.552.6860 734.722.1000 313.827.0764	15200 Mercantile Dr. Dearborn, MI 48120 4700 Beaufait Detroit, MI. 48207 15431 Dix-Toledo Rd. Southgate, MI 48195 450 S. Venoy Westland, MI 48186 2941 South Gully Rd. Dearborn, MI 48124	- Employment Skill Building - Integrated Employment - Mobility Training - Self-Employment - Skill Building - Supports Coordination - Vocational Assessment
Southwest Counseling Solutions (SMI/A) Monday, Thursday, & Friday – Friday: 8:30am-5:00pm Tuesday & Wednesday 8:30am-7:00pm **Hours vary by location** www.swsol.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.841.8900 313.963.6601 313.963.2266	1700 Waterman Detroit, MI. 48209 1600 Porter Detroit, MI 48216 5716 Michigan Ave. Detroit, MI 48210	- Access/Intake - Mental Health Therapy and Counseling - PATH/Shelter Plus - Supportive Housing - Supports Coordination - Targeted Case Management -
Star Center (SUD) Monday-Wednesday, Friday 6:00am-2:00pm Thursday: 6:00am-12:00pm Sunday: 6:00am-10:00pm www.metadonecenters.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.493.4410	13575 Lesure Detroit, MI 48227	- Case Management - Outpatient Treatment (Op) - Medication Assisted Treatment (MAT) - Women Specialty Services (WSS) - Residential - *Adults, Women Specific

Detroit Wayne Integrated Health Network MI Health Link Providers

Provider	Contact Information	Address	Services Provided
Team Wellness Center (IDD) (SED/C) (SMI/A) Monday – Thursday: 8:00am-8:00pm Friday: 8:00am-6:00pm **Hours vary by location** www.teamwellnesscenter.com Accepting New Clients: Yes Accessibility for Disabilities: Yes	888.813.8326	14799 Dix-Toledo Rd. Southgate, MI 48195 2925 Russell St. Detroit, MI 48205 3646 Mt. Elliott Detroit, MI 48207 6309 Mack Ave. Detroit, MI 48207 34290 Ford Rd. Westland, MI 48185	- Assess/Intake - Mental Health Therapy and Counseling - Peer Mentoring - Supports Coordination - Targeted Case Management - SUD: Outpatient & IOP
Visions Clubhouse (SMI/A) Monday-Friday: 8:00am-4:00pm www.cnshealthcare.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	248.335.8710	185 Elizabeth Lake Rd, Pontiac, MI 48341	- Psychosocial Rehabilitation
Wayne State University Physician Group (SMI/A) (SUD) Monday-Friday 8:00am-4:30pm www.wsupgdocs.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	313.577.1396	3901 Chrysler Drive Ste 3B Detroit, MI 48201	- SUD: Outpatient and Medication Assisted Treatment - Women Specific Services (WSS) - *Adults; Specializes in Pregnant Women on Opiates

Local Advocacy Groups

Alzheimer's Association 25200 Telegraph Ste. 100 Southfield, MI 48033 248.351.0280 www.alz.org/index.asp	Arab Chaldean Council 62 West Seven Mile Rd. Detroit, MI 48203 313.893.6172 www.myacc.org	Disability Network 5555 Connor Detroit, MI 48213 313.923.1655 www.dnwayne.org
Latino Family Services 3815 West Fort Street Detroit, MI 48216 313.841.7380 www.latinofamilyservices.org	Michigan Disabilities Rights Coalition 3498 East Lake Lansing Rd. Ste. 10 East Lansing, MI 48823 800.760.4600 517.333.2477 www.copower.org/mdrc/MDRC	The Arc Dearborn/Dearborn Heights 22450 Park Street Dearborn, MI 48217 313.562.1787 www.thearcdearborn.org
The Arc Downriver 1028 Oak Street Wyandotte, MI 48192 734.283.0710 arciver@sbcglobal.net	The Arc Western Wayne County 2257 South Wayne Rd. Westland, MI 48186 734.729.9100 www.thearcww.org	The Arc Detroit 51 Hancock Detroit, MI 48201 313.831.0202 www.arcdetroit.org
The Arc Northwestern Wayne 26049 Five Mile Rd. Redford, MI 48239 313.532.7915 www.thearcnw.org	The Arc Grosse Pointe/ Harper Woods 20475 Sunningdale Park Grosse Pointe Woods, MI 48236 586.457.8588 www.thearcgphw.org	

State Advocacy Groups

Alcoholics Anonymous P.O. Box 2843 Southfield, MI 48037 877.337.0611 24 Hour Hotline 313. 831.5550 www.thegapcenter.com	ARC/Michigan 1325 S. Washington Lansing, MI 48906 800.292.7581 www.arcmi.org	Association for Children's Mental Health (ACMH) 6017 W. St. Joseph Hwy Ste. 200 Lansing, MI 48917 888.AMCH.KID (226.4543) 517.372.4016 www.acmh-mi.org
Citizens for Better Care 3490 Bell Chase Way Lansing, MI 48223 517.394.3027	Epilepsy Foundation of Michigan 20300 Civic Center Drive Ste. 250 Southfield, MI 48076 800.377.6226 248.351.7979 www.epilepsymichigan.org	Michigan Disabilities Rights Coalition 3498 E. Lake Lansing Rd. East Lansing, MI 48823 Ste. 100 800.760.4600 517.333.2477 www.copower.org/mdrc/MDRC
Michigan Protection and Advocacy Services, Inc. 4095 Legacy Parkway Ste. 300 Lansing, MI 48977 800.288.5923 TTY: 517.487.1755	National Alliance for Mental Illness (NAMI Michigan) 921 N. Washington Lansing, MI 48906 800.331.4264 517.485.4049 www.nami.org	Narcotics Anonymous 726 Livernois Ferndale, MI 48220 800.467.2452 248.543.7200 www.na.org
Schizophrenics Anonymous 403 Seymour Lansing, MI 48912 800.482.9534 www.sanonymous.org	United Cerebral Palsy- Michigan 3401 East Saginaw Ste. 216 Lansing, MI 800.828.2714 www.ucp.org	United Way for Southeastern Michigan 660 Woodward Ave. Ste. 300 Detroit, MI 48226 313.226.9200 www.uwsem.org

State Customer Service Hotline Numbers

Medicaid Customer Services Hotline
800.642.3195

Michigan ENROLLS Hotline
888.367.6557

Mental Health & Substance Abuse Administration Customer Services
517.241.5066

Department of Health and Human Services (DHHS)

Wayne County Central Office

3040 W. Grand Blvd.
Detroit, MI 48202
313.934.4400
313.833.1693
313.833.2306

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

MDHHS Hotlines

Adult Protective Services (APS)
855.444.3911

Child Protective Services (CPS)
855.444.3911

Federally Qualified Health Centers (FQHCs)

ADVANTAGE HEALTH CENTERS 60 East Warren St Detroit, MI 48201 313.416.6262 Mon-Fri 8:00 am -4:30 pm	ADVANTAGE HEALTH CENTER FOCUS HOPE 1355 OAKMAN BLVD DETROIT, MI 48238 WAYNE 313-416-6262 Mon-Fri 8:00 am – 5:00 pm	ADVANTAGE HEALTH CENTERS 4777 E OUTER DRIVE DETROIT, MI 48238 WAYNE 313-416-6200 Mon-Fri 8:30 am – 5:00 pm
ADVANTAGE HEALTH CENTERS BELL CENTER 1234 PORTER STREET DETROIT, MI 48226 WAYNE 313-416-6262 Mon-Fri 8:00 am- 5:00 pm	ADVANTAGE HEALTH CENTERS 15400 WEST MCNICHOLS DETROIT, MI 48223 WAYNE 313- 416-6262 Mon Fri 8:00 am-5:00 pm	AMERICAN INDIAN HEALTH & FAMILY SERVICES OF SE MI 4880 LAWNDAL ST DETROIT, MI 48210 WAYNE 313-846-3718 Mon-Tues, Wed, Fri 9:00 am – 5:00 pm, Thurs 8:30 am – 7:00 pm
CHASS -COMMUNITY HEALTH & SOC SVCS CT 5635 W FORT DETROIT, MI 48209 313-849-3920 Mon-Fri 8:00 am-5:00 pm Sat 8:00 am -12 pm	COALITION OF TEMPORARY SHELTER ROTATIONAL 26 PETERBORO DETROIT, MI 48201 313-831-3777	COVENANT COMMUNITY CARE INC 5716 MICHIGAN AVENUE, SUITE 1100 DETROIT, MI 48210 313-554-1095 Mon-Tues 8:00 am – 8:00 pm Wed, Thru, Fri 8:00 am – 5:00 pm
COVENANT COMMUNITY CARE 32932 WARREN RD WESTLAND, MI 48185 734-298-0202 Mon, Wed, Thurs Fri 8:00 am -4:00 pm Tues. 12 pm- 8:00 pm	COVENANT JOY-SOUTHFIELD 18917 JOY RD DETROIT, MI 48228 313-446-8800 Mon, Wed, Thurs 8 am – 4:30 pm, Tues, 8:00 am – 6:30 pm, Fri - 8:00 am – 1:00 pm	COVENANT COMMUNITY CARE MOROSS HEALTH CENTER 20901 MOROSS RD DETROIT, MI 48236 313-626-2600 Mon, Wed, Fri 8 am -4:00 pm, Tues, Thurs- 8:00 am -8:00 pm
DCHC -DR. FELETA WILSON HEALTH CENTER 6550 WEST WARREN DETROIT, MI 48210 WAYNE 313-897-7700 Mon 10:00 am – 6:00 pm, Tues, Wed, Thurs, Fri, 9:00 am- 5:00 pm	DCHC -DR. SOPHIE WOMACK HEALTH CENTER Formerly-EASTSIDE HEALTH CENTER 7900 KERCHEVAL DETROIT, MI 48214 WAYNE 313-921-5500 Mon, -Fri 8:30 am - 5:00 pm	DCHC -NOLAN FAMILY HEALTH CENTER 111 WEST 7 MILE ROAD DETROIT, MI 48203 WAYNE 313-369-2600 Mon, Tues, Wed, Fri.– 8:30 am – 5:00 pm Thur. 9:30 am – 6:00 pm

Dr. RUDY BARBA PSYCHIATRIC SERVICES 101 UNION ST PLYMOUTH, MI 48170 WAYNE 734-926-6605	FORT STREET PRESBYTERIAN CHURCH ROTATIONAL 631 W. FORT STREET DETROIT, MI 48226 313-961-4533	HEALTH CENTERS DETROIT FOUNDATION, INC 7633 EAST JEFFERSON, SUITE 340 DETROIT, MI 48214 313-822-9801 Mon-Fri, 8:30 am -5:30 pm
HCD-GREENFIELD HEALTH CENTER 23077 GREENFIELD RD SOUTHFIELD, MI 48075 313-822-9801 (Option #3) Mon- Fr 8:30 am-5:30 pm, Alternating Saturdays 8:30 am -12:30 pm	HCD- UNIVERSITY HEALTH CENTER 4101 ST. ANTOINE SUITE 7-A DETROIT, MI 48201 313-745-4091 Mon-Fri 8:30 am - 5:30 pm	INSTITUTE FOR POPULATION HEALTH 19830 JAMES COUZENS FWY DETROIT, MI 48235 WAYNE 313-309-9350 Wed – Fri 8:00 am – 5:00 pm Walk-ins are welcomed
LATINO FAMILY SERVICES ROTATIONAL 3815 FORT STREET DETROIT, MI 48216 313-279-3232	OPERATION GET DOWN ROTATIONAL 10100 HARPER AVE DETROIT, MI 48213 313-921-9422	SALVATION ARMY ROTATIONAL 1627 W. FORT ST DETROIT, MI 48216 313-965-7760
THE CHILDREN'S CENTER 79 WEST ALEXANDRINE STREET DETROIT, MI 48201 WAYNE 313-831-5535 Mon-Thurs 8:00 am – 8:00 pm, Fri 8:00 am- 5:00 pm, Sat 8:00 am – 2:00 pm	THE GUIDANCE CENTER 13101 ALLEN RD SOUTHGATE, MI 48195 WAYNE 734-785-7700 Mon – Fri 8:30 am – 5:00 pm	THE WELLNESS PLAN-GATEWAY HEALTH CENTER 2888 W GRAND BLVD DETROIT, MI 48202 WAYNE 313-875-4200 Mon, Tues, Fri, - 8:30 am – 5:00 pm Wed, Thru – 8:30 am – 7:00 pm
THE WELLNESS PLAN-EAST AREA HEALTH CENTER 4909 EAST OUTER DRIVE DETROIT, MI 48234 WAYNE 313-366-2000 Mon-Friday 8:00 am- 8:00 pm Sat. 10:00 am – 6:00 pm Sun 10:00 am – 4:00 pm	THE GUIDANCE CENTER 13101 ALLEN RD SOUTHGATE, MI 48195 WAYNE 734-785-7700 Mon – Fri 8:30 am – 5:00 pm	THE WELLNESS PLAN-GATEWAY HEALTH CENTER 2888 W GRAND BLVD DETROIT, MI 48202 WAYNE 313-875-4200 Mon, Tues, Fri, - 8:30 am – 5:00 pm Wed, Thru – 8:30 am – 7:00 pm
THE WELLNESS PLAN-EAST AREA HEALTH CENTER 4909 EAST OUTER DRIVE DETROIT, MI 48234 WAYNE 313-366-2000 Mon-Friday 8:00 am- 8:00 pm Sat. 10:00 am – 6:00 pm Sun 10:00 am – 4:00 pm	THEA BOWMAN COMMUNITY HEALTH CENTER 15400 W. MCNICHOLS DETROIT, MI 48235 313.835.5990 M, T, TH, F: 8:30 am-5:00 pm Wednesday: 11:00 am-7:00 pm	WALLER HEALTHCARE FOR THE HOMELESS CENTER 60 E WARREN AVE DETROIT, MI 48201 313.416.6261 Mon-Fri: 8:30 am- 4:30 pm

WCHC-HAMTRAMCK HEALTH CENTER

9021 JOSPEH CAMPAU ST
HAMTRAMCK, MI 48212 WAYNE

313-871-1926

Mon, Tue, Thurs, Fri 9:00 am – 5:30 pm,

Wed 11:00 am – 7:30 pm,

Sat 9:00 am – 1:00 pm

WESTERN WAYNE SOUTHWEST CENTER

25650 OUTER DRIVE
LINCOLN PARK, MI 48146
WAYNE

313-383-1897

Mon-Thurs 8:00 am – 6:00 pm,

Fri 8:30 – 5:30 pm

WESTERN WAYNE FAMILY HEALTH CENTER

26650 EUREKA ROAD, SUITE C
TAYLOR, MI 48180 WAYNE

734- 941-4991

Mon-Thurs 8 am – 6:00 pm,

Fri – 8:00 am – 5:00 pm

Priority Health Medicare Providers

www.priorityhealth.com

Transportation Resources

Modivcare

(formerly LogistiCare)

1.866.569.1902

(To get a ride to your medical appointment)

Call at least 2 days before you need a ride. When you call have your Medicaid ID, and the name, address, and phone number of your medical Provider ready.

Note: Modivcare is an independent organization

Community Behavioral Health Services in Surrounding Counties

Oakland Integrated Healthcare Network

5505 Corporate Drive

Troy, MI 48098

Customer Service 800.341.2003

24 hr. Crisis Line 800.231.1127 or 248.456.0909

Access: Common Ground Sanctuary

800. 231.1127

Phone: 248.858.1210

Fax: 248.975.9758

Monroe County CMH Authority

P.O. Box 726

1001 S. Raisinville Rd.

Monroe, MI 48161-0726

24 hr. Crisis Line: 800.886.7340 or 734.243.7340

Access: 734.243.7340 or 800.886.7340

Phone: 734.243.3371

Fax: 734.243.5564

Macomb County CMH Services

22550 Hall Rd.

Clinton Township, MI 48036

24 hr. Crisis Line: 586.307.9100

Member Access: 586.948.0222

M-F: 8:30 a.m.-5:00 p.m.

Emergency Psychiatric Services: 586.948.0206 24-hour availability

Phone: 586.469.5275

Fax: 586.307.9100

Washtenaw Community Mental Organization

555 Towner, P.O. Box 915

Ypsilanti, MI 48197

24 hr. Crisis Line: 734.996.4747

Access: 734.544.6726

TTY: 800.649.3777

Phone: 734.544.3000

Toll Free: 800.440.7548

Fax: 734.544.6732

Member Rights and Responsibilities

We are committed to maintaining a mutually respectful relationship with our members and providers. The DWIHN Members' Rights and Responsibilities statement is provided to assist you in understanding and exercising your rights while accessing behavioral health care services in Detroit-Wayne County. This statement helps to minimize potential misunderstandings and promote compliance with all applicable statutory and regulatory requirements. Understanding your rights and responsibilities will help you to make informed decisions about your healthcare. These include but are not limited to:

You Have the Right To:

- Be provided with information about enrollee rights, responsibilities, and protections;
- Be treated with respect and recognition of your dignity and right to privacy;
- Be provided with information on the structure and operation of the DWIHN;
- Receive information about DWIHN, its services, its practitioners and providers and rights and responsibilities;
- Be provided freedom of choice among network providers;
- A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage and to freely communicate with your providers and without restriction on any information regarding care;
- Be informed of the availability of an independent, external review of the UM final determinations;
- Receive information on available treatment options;
- Participate in decisions regarding health care, the refusal of treatment and preferences for future treatment decisions;
- Be made aware of those services that are not covered and may involve cost sharing, if any;
- Request and receive an Itemized statement for each covered service and support you received;
- Track the status of your claim in the claims process and obtain information over the telephone in one attempt or contact;
- Receive information on how to obtain benefits from out-of-network providers;
- Receive information on advance directives;
- Receive benefits, services and instructional materials in a manner that may be easily understood;
- Receive information that describes the availability of supports and services and how to access them;
- Receive information you request and help in the language or format of your choice;
- Receive interpreter services free-of-charge for non-English languages as needed;
- Be provided with written materials in alternative formats and information on how to obtain them if you are visually and/or are hearing impaired or have limited reading proficiency;
- Receive information within a reasonable time after enrollment;
- Be provided with information on services that are not covered on moral /religious basis;
- Receive information on how to access 911, emergency, and post-stabilization services as needed;
- Receive information on how to obtain referrals for specialty care and other benefits that are not provided by the primary care provider;

Member Rights and Responsibilities Cont.

- Receive information on how and where to access benefits that are not covered under DWIHN Medicaid contract but may be available under the state health plan, including transportation;
- Receive information on the grievance, appeal and fair hearing processes;
- Voice complaints and request appeals regarding care and services provided;
- Timely written notice of any significant State and provider network-related changes;
- Make recommendations regarding the DWIHN member rights and responsibilities.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as specified in other Federal regulations on the use of restraints and seclusion.
- To request and receive a copy of your medical records, and request that they be amended or corrected.
- A second opinion from a network provider, or arrange for you to obtain one outside the network, at no cost to you.
- Obtain mediation to resolve a complaint or conflict.
- Receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand.
- Request reports and documents that may better help you to understand your benefits, Privacy Rights, Reports, data and tools that describe the work of the DWIHN system. Documents can best be located on our website at www.dwihn.org some of those documents include, but are not limited to:
 - DWIHN's Quality Improvement Program and Annual Report
 - Notice of DWIHN's HIPPA Requirements and Privacy Practices
 - Clinical Practice Improvement Guidelines
 - ECHO Survey Results
 - Other Survey Results
 - Complex Case Management

Note: The State must ensure that you are free to exercise your rights, and that the exercise of your rights does not adversely affect the way DWIHN and its network providers or the State agency treat you.

Your Responsibilities

- To keep appointments as scheduled or phone in advance to cancel;
- To follow your treatment plan or ask for a review of your plan;
- To let your therapist know of any changes in your condition, including any side effects of medication;
- To seek help in times of crisis;
- To keep violence, drugs, abusive language and damaging behavior away from the treatment setting in respect for others;
- To be aware of program rules and abide by them;
- To be an active participant in your treatment;
- To ask questions if you do not understand;

Member Rights and Responsibilities Cont.

- To share with staff, your experience of our services, what we do well, and what we could do better;
- To provide, to the best of your knowledge, accurate and complete information regarding your medical history, including: present and past illnesses, medications, hospitalizations, etc. to DWIHN its practitioners and providers in order to provide care;
- To follow your treatment plan of care and instructions. The plan of care is to be agreed upon by you and your provider;
- To ask questions about your care. This will help you to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
- Follow all MDHHS procedures for the required annual Medicaid enrollment and inform DWIHN of any changes in insurance status.

DWIHN Responsibilities

- To provide quality behavioral health services;
- To assess and evaluate behavioral health requests in a timely manner;
- To give you a choice of providers to the extent that is possible;
- To offer you a second opinion if you request one;
- To provide you with information about your behavioral health services and your rights;
- To provide you with a written Notice of Action, when advising you of termination, reduction, denial, suspension or limit the authorization of services that you have requested and/or have been receiving;
- To provide you with information about DWIHN's operations organizational structure, annual reports, etc. upon request and to notify you annually that this information is available;
- To protect the rights of individuals receiving services;
- We are required by law to maintain the privacy and security of your personal health information;
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information. We must follow the duties and privacy practices described in the Notice of Privacy Practices and give you a copy;
- We will not use or share your information other than as described in the Notice of Privacy Practices unless you tell us we can in writing;
- You can change your mind at any time about the sharing of information, but this request should be made in writing to ensure it is documented in your request.
- Provide you with a written notice of any significant State and Provider network changes at least 30 days before the intended effective date of change.
- Make a good faith effort to give written notice to you by the later of 30 calendar days prior to the effective date of a provider termination, or 15 calendar days after receipt or issuance of the termination notice.

Note: All DWIHN staff, the Access Center, and Service Provider employees shall acknowledge, uphold and demonstrate knowledge of the above enrollee rights and responsibilities.

Revised: December 1, 2023



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This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



Detroit Wayne Integrated Health Network

707 W. Milwaukee St

Detroit, MI 48202

313.344.9099

www.dwihn.org

DWIHN Customer Service

Toll Free: 888.490.9698

Local: 313.833.3232

TTY line: 711

Fax: 313.833.2217 or 313.833.4280

Monday through Friday 8:00am – 4:30pm

**24-Hour Centralized Access Center
Crisis Information and Referral Help Line**

Toll Free: 800.241.4949

Local: 313.224.7000

DWIHN Crisis Call Center

1.844.462.7474

24/7/365

DWIHN Mobile Crisis Unit

707 West Milwaukee St.

Detroit, MI 48202

1.844.462.7474

C.O.P.E.

(For Emergency Departments Only)

734.721.0200

Office of Recipient Rights

Toll Free: 888.339.5595



YOUR RIGHTS

When Receiving Mental Health Services in Michigan



MDHHS 2025



Office of Recipient Rights

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SECTION I: GENERAL INFORMATION

When you receive mental health services your rights are protected by Michigan's Mental Health Code and by many Federal and State Laws. Staff are responsible to act in a manner that protects your rights when they provide services to you. If you do not understand your rights, or if you have questions about your treatment, you should ask staff. If you believe that your rights have been violated, you should tell the Rights Advisor/Officer at the location where you are receiving services. This booklet provides information about the rights granted to you by the Mental Health Code when you are receiving mental health services.

Notice

Mental Health Code Sections 706, 706a

When you make a request for, or begin to receive, mental health services, you are to be given information about the rights guaranteed in Chapters 7 and 7A of the Code. This booklet meets that requirement and provides you a summary of the information and rights contained in those chapters. A complete copy of Chapters 7 and 7A will be available for review at each service site.

If you receive services from a community mental health services program, you, or your family, should also be given a pamphlet containing information regarding available resources, advocacy and support groups, and other relevant information, including how to contact Disability Rights Michigan (DRM).

Competency

Mental Health Code Section 702

Just because you receive mental health treatment or services does not mean that you are incompetent. You still have the right to have a driver's license, marry and divorce, make a will, buy, and sell property, manage your own affairs, and decide most things about your life. You will be treated as competent unless a court has decided that you are legally incompetent and has appointed a guardian for you.

A guardian is authorized by a judge to make certain decisions for you. For some people, a guardian makes major decisions; for others, the guardian decides only those specific things listed in a court order. If you have a guardian and you think you should be able to make more decisions for yourself, or if you think you don't need a guardian, or that you need a different guardian, then you, or someone on your behalf, may go to the court and ask (petition) for a change of guardianship.

Consent

Mental Health Code Section 100 a [17]; Administrative Rule 330.7003

You must give **INFORMED CONSENT** in order to receive treatment or to have confidential information about you

provided to others by the agency from which you are receiving services. In order to be able to give informed consent you must have:

- **COMPETENCY** (see pg. 2)
- **COMPREHENSION**
You must be able to understand what the personal implications of providing consent will be based upon the information given to you.
- **KNOWLEDGE**
You must be told about the risks, benefits, and available alternatives to a course of treatment or medication.
- **UNDERSTANDING**
You must be able to reasonably understand the information you are given including the risks, benefits, available options or alternatives, or other consequences.

Your decision to provide consent must be **VOLUNTARY**. You should not be forced or pressured into a decision. Unless you are a minor or have a guardian, the choice you make should be your and yours only. This consent must either:

- Be in writing and signed by you, your legal representative, or
- Be your verbal agreement which is witnessed and documented in your record by someone who is not the person asking for your consent at the time. Only you (the recipient) can give verbal consent.

Dignity and Respect

Mental Health Code Section 708, 711

The law requires all mental health service providers to assure that you are treated with dignity and respect. Examples of staff not showing respect include calling you names, making fun of you, teasing, or harassing you.

Your **FAMILY MEMBERS** also have the right to be treated with dignity and respect. In addition, they must be given:

- An opportunity to provide information about you to your treating professionals.
- An opportunity to request, and receive, general education information about the nature of mental disorders, medications, and their side effects, and information about available support services, advocacy groups, financial assistance, and coping strategies.



Freedom from Abuse and Neglect

Mental Health Code Section 722; Administrative Rule 330.7001, 7035

WHEN RECEIVING MENTAL HEALTH SERVICES YOU HAVE THE RIGHT NOT TO BE PHYSICALLY, SEXUALLY, OR OTHERWISE ABUSED AND YOU HAVE THE RIGHT NOT TO BE NEGLECTED.

ABUSE AND NEGLECT MAY TAKE MANY FORMS. SOME EXAMPLES:

- IF A STAFF PERSON MAKES ANY PHYSICAL CONTACT WITH YOU FOR SEXUAL PURPOSES.

- IF YOU ARE SEXUALLY HARASSED.
- IF STAFF CAUSE YOU TO BE INJURED IN ANY WAY, OR USE UNREASONABLE FORCE IN A PHYSICAL MANAGEMENT SITUATION, OR CAUSE YOU EMOTIONAL HARM.
- IF YOUR FUNDS ARE MISUSED.
- IF YOUR FUNDS/POSSESSIONS ARE USED BY STAFF OR USED FOR SOMEONE ELSE.
- IF STAFF ARE VERBALLY ABUSIVE TO YOU.
- IF STAFF FAIL TO DO SOMETHING THEY ARE SUPPOSED TO DO WHEN THEY ARE CARING FOR YOU, OR IF THEY DO SOMETHING THEY SHOULDN'T DO AND IT RESULTS IN HARM TO YOU OR HAS THE POTENTIAL TO HARM YOU.

IF YOU FEEL THAT YOU HAVE BEEN ABUSED OR NEGLECTED, OR IF YOU THINK ANOTHER RECIPIENT HAS BEEN SUBJECTED TO ABUSE OR NEGLECT, YOU SHOULD REPORT IT IMMEDIATELY TO THE RIGHTS OFFICE AND TO A STAFF PERSON.

Fingerprints, Photographs, Audiotape, Videotape, and Use of One-Way Glass

Mental Health Code Section 724

You have the right not to be fingerprinted, photographed, recorded on audio or video, or viewed through a one-way glass unless you or your legal representative agree in writing.

- If someone wants to photograph, or record (via video or audio) you for educational, informational, social or treatment purposes, that person must obtain your permission. If you object, it will not be done.
- When they are no longer needed, or upon discharge, any fingerprints, photographs, audio, or video recordings in your record must either be destroyed or given to you.
- Video surveillance may be conducted **in a psychiatric hospital** for purposes of safety, security, and quality improvement. Video surveillance may only be conducted in common areas such as hallways, nursing station areas, and social activity areas within the psychiatric unit. Video surveillance recordings taken in common areas shall not be used for treatment or therapeutic purposes. You be notified if surveillance is being used.

While doing an investigation to determine if your rights were violated, the Rights Officer/Advisor may need to take your picture. This will be kept in your confidential records maintained in the Rights Office.

Confidentiality

Mental Health Code Section 748, 946

You have the right to have information about your mental health treatment kept private. Information about you and your treatment cannot be given to anyone except as required or allowed by law. Listed here are examples of when confidential information may be released:

- If a law or a court order requires your records be released.
- If you, or your legal representative, consents.
- If needed to get benefits for you, or to get reimbursement for cost of treatment.
- If you need follow up care, or in order to provide care to you
- If it is needed for research or statistical purposes, with certain safeguards regarding identification.

- If you die and your surviving spouse or other close relative needs the information to apply for and receive benefits.
- If you tell your mental health professional that you are going to harm another person, he/she may have to notify the police and the person who you threaten to harm.



Access to Your Record

Mental Health Code Section 748

You have the right to see your treatment record. Upon request, you or your legal representative may read or get a copy of all or part of your record. There may be a charge for the cost of copying.

If you are an adult and the court has not judged you incompetent (appointed a guardian for you), information entered in your record may not be withheld from you *under any circumstances*.

If you are denied access to your record, you, or someone on your behalf, may appeal the decision to withhold information. Contact your rights officer/advisor for information about the agency's appeal process.

If you (or your legal representative) believe(s) your record contains incorrect information, you or they may place a statement in your record which corrects that information. You may not remove what is already in the record.

Privileged Information

Mental Health Code Section 750

Information that is shared between you and a mental health professional (your psychiatrist, psychologist or social worker) cannot be shared in court, or any proceedings related to court, unless you indicate that it is okay, or if the mental health professional tells you in advance that the information could be used in court (i.e., for guardianship proceedings or for hearings related to involuntary treatment).

Environmental Rights

Mental Health Code Section 708

You have the right to treatment in a place which is clean and safe

If you are receiving services from a residential program, the place where you live must have good lighting, enough heat, fresh air, hot and cold water, a bathroom with privacy, and personal storage space. It should also be free from unpleasant smells.

Civil Rights

Mental Health Code Section 704; Administrative Rule 330.7009

Your civil rights are protected even though you are receiving mental health services. You have the right to an education, the right register and to vote*, and the right not to be discriminated against because of age, color, height, national origin, sex, religion, race, weight or due to a physical or mental disability. Michigan law prohibits discrimination: based on race, religion, color, national origin, age, sex, disability, genetic information, marital status, familial status, height, weight, and arrest record.



*** If you are receiving treatment in an inpatient psychiatric facility, or are a resident of a group home, the staff must inquire if you wish to vote and, if you do, they must make arrangements for you to be transported to a voting location or make it possible for you to get an absentee ballot.**

If you believe that your civil rights have been violated during the course of your treatment, you can file a complaint with the Office of Recipient Rights. You may also file a complaint with the Michigan Department of Civil Rights. If you feel that any of your civil rights have been violated *by an employer, landlord, or business*, you may file a discrimination complaint with either the Michigan Department of Civil Rights, or the U.S. Office for Civil Rights. *Note: To file with either of these agencies you must write to them within 180 days of the time the alleged discrimination occurred. If you are still not satisfied, you may also sue in the State Circuit Court or Federal District Court.*

Michigan Department of Civil Rights

Capital Tower Building 110 W. Michigan Avenue, Suite 800, Lansing, MI 48933 VOICE: 800-482-3604, FAX: 517-241-0546, TTY: 517-241-1965, or email: MDCR-INFO@michigan.gov To file a complaint online: <https://dtmb.state.mi.us/MDCRRequestforService/RequestComplaint>.

Office for Civil Rights, U.S. Department of Health and Human Services

233 N. Michigan Ave., Suite 240, Chicago, IL 60601 Chicago, IL 60601 VOICE 800-368-1019, FAX 202-619-3818, TDD 800-537-7697 or email: ocrmail@hhs.gov or file a complaint online: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

Note: To file with either of these agencies you must write to them within 180 days of the time the alleged discrimination occurred. If you are still not satisfied, you may also sue in the State Circuit Court or Federal District Court.

FEDERAL LAWS

As a person with a mental disability, you may have additional protections under the following laws:

Americans with Disabilities Act (ADA)
Fair Housing Amendments Act
Individuals with Disabilities Act (IDEA)
Elliot Larsen Civil Rights Act

Civil Rights of Institutionalized Persons Act (CRIPA)
Health Insurance Portability & Accountability Act (HIPAA)
Section 504 of the Rehabilitation Act
Michigan Disability Civil Rights Act



ADA Compliant

Title II of the Americans with Disabilities Act (ADA)

Title II of the ADA prohibits discrimination on the basis of disability by public entities. It states that people with disabilities cannot be denied services or participation in programs or activities that are available to people without disabilities. If you feel your rights under Title II have been violated by state or local governmental agencies, you may file a complaint with the Department of Justice. This must be done within 180 days from the date of discrimination. For more information, or to file a complaint, contact the U.S. Department of Justice, Civil Rights Division, Disability Rights Section, 950 Pennsylvania Avenue, NW, 4CON 9th Floor, Washington, D.C. 20530. You may also call VOICE: 800-514-0301, TTY: 800-514-0383, or file a complaint online at <https://civilrights.justice.gov/report/>, or email: ADA.complaint@usdoj.gov.

Title III of the Americans with Disabilities Act (ADA)

Title III of the ADA requires that public accommodations such as restaurants, hotels, grocery stores, retail stores, etc., as well as privately owned transportation systems, be accessible to individuals with disabilities. If

you feel your rights under Title III have been violated, you may file a complaint with the Department of Justice. In certain circumstances cases may be referred to a mediation program sponsored by the Department. See the address and phone numbers given above. Title III may also be enforced through a private lawsuit.

Civil Rights of Institutionalized Persons Act

Under the Civil Rights of Institutionalized Persons Act, the Attorney General may initiate a civil rights lawsuit when there is reasonable cause to believe that the conditions are significant enough to subject residents to serious harm and they are part of a pattern or practice of denying residents' constitutional or federal rights including Title II of the ADA and Section 504 of the Rehabilitation Act. To bring a matter to the attention of the Department of Justice, contact the U.S. Department of Justice, Civil Rights Division, 950 Pennsylvania Ave NW, Washington, D.C. 20530, VOICE: 877-218-5228 FAX: 202-514-0212, or email: Special.Litigation@usdoj.gov

Fair Housing Amendments Act

The Fair Housing Amendments Act prohibits discrimination by direct providers of housing, such as landlords and real estate companies as well as other entities, such as municipalities, banks or other lending institutions and homeowners' insurance companies. If you feel your rights under this Act have been violated, you may file a complaint with the U.S. Department of Housing and Urban Development, Office of Fair Housing and Equal Opportunity (FHEO). For more information on filing a complaint, contact the Office of Fair Housing and Equal Opportunity, Detroit Field Office, McNamara Federal Building, 477 Michigan Avenue, Detroit, Michigan 48226. VOICE: 313-226-5611, FAX: 313-226-5611, TTY: 313-226-6899, or file a complaint online:

<https://portalapps.hud.gov/FHEO903/Form903/Form903Start.action>



HIPAA

Health Insurance Portability & Accountability Act (HIPAA)

The HIPAA Privacy Rule regulates the use and disclosure of the information your provider gathers and retains regarding your condition and treatment. Protected Health Information (PHI) is any information held by the provider that concerns health status, provision of health care, or payment for health care that can be linked to an individual. Providers must disclose PHI to the individual within 30 days upon request. They also must disclose PHI when required to do so by law such as reporting suspected child abuse to state child welfare agencies. A provider may disclose PHI to facilitate treatment, payment, or health care operations without a patient's expressed written authorization. Any other disclosures of PHI require the provider to obtain written authorization from the individual for the disclosure. In some instances, the mental health code is more protective of health information than HIPAA. Please see your Rights Advisor for more information.

If you feel that your HIPAA rights have been violated you may file a complaint with the U.S. Department of Health and Human Services by sending your complaint to: Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F HHH Bldg. Washington, D.C. 20201 or sending an email to: OCRComplaint@hhs.gov. You will need to submit a Health Information Privacy Complaint Form Package available online at: <https://www.hhs.gov/hipaa/filing-a-complaint/complaint-process/index.html>. You may also use the online complaint portal by going online to: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

MICHIGAN LAWS

Individuals with Disabilities Education Act

Under the Individuals with Disabilities Education Act, a parent who disagrees with the proposed IEP, can request a due process hearing from the Michigan Department of Education. To make this request contact the Michigan Department of Education, Office of Special Education, 608 West Allegan Street Lansing, Michigan 48933, VOICE: 517-241-7075, FAX: 517-241-7075, TTY: 517-241-7142 or email mde-ose@michigan.gov. Assistance with disputes about and IEP can also be obtained from the Michigan Department of Education Office of Special Education Mediation Services by calling 833-543-7178, by going online at www.MIKIDS1st.org or email: info@miKids1st.org. The state agency's decision can also be appealed to a state or federal court. For more information about this act and your rights, contact the Office of Special Education and Rehabilitative Services, U.S. Department of Education, 400 Maryland Ave., SW, Washington, DC 20202-7100, VOICE: 202-245-7459.

Section 504 of the Rehabilitation Act

Under Section 504 of the Rehabilitation Act, no qualified individual with a disability in the United States shall be excluded from, denied the benefits of, or be subject to discrimination under any program or activity that either receives federal financial assistance or is conducted by any executive agency or the U.S. Postal Service. If you feel that you have been discriminated against by an agency receiving federal money based on disability, you can file a 504 complaint with an appropriate agency by contacting the Office of Civil Rights, U.S. Department of Education, 400 Maryland Ave. SW, Washington, DC 20202-1100, VOICE: 800-421-3481, FAX: 202-245-8392, TDD: 800-877-8339, or email: OCR@ed.gov. You may file a complaint online at <https://ocrcas.ed.gov/>. Additional information is available online at: www.ed.gov/ocr.

Elliott Larsen Civil Rights Act and Persons with Disabilities Civil Rights Act

- If you are a recipient who believes that you have been discriminated against in your job because of your race, gender, marital status, etc., you are protected under Michigan's "Elliott Larsen Civil Rights Act".
- If you believe you have been discriminated against based upon disability, you are protected under Michigan's "Persons with Disabilities Civil Rights Act".

For information regarding either of these laws, or to file a complaint, contact the Michigan Department of Civil Rights, 110 W. Michigan Avenue, Suite 800, Lansing, Michigan 48933, VOICE: 1-800-482-3604, or email: MDCR-INFO@michigan.gov. Online information is available at: www.michigan.gov/mdcr.

SECTION II: TREATMENT RIGHTS

Treatment and Support

Mental Health Code Section 705, 707- 719, 744; Administrative Rule 7029, 7135

You have the right:

- To be told why you are being treated and what your treatment is.
- To participate in the development of your plan of service and to involve family members, friends, advocates, and professionals of your choice in the development process. Justification for the exclusion of a person of your choice must be documented in your case record.

- To have your plan of service developed within seven days of commencement of services or before discharge or release if you are hospitalized less than seven days.
- To choose, within certain limitations, the physician or other mental health professionals to provide services for you, if you receive services from a community mental health services program or a licensed hospital.
- To be informed of your progress, both orally and in writing, at reasonable intervals and in a manner appropriate to your condition.
- To not have surgery unless consent is obtained from at least one of the following:
 - ▶ You, if you are over 18 years old and do not have a guardian for medical purposes,
 - ▶ If you are under 18 years of age, your parent with legal and physical custody,
 - ▶ Your guardian who has legal authority to consent to surgery,
 - ▶ A representative authorized to give consent under a durable power of attorney or another advance directive.

OR

- ▶ If your life is threatened and there is not time to obtain consent, surgery may be performed without consent after the medical necessity for the procedure has been documented and the documentation has been entered into your record.
 - ▶ Surgery is necessary, no appropriate person can be found to give consent, and the probate court consents to the surgery.
- To be given notice of available family planning and health information services and, if you ask, to have staff provide referral assistance to providers of these services. Your receipt of mental health services does not depend in any way on requesting or not requesting family planning or health information services.
- To have staff help you get treatment by spiritual means if you request it.
- To receive treatment in a place where you have as much freedom as your condition allows.
- To not have electroconvulsive therapy (ECT) or other procedures intended to produce convulsions or coma, unless consent is obtained from:
 - ▶ You, if you are over 18 years old and do not have a guardian for medical purposes,
 - ▶ If you are under 18 years of age, your parent with legal and physical custody,
 - ▶ Your guardian who has legal authority to consent to ECT,
 - ▶ A representative specifically authorized to consent to ECT under a durable power of attorney or another advance directive.
- To receive a second opinion if you have been denied services by making a request to the Executive Director of the Community Mental Health Services Program.



Person-Centered Planning

Mental Health Code Section 712

The Mental Health Code requires a person-centered approach to the planning, selection, and delivery of the supports, services, and/or treatment you receive from the public mental health system (community mental health programs, their service providers, and licensed psychiatric hospitals).

What is person-centered planning?

Person-centered planning means the treatment you receive will be made up of activities which you think will help you, or which you assist in developing, and which meet your goals. This process will determine the supports you want or need to achieve your desired future. The staff involved in your treatment will encourage feedback from you about these supports, the progress you have made, and any changes you think would make your treatment more effective.

There are four basic parts in the person-centered process:

- **Identifying the future you desire.**
It is up to you to choose the individuals who will help identify your future and help you plan for it. You will be a part of deciding what information is, or is not, shared at the meeting. You will be able to choose, within reason, the times and place you want to have meetings to plan your treatment, to decide the content of the meetings and how long they will be.
- **Planning the future you desire.**
Meetings which are held to plan for your future will attempt to discover what is important to you, to share information about your abilities, strengths, and skills, to learn about your needs and to decide which of your desired goals will be achieved in the short term and which will need to be long-term. Then, you and the support team will determine the strategies for achieving these goals.
- **Finding the supports and services it will take to achieve your desired future.**
You will be able to use the resources in your network of family, friends, your community, and the public mental health system which might be available to assist in achieving your desired outcomes. You will be able to choose, from available resources, the supports and services to be delivered, and help decide who will do what, when, and how.
- **Getting regular feedback on your treatment.**
It is important for you to receive feedback on your progress. This should be done on a regular basis (weekly or monthly). Your case manager (supports coordinator) should review how services are being delivered, ask about your satisfaction with their delivery, and tell you about your progress toward your desired outcomes. The information you provide should be used to make any necessary changes in the supports and services you receive.

You should also have the opportunity to formally express your opinion about supports and services you receive so that improvements in service delivery can be made for everyone.

In addition, you always have the right to make formal complaints about how your supports and services were delivered or about any of the people who might have provided them. Contact your Rights Officer/Advisor if you would like to do this.



Questions You May Want to Ask About Person-Centered Planning

Who must attend the person-centered planning meeting?

You, and your supports coordinator (case manager).

Who also might be included?

You may want to invite family members, co-workers, friends, a teacher, coach, staff, and other people who know you well and with whom you feel comfortable sharing personal information. Your supports coordinator (case manager) may also suggest inviting a nurse, physical therapist, or direct care staff, who has information to help in planning and decision making.

What kinds of outcomes are discussed?

"Outcomes" may include:

- Having positive relationships with family members,
- Participating in community activities and events,
- Doing what you find meaningful and productive with your day, (such as going to school, work, volunteering),
- Living in a place alone or having assistance from people you choose.

Are there limits to person-centered planning?

Person-centered planning does not guarantee that the supports, services, and/or treatment nor the amount of them you might like to have can be provided by the public mental health system. What is actually provided by the public mental health system will depend upon the available resources (such as funding and staffing), rules and regulations that govern the program or funding system, and/or the judgment of the program administrator(s) as to feasibility, appropriateness, and safety of such support, service, or treatment.



Questions You May Want to Ask About Your Medication

If you are given medication by your doctor, you will need to take it according to their instructions. Listed below are some questions you may want to ask of the doctor or nurse so that you can have the information you need to make it as effective as possible.

- Why do I have to take this medicine?
- What will happen if I do not take it?
- Can I be treated without medication?
- Before I begin taking any medicine or even if I am not taking medicine, can I have a second opinion?
- What is the name of the medicine prescribed for me?

- How is it supposed to make me feel? What are the side effects of the medicine? Will it affect any other medical or physical problems I have?
- Are there side effects I should report immediately?
- Is it similar to or different from the medicine I was taking before this?
- How much should I take? How many times a day? What time of day? Before or after meals?
- What would happen if I took too much?
- Is it all right if I drink alcohol or beer when taking this medicine? Is there any food or drink I should avoid?
- Are there other medicines I should avoid when taking this medicine?
- Will this medicine affect my interest and/or my ability to participate in sex?
- How long will I need to take this medicine?
- If I take this medicine for a long time, what can it do to me?
- What is tardive dyskinesia (TD)? Can I get TD from taking this medicine? Can something be done to avoid this?

For women in childbearing years:

- Will this affect my menstrual periods?
- Should I take birth control pills while taking this medicine?
- If I get pregnant while taking this medicine, could it have any effect on my baby?
- Should I take it while nursing?
- Should I drive or operate machinery while taking this medicine?
- Is there anything else I should know about this medicine?
- How often will you review with me what the medicine is doing?
- How soon will I need to take this medicine?

Mediation (This section applies only to persons receiving services from a CMH)

Mental Health Code Section 206a

If you have a dispute related to your service planning or the services provided by a Community Mental Health Services Program (CMHSP) or a contracted service provider of a CMHSP, you have the right to mediation.

- You have the right to request mediation at any time.
- You or your individual representative must be notified of your right to request and access mediation at the time services or supports are initiated and at least annually after that.
- If you have requested a local dispute resolution, a local appeal, or a state Medicaid fair hearing, you also have the right to request mediation at the same time.
- Mediation is handled by a mediation agency, not the CMHSP.
- The CMHSP and its contracted service providers are required to participate in mediation.

Michigan Behavioral Health Mediation Services offers free, statewide mediation services for persons receiving services from a CMH or a pre-paid inpatient health plan (PIHP). Assistance with disputes can be obtained by calling 1-844-363-3428, by going online at MiBehavioralHealthMediationServices.com or by email behavioralhealth@mediation-omc.org.

SECTION III: YOUR RIGHTS WHEN YOU ARE BEING ADMITTED OR DISCHARGED FROM A PSYCHIATRIC HOSPITAL OR UNIT

Admission Process

If you are admitted to a psychiatric hospital or unit, **you have the right:**

- To make at least two phone calls.
- To have a physical and mental examination within 24 hours after you are admitted, and again at least once a year.

VOLUNTARY: *Mental Health Code Sections 410-420*

If you present yourself at a place for screening, the staff of that unit must complete their examination of you within two (2) hours unless there is a documented medical reason for the delay. If the screening unit denies your request for hospitalization, you may request a second opinion from the community mental health services program.

If you are admitted to a psychiatric hospital or unit on a **VOLUNTARY BASIS** (you admit yourself), or you are admitted by application of your guardian (if they have been granted that authority and with your agreement) you have the right:

- To have all of your rights verbally explained, including the right to object to treatment and to have a copy of your application for hospitalization.
- To give written notice of your intent to leave the hospital.
After you put your request in writing, you must be discharged within 72 hours (excluding Sunday and holidays). However, if the hospital director determines you require treatment and petitions the court for your involuntary admission you must remain in the hospital until a determination is made about your treatment by the court.
- To be discharged when treatment is complete or when you no longer need the services.

INVOLUNTARY: *Mental Health Code Sections 423-450; 498*

If the police take you into protective custody and bring you to a place for screening or if you present yourself, the staff of that unit must complete their examination of you within two (2) hours unless there is a documented medical reason for the delay. If the screening unit denies the request, you may request a second opinion from the community mental health services program.

Once you are brought to the hospital, you have the following rights:

- To be asked if you wish to be admitted as a voluntary patient.
- To a copy of the petition saying you require treatment and to copies of reports by the doctors who examine you.
- To a written statement explaining that you will be examined by a psychiatrist within 24 hours after you are admitted and explaining all of your rights, including the right to:
 - > A full court hearing.
 - > Be represented by an attorney.

- > Be present at the hearing.
 - > A jury trial.
 - > An independent clinical examination.
- To have staff, if you wish, notify your family of your admission to the hospital.
- To be examined by a psychiatrist who will determine whether you need to remain hospitalized. (Second certification).
- To refuse medication before your court hearing unless a physician decides you are in immediate risk of harming yourself or others. If you agree to medication or treatment before the court hearing, this does not mean that you are agreeing to the hospitalization.

Within 72 hours (this does not include Sundays and holidays) after a petition and clinical certification have been filed with the court, you have:

- The right to a deferral conference with the following:
 - > your appointed legal counsel,
 - > a treatment team member assigned by the hospital director,
 - > a designated community mental health worker,
 - > an individual of your choice.

This conference will be scheduled by the hospital. At this conference, the team (some members may participate remotely) will share the plan, including:

- The proposed plan of service in the hospital.
- The proposed plan of service in the community.
- The nature and possible consequences of the involuntary hospitalization process.
- The right to request that your court hearing be "deferred" (delayed) temporarily for 60 or 180 days. You will be treated as a voluntary patient during this time; however, you have the right to demand a hearing at any time during the "deferral" period.
- If you are brought back to the hospital during the deferral period, you *will not* be offered a voluntary application upon arrival at the hospital. A demand for hearing will be filed with the court.

COURT HEARINGS: *Mental Health Code Sections 452; 463*

If you are the subject of a petition, you have the following rights regarding court hearings:

- To have your court hearing promptly, but not more than seven days (this does not include Sundays or holidays) after the court receives the petition and two certifications.
- To be present at all court hearings. During this hearing, you have the right to be represented by an attorney. If you cannot afford an attorney, the court will appoint one for you. Your attorney must consult with you, in person, at least 24 hours before the time set for your court hearing. (You may choose to waive the right to attend your hearing by signing a waiver witnessed by your legal counsel and filed with the court.)
- To have the hearing held at the hospital whenever possible, rather than court (*Sec. 456*)
- To demand a jury trial.
- To present documents and witnesses and to cross examine witnesses.

- To obtain, at public expense, if necessary, an independent clinical evaluation by a physician, psychiatrist, or licensed psychologist of your choice. (You must request this before the first scheduled hearing or at the first scheduled hearing before the first witness's has been sworn.)
- To a copy of the court order.

As a court-ordered recipient, **YOU DO NOT HAVE THE RIGHT TO REFUSE TREATMENT**. However, you do have the right to ask questions about your treatment, participate in the development of your plan of service, and discuss it with your doctor or other mental health professionals. If you think your treatment is not helping, you may ask for a review of your treatment plan.

PERIODIC REVIEW: *Mental Health Code Sections 482; 485a*

If you have a court order for continuing involuntary treatment, whether in a hospital or as an outpatient, you have the right to regular, adequate, and prompt reviews of your status. These reviews must be done six (6) months from the date of the court order and every six (6) months from there on. Results of these reviews must be provided to you within five days from the time they are made part of your record and you must be informed of your right to petition for discharge.

If you object to the conclusions of the periodic review, you have the right to a hearing. In addition to that hearing, you may petition the court for discharge from the program once within each 12-month period from the date of the original order. If, after any of these hearings, the court determines that you no longer require treatment, you will be discharged.

Rights of Minors

Mental Health Code Section 498m

If you are a minor, between 14 and 17, you have the right to ask for, and receive, outpatient mental health services (not including psychotropic medication or pregnancy termination referral services) without the consent or knowledge of your parent or guardian. These services are limited to 12 sessions or 4 months for each request.

If you are a minor between 14 and 17, you may write to the court within 30 days of your admission to object to your being hospitalized. You may do so again within 30 days from the time you receive a written review from the clinical staff regarding your need for continued hospitalization.

If you are a minor of any age and have been hospitalized for more than 7 days, you may inform a hospital staff person of your desire to object to your hospitalization. Staff are required to assist you in properly filing your objection to the hospitalization. If no one does this, then ask to see the Rights Advisor who will help get someone to assist you. If you are re-hospitalized for longer than 10 days under a combined hospitalization/alternative treatment order, you must

LIMITATIONS

The Mental Health Code guarantees that persons receiving services in a hospital or residential setting shall be assured that some basic rights will be protected. These rights may be limited due to the nature of your treatment. If limitations are imposed, you (or your legal representative) must agree to them as part of your plan of service. General restrictions (visiting hours, telephone usage, access to property) can be established for inpatient settings. Revised HCBS rules do not allow restrictions to be enforced in residential settings.

be notified of your right to file an objection to your hospitalization. If you do object, the court must schedule a hearing to determine whether you continue to require treatment.

SECTION IV: ACCESS RIGHTS

Mail

Mental Health Code Section 726

You have the right to receive and send mail without anyone else opening or reading it. If you have no income, and if you ask, you will be given writing materials and a reasonable number of stamps.

Telephone

Mental Health Code Section 726

You have the right to talk on the phone in private. If you have no income, a reasonable amount of funds will be provided so that you can use the telephone.

Visitors

Mental Health Code Section 715, 726, 748; Administrative Rule 7135

You have the right to see visitors of your choice. You can ask to see your own doctor (if you have one) or visit with your minister, priest, rabbi, or spiritual counselor at reasonable times. You have the right to talk with your attorney, a court, or others, about legal matters without any limitations and at any time.

Entertainment Materials, Information and News

Mental Health Code Section 704; Administrative Rule 7139

You have the right to watch television, have a newspaper provided, buy magazines, and books of your own choice, unless limited by your plan of service or as generally restricted by program rules.

Religion

Mental Health Code Section 704

You have the right to practice your religion or faith. You cannot be forced to go to a religious event if you do not want to, nor can you be required to listen to or watch religious programs on radio or TV.

Personal Property

Mental Health Code Section 728; Administrative Rule 7009

You have the right to:

- Wear your own clothes and keep your own things.

- Inspect your personal property at reasonable times.
- Have a receipt given to you, and to a person you designate, for your property held by the facility. Unless it is illegal, this property must be returned to you when you are discharged.
- Have a reasonable amount of space to store your personal belongings.
- Not have your belongings searched unless this is part of your plan of service or unless there is a good reason; to watch if your belongings are searched; and to have the reason for the search written in your record.

Your plan of service may further limit this right for the following reasons:

- To protect property, you may have brought with you from theft, loss, or destruction.
- To prevent you from physically hurting yourself or others.

You (and your legal representative) should be given the reason for the limitation and the date it expires.

Labor

Mental Health Code Section 736

You have the right to:

- Be paid for work you agree to do if you are offered work. However, you will not be paid for personal housekeeping chores (such as making your own bed) or work which is part of a small group living arrangement.
- Not have more than half of any money you earn used to pay for your treatment.

These rights may be limited:

- If the U.S. government says you need someone to handle money you receive from Social Security and has assigned you a representative payee, or
- If you have a conservator or guardian who has the authority to limit how you spend your money.

Freedom of Movement

Mental Health Code Sections 740, 742, 744

Freedom of movement is a right, not a privilege. This right cannot be limited or restricted more than is necessary to provide mental health services to you, to prevent you from injuring yourself or others, or to prevent substantial property damage. If you are admitted by order of a criminal court or are transferred from a jail or prison, appropriate security precautions may be taken. If there are limitations on your freedom of movement, the expected length and the reasons for them must be written into your record. The limitations must be removed when the reasons for them no longer exist.

If you are in a psychiatric hospital or licensed child caring institution, you may only be put in a locked room (seclusion) to keep you from physically hurting others. If you are a resident in an inpatient or residential setting, you may only be physically restrained if facility licensure rules allow in order to keep you from physically hurting yourself or others.

SECTION V: THE RECIPIENT RIGHTS COMPLAINT AND APPEAL PROCESS

Filing a Recipient Rights Complaint

Mental Health Code Section 776

If you believe that **any right listed in this booklet has been violated**, you, or someone on your behalf, should file a recipient rights complaint. You may do this by calling or visiting the Rights Office, or by completing a recipient rights complaint form and returning it to the Rights Office. Copies of the rights complaint form are available wherever you receive services, from your local rights office, or online at the Office of Recipient Rights website: www.michigan.gov/recipientrights; click on the link "Recipient Rights Complaint Form". The name and telephone number of the Rights Officer/Advisor for this agency can be found on the back of this booklet and on the ORR website. This information must also be clearly posted in the place you are receiving treatment.

If you need help writing your complaint your Rights Officer/Advisor can assist you; however, you may also contact one of the advocacy organizations listed in Section VI of this book for assistance. Staff at the place where you receive service may assist you.

Investigating Your Complaint

Mental Health Code Section 776

Within five (5) business days after receiving your complaint, the Rights Office will send you a letter indicating that your complaint was received and will also provide a copy of your complaint. This letter will also tell you what the Rights Office will do with your complaint.

If the Rights Office investigates your complaint, a decision will be made whether your rights have been violated and, recommendations will be given as to appropriate action the Agency/Hospital should take to correct the violation. This process should take no longer than 90 days after your complaint was received. You will get a written status report every 30 days until completion of the investigation. When the investigation is complete, the Rights Office will submit a Report of Investigative Findings to the Agency/Hospital Director. Within 10 business days after receiving this report, the Director must provide you with a written Summary Report.

The Summary Report will tell you about the investigation, let you know if the Rights Office determined your rights were violated, and tell you about any recommendations made by the Rights Office. If it is determined that there was a rights violation, this report will also tell you what action the Director has taken, or will take, to resolve your complaint. It will also provide you with information regarding the appeal process. If the action has not been completed when you receive the Summary Report, a follow-up letter will be provided indicating either the action was completed or that a different action was taken.

Appeal Rights

Mental Health Code Sections 784-786

Local Appeals Committee Review

Upon receipt of the Summary Report, you may file an appeal if:

- You are not satisfied with the **findings of the Rights Office**

- You disagree with the **action taken or proposed by the provider.**
- You think the Rights Office **did not start or finish** the investigation in a **timely** manner.

Your appeal must be in writing and received by the local appeals committee within 45 days from the time you receive the Summary Report. Information on how to file your appeal will be given to you in the Summary Report. If you want help writing your appeal, your Rights Officer/Advisor can assist you; you may also contact one of the advocacy organizations listed in Section VII of this book for assistance. Within five (5) business days after receiving your appeal, the appeals committee will review it to see if it meets the requirements, and will notify you, in writing, whether or not your appeal was accepted. The committee has 30 days to review the case file provided by the Rights Office and make a decision on your appeal. You will receive their written decision within 10 business days after their meeting.

Second Level Appeal - Findings

If your appeal was based upon your belief that the investigative findings of the Rights Office were not consistent with the facts or relevant laws, rules, policies, or guidelines, and you are not satisfied with the decision of the local appeals committee, you have 45 days to file a written appeal to the next level. This should be sent to: MDHHS -Level 2 Appeal, DHHS-Appeals, PO Box 30807, Lansing, MI 48909. Information on this process will be provided in the response from the local appeals committee. If you are not satisfied with the answer from the Level 2 Appeal, you may file an appeal with the Circuit Court in the county where you live (or with the Ingham County Circuit Court). You only have 21 days to do this and may need to hire an attorney to help you. Your appeal to the Circuit Court will be based on the entire record of your appeal which was put

SECTION VI: ADVISORY ORGANIZATIONS THAT CAN ASSIST YOU

together by the Second Level Appeal reviewer.

Second Level Appeal – Action Taken

There is no second level of appeal if your appeal to the local committee had to do with the action taken, or not taken, as a result of your complaint. In this case, if you are not satisfied with the decision of the local appeals committee, you may file a new complaint against the person who issued the Summary Report.

The following organizations are available to assist you in protecting your rights as a recipient of mental health services:



Michigan Disability Rights Coalition <https://mymdrc.org/>

3498 East Lake Lansing Road, Suite #100,

East Lansing, MI 48823

VOICE: 800-578-1269 or 517-333-2477 FAX: 517-333-2677 email: info@mymdrc.org



Disability Rights Michigan (formerly Michigan Protection & Advocacy Service) www.drnich.org

4095 Legacy Parkway

Lansing, MI 48911

VOICE: 800-288-5923 or 517-487-1755 FAX: 517-487-0827 TTY: 517-374-4687

Deaf C.A.N. (Deaf Community Advocacy Network) www.deafcan.org

2111 Orchard Lake Road, #101
Sylvan Lake, MI. 48320
VOICE: 248-332-3331 FAX: 248-332-7334 TTY: 248-332-3323

SECTION VII: INFORMATION FOR PERSONS RECEIVING TREATMENT UNDER THE FORENSIC PROVISIONS OF THE MENTAL HEALTH CODE.

Incompetent to Stand Trial (IST)

Mental Health Code Sections 1020 -1044

If you are admitted to a hospital on an IST (Incompetent to Stand Trial) Order you are under the jurisdiction of the criminal court, not the probate court system. The IST order means that the court has determined that, due to your mental condition, you are unable to understand the nature and object of the proceedings against you or of assisting in your defense in a rational manner. This order may be valid for up to 15 months during which time you will receive psychiatric treatment. Reevaluation of your competence will be done by your treating psychiatrist every 90 days and a report will be submitted to the criminal court.

Not Guilty by Reason of Insanity (NGRI)

Mental Health Code Section 1050

If you are found to be not guilty of a criminal charge due to reasons of insanity (Not Guilty by Reason of Insanity (NGRI)), you will be sent to the Center for Forensic Psychiatry, for a period of not more than 60 days, so that you can be evaluated, and a determination made as to whether you are a person who requires mental health treatment. If the Center determines that you do require mental health treatment, the court may direct the prosecutor to file a petition for involuntary hospitalization. If this occurs, you will have a hearing in a probate court to determine if you will be involuntarily hospitalized (See Section III of this book). You will have to stay at the Forensic Center until the probate court hearing. If a petition for involuntary hospitalization is not filed, the prosecutor will notify the Center and you shall be discharged.

To deny people their rights is to challenge their very humanity.

Nelson Mandela

**TO LEARN MORE ABOUT YOUR RIGHTS
ASK YOUR RIGHTS ADVISOR:**

The Guidance Center
Jessica Collins, MA, LPC
734-785-7705 ext. 7164



*Michigan Department Health and Human Services
Office of Recipient Rights
South Grand Building
Lansing, MI. 48909
Authorized by: P.A. 258 of 1974, as amended*

Is there any cost to me for any of this?

No. There is no cost for making an Advance Directive or for assigning a Health Care Agent.

Do I need an attorney or do I have to go to court?

No. Legal court proceedings are not required.

Does the Advance Directive have to be notarized?

No. The State of Michigan does not require the use of a notary. However, you must have two adult witnesses sign your Advance Directive. Witnesses cannot be family members, health care team members or beneficiaries of your estate.

Once created, can I change my mind?

Yes, you may change or end your Advance Directive or change your Health Care Agent at any time that you are considered capable.

My Health Care Agent is

Name: _____

Phone: _____

My document is located at:

My primary care physician is:

Name: _____

Phone: _____

My signature _____ **Date** _____

Is there a form I can fill out?

You can complete the form that is available through your treatment team, you can write out your own document, search for a form on the internet or purchase a form at an office supply store.

What should I do with an Advance Directive after it is signed?

Place the original document in your personal file and give copies to other trusted individuals, such as your Health Care Agent, medical doctor or primary mental health professional.

Where can I get more information or help with an Advance Directive?

You can obtain information from the Michigan Department of Health and Human Services website:

<http://www.michigan.gov/mdhhs>

or

You can obtain information and help from:

Detroit Wayne Integrated Health Network
Division of Customer Service

Toll Free: 888.490.9698

Local: 313.833.3232

TTY: 711

The information in this pamphlet is presented as a public service for educational purposes only. It is not a substitute for discussions with your doctor, case manager, family member or anyone else you normally talk with to make decisions about your medical or mental health care.

Important Phone Numbers

**Detroit Wayne
Integrated Health Network**

707 West Milwaukee St.

Detroit, MI 48202

www.dwihn.com

General Office

313.344.9099

TTY: 711

**Centralized Access Center
24-Hour Crisis/Information &
Referral**

Toll Free: 800.241.4949

Local Calls: 313.224.7000

DWIHN Crisis Call Center

1.844.462.7474

24/7/365

DWIHN Mobile Crisis Unit

707 West Milwaukee St.

Detroit, MI 48202

1.844.462.7474

Customer Service

**Consumer Affairs and
Community Outreach**

Toll Free: 888.490.9698

Local: 313.833.3232

Grievances & Appeals

Toll Free: 888.490.9698

Fax: 313.833.4280

Family Support Subsidy

Toll Free: 888.490.9698

Local: 313.344.9099

Fax: 313.833.4150

Office of Recipient Rights

Toll Free: 888.339.5595

Fax: 313.833.2043



**Advance Directives
For Medical
And
Behavioral Health Care**



What is an Advance Directive?

An Advance Directive is a legal document for healthcare decisions. You create an Advance Directive when you are capable and competent. The purpose of the document is to allow you to express your wishes in advance about what types of treatment, services, and other assistance you want during a personal behavioral or physical health crisis. An Advance Directive provides a clear statement of your medical treatment preferences and other wishes or instructions.

An Advance Directive can:

- ◆ Promote your autonomy and empowerment;
- ◆ Enhance communications between you, your doctor, treatment team, and family;
- ◆ Protect you from ineffective, unwanted or harmful treatment or actions; and
- ◆ Help prevent crisis situations and reduce the use of involuntary treatment or safety interventions, such as restraint or seclusion.

Do I have to fill out an Advance Directive?

No, the decision to have any type of Advance Directive is completely voluntary. No family member, hospital or insurance company can require you to have one, or dictate what the document should say if you decide to write one. Also, a hospital cannot deny you service because you have an Advance Directive or because you don't have one.

Disclaimer: DWIHN does not discriminate or exclude people or treat them differently because of race, color, national origin, age, disability or sex.

What does an Advance Directive allow me to do?

An Advance Directive generally permits you to plan for, consent to, or refuse future treatment at a time that you are not able to communicate your wishes with your treatment team.

You can plan for such things as hospital admission, administration of medication, post hospital care, Electroconvulsive (ECT).

If I am unable to make decisions, can I choose someone to speak for me?

Yes, this is done through the Durable Power of Attorney for Health Care portion of the Advance Directive. The person who is appointed is called a Health Care Agent, Surrogate Decision Maker, or Patient Advocate.

Who Can I appoint to be my Health Care Agent?

The person you appoint must be a capable and competent adult who is 18 years or older. The person cannot be providing your health care. You may set up an Advance Directive without appointing a Health Care Agent.

When would my Health Care Agent make decisions for me?

When your health care provider determines that you are incapable of making decisions, your Health Care Agent would be consulted about your treatment choices and decisions.

When would I be considered to be "incapable to participate in my care decisions"?

Generally, incapacity means that at a particular time, you lack sufficient understanding or ability to make and communicate medical or mental health treatment decisions. A physician or psychologist determines incapacity.

What is the treatment team to do with my Advance Directive?

If you are determined to lack capacity to make your own decisions about medical or psychiatric treatment, your health care providers must make an effort to follow the instructions that are written in your Advance Directive or that are given by your Health Care Agent. Your health care provider may also notify all other providers involved in your care of the instructions in your Advance Directive.

Are there conditions when my Advance Directive would not be followed?

Yes. Your Advance Directive would not be followed under conditions such as:

- ◆ Conflicts with generally accepted medical and mental health care practice standards;
- ◆ Treatment requests are not feasible or available;
- ◆ Conflicts with emergency treatment; and
- ◆ Conflicts with applicable law

Will my Advance Directive be followed if I am involuntarily committed to a facility?

Involuntary commitment to a treatment facility takes priority over what your Advance Directive says about hospitalization.

However, your preference regarding medication and other aspects of treatment while hospitalized will be considered if you are involuntarily committed.

Does a mental health professional have to pre-approve any of the content of my Advance Directive?

No, but you are encouraged to consult a medical and/or mental health care professional when you are completing an Advance Directive.

What if I already have a guardian?

Check the responsibilities assigned to your guardian. Usually your guardian is your Health Care Agent. In any case, you should discuss your medical and/or mental health care treatment preferences with your guardian if you have not done so.

After you have completed an Advance Directive, you may cut out this card and place it in your wallet.

Attention Health Care Workers

I have a Health Care Agent:

My Name: _____

Phone: _____

My Patient Advocate is:

Home Phone: _____

Cell Phone: _____



WHAT IS A GRIEVANCE?

A grievance is an expression of dissatisfaction. If you are not happy with the way your services are being provided or how you are being treated, we would like to know! Your voice is important to us. A few examples of possible grievance concerns may include, Access to Services or Staff, Customer Service Issues, or Wait Time.

If you are a Medicaid enrollee or an Uninsured/Underinsured individual, you have the right to file a grievance at any time. Remember, filing a grievance will not affect your eligibility to receive services. Nor should there ever be any discrimination or retaliation towards you in response to filing a grievance. If you need help filing your grievance, do not hesitate to ask. You may contact DWIHN directly at 1-888-490-9698 or ask your service provider.

WHO CAN FILE A GRIEVANCE?

A grievance can be filed by you, a parent of a minor child, a legal guardian or an authorized representative on your behalf. Grievances can be filed in writing, over the phone or in person at any time.

TIMEFRAMES

Your grievance will be acknowledged in writing within 5 business days of receipt for Medicaid and Underinsured/Uninsured members and 3 calendar days for MI Health Link members. For Medicaid members, your grievance will be resolved as soon as possible, but can take up to 90 calendar days to resolve. For Uninsured/Underinsured members, your grievance will be resolved no later than 60 calendar days from the receipt of your grievance. For MI Health Link members, your grievance will be resolved no later than 30 calendar days from when we receive your grievance. In some cases, you may request and may be granted an expedited grievance. If your grievance is related to your health condition, it will be resolved as quickly as your health condition requires. Once your grievance has been resolved, you will be notified in writing.

For assistance in filing a grievance or to ask any questions about grievances, you may contact Customer Service at:

Detroit Wayne Integrated Health Network

707 W. Milwaukee St.
Detroit, Michigan 48202
1-888-490-9698
TTY: 711





WHAT IS AN APPEAL?

An appeal is a request for a review of an adverse benefit determination. If there are services that you would like to receive that have been denied/delayed or are currently receiving services that have been reduced, suspended or terminated for any reason, **YOU HAVE THE RIGHT TO APPEAL**. You can request an appeal in writing, over the phone or in person.

WHO CAN REQUEST AN APPEAL?

An appeal can be requested by the enrollee, the enrollee's legal guardian, parent of a minor child, authorized representative, provider or representative of the deceased's estate.

TIMEFRAMES

You can request an appeal within 30 calendar days of the mailing date on the adverse benefit determination if you're underinsured/uninsured. Your appeal will be acknowledged in writing within 5 days from the date DWIHN receives the request.

If you have Medicaid/Healthy Michigan or MI Health Link insurance, you can request an appeal within 60 calendar days from the date on either the Adverse Benefit Determination letter or the Notice of Denial of Medical Coverage. MI Health Link appeals are acknowledged in writing within 3 calendar days while Medicaid/Healthy Michigan appeal requests are acknowledged within 5 calendar days.

If you feel that the decision made will cause harm you or greatly affect the way that you live, you can request an expedited/fast appeal. We will review the request and either grant the expedited appeal or turn the request into a standard appeal. You will be notified either way. We resolve expedited/fast appeal requests within 72 hours.

After your appeal has been reviewed and a decision is made, you will be notified of the decision both verbally and in writing. If you disagree with the outcome of your appeal, there are second level appeal options either through Michigan Department of Health and Human Services or an Independent Review Entity, depending upon your insurance.

Please note DWIHN or your provider can assist you in completing appeal forms.

For additional information,
please contact Customer Service at:

Detroit Wayne Integrated Health Network
707 W. Milwaukee St.
Detroit, Michigan 48202
1-888-490-9698

DWIHN's Mission:

We are a healthcare safety net organization that provides access to a full array of integrated services that facilitate individuals to maximize their level of function and create opportunities for quality of life.

We Want to Hear From You

What you think about your services is important to us.

Customer Service wants to hear from you. Feel free to call or write to us about your comments, suggestions, and/or concerns.

We are available to assist you

Monday-Friday
8:00a.m.-4:30p.m.
Toll Free: 888.490.9698
Local: 313.833.3232



Important Numbers

Detroit Wayne Integrated Health Network

707 W. Milwaukee St.
Detroit, MI 48202
www.dwihn.com

General Office
313.833.2500
TTY: 711

Centralized Access Center 24-Hour Crisis/Information & Referral

Toll Free: 800.241.4949
Local: 313.224.7000

**Customer Service
Consumer Affairs and
Community Outreach**
Toll Free: 888.490.9698
Local: 833.3232

Grievances & Appeals
Toll Free: 888.490.9698
Fax: 313.833.4280

Family Support Subsidy
Toll Free: 888.490.9698
Local: 313.344.9099
Fax: 313.833.4150

Office of Recipient Rights
Toll Free: 888.339.5595
Fax: 313.833.2043



How Customer Service Can Help You



How Customer Service Can Help You

Access to Service

The Detroit Wayne Integrated Health Network Customer Service unit is here to serve you.

We want to help you understand the services and benefits to which you are entitled. We are here to assist you with access to services, providers, community resources, and information to help you make informed choices.

Customer Service also organizes, coordinates, and supports planned learning opportunities. We can provide you with educational materials to help you learn about your services and mental health concerns. These publications are available by request and available in other languages.

Become Involved

As a Member with DWIHN, there are many opportunities for you to shape services and programs. For more information call Customer Services at:

Toll Free: 888.490.969
TTY: 711

Outreach

Customer Service wants to keep you informed. We advocate for members in getting their needs met, encourage self-advocacy, and assist with problem-solving.

Here are a few of the activities we provide:

- Consumer Advocacy Meetings
- Peer Support Trainings and Referrals
- Town Hall Meetings
- Representation on Authority Committees
- "Persons Points of View" Consumer Newsletter
- Outreach Focus Groups



Your Satisfaction

Your satisfaction is very important to us. We are here to help you with any problems or questions you might have regarding services. Just give us a call. We can assist with:

- Appeals
- Complaints
- Recipient Rights Referrals
- Filing a Grievance
- State Fair Hearings
- Family Subsidy

If you feel your rights have been violated, please call Recipient Rights at 1.888.339.5595.

Our mailing address is:
DWIHN
Customer Service
707 W. Milwaukee St.
Detroit, MI 48202

Disclaimer: DWIHN does not discriminate or exclude people or treat them differently because of race, color, national origin, age, disability or sex.

DWIHN's Mission:

We are a safety net organization that provides access to a full array of services and supports to empower persons within the Detroit Wayne County behavioral health system.

Values:

- ❖ We are a person centered, family and community focused organization.
- ❖ We are an outcome, data driven and evidence-based organization.
- ❖ We respect the dignity and diversity of individuals, providers, staff and communities.
- ❖ We are culturally sensitive and competent.
- ❖ We are fiscally responsible and accountable with the highest standards of integrity.
- ❖ We achieve our mission and vision through partnerships and collaboration.



Important Numbers

Detroit Wayne Integrated Health Network

707 West Milwaukee St.
Detroit, MI 48202
www.dwihn.com

General Office
313.833.2500

Centralized Access Center 24-Hour Crisis/Information & Referral

Toll Free: 1.800.241.4949
Local: 313.224.7000
TTY: 1.866.870.2599

Customer Service, Consumer Affairs and Community Outreach

Toll Free: 1.888.490.9698
Local: 313.833.3232
TTY: 1.800.630.1044

Grievances & Appeals
Toll Free: 1.888.490.9698
Fax: 313.833.4280

Family Support Subsidy
Toll Free: 1.888.490.9698
Fax: 313.833.4150

Office of Recipient Rights
Toll Free: 1.888.339.5595
TTY: 1.888.339.5588
Fax: 313.833.2043



How to Access Routine Behavioral Health Services



Who is Eligible for Mental Health Services?

The Detroit Wayne Integrated Health Network (DWIHN) is responsible for behavioral health services to Wayne County's two million residents. DWIHN is a safety net organization that provides a full array of services and supports to adults with mental illness (SMI), individuals with intellectual and developmental disabilities (IDD), children and adolescents with serious emotional disturbances (SED), and people with substance use disorders (SUD) or co-occurring disorders (COD).

Services include:

- Information & Referral
- Crisis Intervention/Suicide Prevention
- Disaster Mental Health Resources
- Consultation & Education

Additionally, DWIHN is responsible for behavioral health services for persons with the following insurances:

- Medicaid
- Children's Waiver
- Children with Serious Emotional Disturbance Waiver
- Habilitation Supports Waiver
- Medicare and Medicaid (MI Health Link)

Steps to Access Routine Mental Health Services

Step 1: DWIHN welcomes you to contact our Access Center to obtain a professional and confidential screening. We are here to assist you with treatment options for your behavioral health needs.

Step 2: An Access Center Representative will provide you with a telephonic screening to determine what available services will best suit your needs.

Step 3: After the screening, the Access Center will determine if you meet criteria for community behavioral health services.

Step 4: If you meet criteria, the Access Center will schedule an appointment for a face-to-face evaluation with one of our behavioral health providers. If you do not meet the criteria, information on community based services may be given to you.

Step 5: Upon enrollment, you will be mailed a confirmation letter and a welcome packet with your appointment information.

Access Center
800.241.4949

Information and Referral

DWIHN provides an array of services through coordination and collaboration with over 120 service providers. The purpose of Information and Referral services is to conduct a brief screening to determine the appropriate level of care for individuals. DWIHN's Access Center will assist you by:

- ❖ Identifying your needs
- ❖ Finding the most appropriate services and resources to meet your needs
- ❖ Linking you to the most appropriate service provider
- ❖ Providing information on mental health and substance use services and how to access them

Disclaimer: DWIHN does not discriminate or exclude people or treat them differently because of race, color, national origin, age, disability or sex.

DWIHN's Mission:

We are a safety net organization that provides access to a full array of services and supports to empower persons within the Detroit Wayne County behavioral health system.

Crisis Center for Adults

Community Outreach for Psychiatric Emergencies (C.O.P.E.)

33505 Schoolcraft Rd.
Suite #3
Livonia, MI 48150
844.296.2673
24/7/365

Crisis Centers for Children (Ages 1-18)

The Children's Center Crisis Care

90 Seldon
Detroit, MI 48201
313.324.8557
8:00am-12:00am Mon.-Fri.
8:00am-4:00pm Sat.

The Guidance Center

26300 Outer Drive
Lincoln Park, MI 48195
313.388.4630
24/7/365

New Oakland Child/Adolescent Family Center Mobile Crisis Stabilization

32961 Middlebelt Rd.
Farmington Hills, MI 48334
877.800.1650
24/7/365

Important Numbers

Detroit Wayne Integrated Health Network

707 West Milwaukee St.
Detroit, MI 48202
www.dwihn.org

General Office

313.833.2500
TTY: 711

Centralized Access Center 24-Hour Crisis/Information & Referral

Toll Free: 800.241.4949
Local Calls: 313.224.7000

DWIHN Crisis Call Center

1.844.462.7474
24/7/365

DWIHN Mobile Crisis Unit

707 West Milwaukee St.
Detroit, MI 48202
1.844.462.7474

CUSTOMER SERVICE

Consumer Affairs and Community Outreach

Toll Free: 888.490.9698
Local: 313.833.3232

Grievances & Appeals

Toll Free: 888.490.9698
Fax: 313.833.4280

Family Support Subsidy

Toll Free: 888.490.9698
Local: 313.344.9099
Fax: 313.833.4150

Office of Recipient Rights

Toll Free: 888.339.5595
Fax: 313.833.2043



How to Obtain Emergency & After Hours Behavioral Health Services



Emergency and After-Hours Access to Services

A "behavioral health emergency" is when a person is experiencing the following symptoms and behaviors:

- ❖ that can reasonably be expected in the near future to lead him/her to harm self or another;
- ❖ the inability to meet his/her basic needs
- ❖ he/she is at risk of harm; or
- ❖ judgment is so impaired that he or she is unable to understand the need for treatment and that his/her 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 without prior authorization for payment of care. If you have a mental health emergency, you should seek help right away. If the situation is potentially life-threatening, get immediate emergency assistance by calling 911. If you are having a behavioral health emergency or crisis, at any time you may call:

24-Hour Centralized Access Center

Toll Free: 800.241.4949

Local: 313.224.7000

TTY: 711

24 Hours a Day

7 Days a Week

365 Days a Year



Crisis Screening and Referral Services

Sometimes an individual is in an emotional crisis and cannot wait for a regular appointment to receive services. Crisis screening centers provide walk-in services for individuals in urgent need of behavioral health care. These services include a safety screening, a resource needs assessment, safety planning if necessary, and referral to either crisis services or other appropriate options. To provide services in these situations, DWIHN has crisis screening locations for stabilization of your crisis and referral to services.

Behavioral health services are available to Wayne County residents' 24-hours per day, 7 days per week, including weekends and holidays.



Note: If you utilize a hospital emergency room, there may be health-care services provided to you as part of the hospital treatment for which you may receive a bill and may be responsible for, depending on your insurance status. These services may not be part of the DWIHN emergency services you receive.

Customer Service can answer questions about such bills.

Prior authorization is not required for emergency medical services



Disclaimer: DWIHN does not discriminate or exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

How to Transport a Person for an Evaluation

The process for filing a petition asking a Judge to enter an order that the person is brought to a Crisis Stabilization Unit (CSU) or Emergency Department (ED) for evaluation is called a Pick-Up or Transport Order. A Transport Order request may be filed in person if the individual lives in Wayne County and can be found in Wayne County. All previously mentioned Petition for Mental Health Treatment forms must be completed and filed in person at:

Coleman A. Young Municipal Center
2 Woodward Ave. Room 902
Detroit, MI 48226
Mon-Fri 8am-4pm

Once the order has been signed by a Judge, it is mailed to the petitioner, who must take the order to the police department nearest where the individual may be found. This order expires in 10 days. Once the individual is in protective custody, they will be transported to the nearest Crisis Stabilization Unit or Emergency Department to be examined. For further information on Kevin's Law go to DWIHN website: www.dwihn.org, go to the Member Section and scroll down to Probate FAQ's.



NOTE: There is no fee to file a Petition for Mental Health Treatment or Transport

IMPORTANT PHONE NUMBERS

Detroit Wayne Integrated Health Network
707 West Milwaukee St.
Detroit, MI 48202
www.dwihn.com

General Office
313.833.2500
TTY: 711

Centralized Access Center
24-Hour Crisis/Information & Referral
Toll Free: 800.241.4949
Local Calls: 313.224.7000

CUSTOMER SERVICE
Consumer Affairs and Community Outreach

Toll Free: 888.490.9698
Local: 313.833.3232

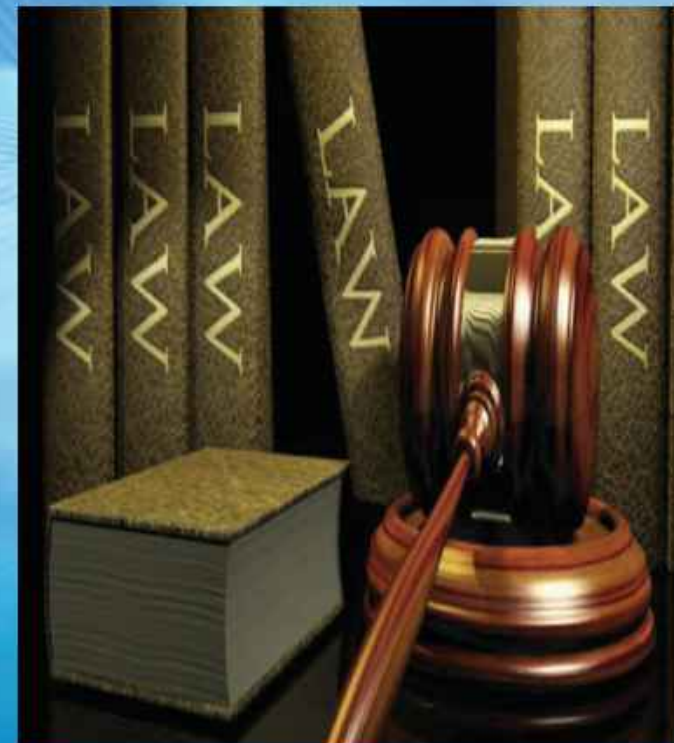
Grievances & Appeals
Toll Free: 888.490.9698
Fax: 313.833.4280

Family Support Subsidy
Toll Free: 888.490.9698
Local: 313.344.9099
Fax: 313.833.4150

Office of Recipient Rights
Toll Free: 888.339.5595
Fax: 313.833.2043



KEVIN'S LAW



What You Need To Know

Assisted outpatient treatment (AOT) law, also known as Kevin's Law was originally signed into law in 2004. Updates and expansions were made and signed into law on February 14, 2017.

The purpose of Kevin's Law is to authorize courts and community mental health agencies to develop and utilize AOT programs, generally used in lieu of hospitalization for people who fail to comply with prescribed treatments.

Kevin's Law helps to provide protection and care for individuals who have mental illnesses and may be impaired in their judgment about the need for treatment. Family and friends of the individual can petition the court to order outpatient mental health care. This law allows judges to order outpatient treatment for people with untreated severe mental illnesses.

How To File A Petition

Any person who is at least 18 years and has witnessed the behavior may file a petition. Not everyone with a mental health illness qualifies for Involuntary Treatment. Two criteria must be met.

1. The person has a mental illness not just a substance use disorder and/or a neurological condition like dementia
- And
2. The person meets (1) of the following:
 - a. Has said something, tried to do something, or falsely believes that someone is trying to harm them, or they want to harm themselves or someone else.
 - b. Unable to attend to their basic physical needs and/or their children, placing them at risk for further harm.
 - c. Does not recognize due to their mental health that they need help, placing them at risk for further harm.

Forms Needed to File A Petition

The person needing treatment lives in Wayne County, the following forms must be completed:

1. Petition for Mental Health Treatment (PCM 201).
2. Petitioner Filing Coversheet (WCPC 99).
3. Protected Personal Identifying Information (MC97). All forms are available at:

<https://www.wcpc.us/probate-court-forms.html>

Completed forms may be emailed to:
mentalhealth@wcpc.us

or

faxed to: 313-967-4013

or

mailed to:

902 Wayne County

Probate Court 2

Woodward Ave. Detroit,

MI 48226

Wayne County Probate Court

has a YouTube page entitled Petition for Mental Health Treatment (PCM201), Petitioner Filing Coversheet (WCPC99) and Protected Personal Identifying Information (MC97)



MOTIVATION

Self-Determination promotes choice, control and empowerment. People who have choice and control over decisions in their lives are more likely to be motivated.

It is proven that people who are motivated are more likely to be successful.

When this occurs, everyone benefits and people receiving services are:

- Empowered to control their lives with the appropriate needed support.
- Service Providers/staff can help motivate and work toward personal goals.
- Funders can ensure financial resources are being used efficiently and effectively.

Contact your Supports Coordinator or Case Manager for more information or email:

selfdetermination@dwihn.org

CONTACT US

707 W. Milwaukee St.
Detroit, MI 48202
313-833-2500

www.dwihn.org

DWIHN is a safety net organization that provides a full array of services and supports to provide empowerment to people within our behavioral health system. We serve over 75,000 citizens in Detroit and Wayne County with mental illness, intellectual and developmental disabilities and substance use disorders.

24 Hour Help Line

Centralized Access 800-241-4949

Customer Service

888-490-9698 / 313-833-2500

Recipient Rights

888-339-5595

TDD: 888-339-5588

Services for Deaf/Hard of Hearing

TDD: 800-630-1044



Like, Follow and Subscribe
[@DetroitWayneIHN](https://twitter.com/DetroitWayneIHN)



**SELF-DIRECTING
SERVICES is
SELF-DETERMINATION**

Freedom, Authority, Support and Responsibility

WHAT IS SELF-DIRECTING SERVICES?



Self-Directing services (formerly referred to as Self-Determination) is a partnership between Detroit Wayne Integrated Health Network and people using specialty mental health services. Self-Directing services is a method of service delivery that shifts budget authority and control of services to the person as identified in their Individual Plan of Service (IPOS).

Based on services authorized in the IPOS, the member will select qualified service providers of their choice. The costs of services will be outlined in an individual budget and managed by the person through a Financial Management Service (FMS).

PRINCIPLES

Self-Directing services is decided by using the Person-Centered Planning process and is based on 4 Principles of Self-Determination:

1. **Freedom:** To choose supports and services that match their lifestyle and expectations.
2. **Authority:** To choose Providers and control an individual budget by purchasing the supports and services outlined in their PCP.
3. **Responsibility:** To give back to the community through employment as well as accountability for spending public dollars.
4. **Support:** To have the help you need to live the life you want.



SELF-DIRECTING SERVICES



Self-Directing Services ensures people control their own budget and directly hire or contract with individuals or agencies to provide services.

The goal is to support Self-Directing services on an individual basis, so people are living a life of independence and inclusion.

There are several components to creating a Self-Directed arrangement including working with a Financial Management Service who will help budget money for authorized services.



For more information about receiving
Peer Services or becoming a Peer,
visit our website at
<https://www.dwihn.org/peers>
or contact the
Detroit Wayne Integrated
Health Network
Customer Service Department

Toll Free: 888.490.9698
Local: 313.833.3232
TDD: 800.630.1044

For information about Recovery
Coaches, contact:
Michigan Department of Health and
Human Services at 517.373.3740 or
see the website at
https://www.michigan.gov/documents/mdhhs/Online_Recovery_Coach_CERTIFICATION_Training_2021_up_date_-_1_713632_7.pdf

Detroit Wayne Integrated Health Network

707 W. Milwaukee St.
Detroit, MI 48202

Administrative Offices
313.833.2500
TDD Line: 800.630.1044



Peer Services



Centralized Access Center 24-Hour Helpline

800.241.4949
or
313.224.7000
TDD Line: 800.630.1044

Office of Recipient Rights

888.339.5595
TDD Line: 888.339.5588

DWPHN Mission: We are a
healthcare safety net
organization that provides access
to a full array of integrated
services that facilitate individuals
to maximize their level of function
and create opportunities for
quality of life.

What Are Peer Services?

They are provided by DWIHN professionals who have first-hand experience of living with a disability and are trained and certified to support others similar to themselves.

Peer services are available in a variety of provider locations. Some examples include: inpatient sites, hospitals, jails and beyond. Drop-in centers are community-based organizations entirely staffed by peers.

Peer services are available to adults, youth and parents of children served. Also, DWIHN has peer run drop-in centers where people with mental illness can get services.

To receive peer services, talk to your case manager or supports coordinator who can include it in your treatment plan.



What Are Some Peer Services?

- Advising on housing and related rights
- Advocating with doctors or therapists on beneficiaries behalf
- Educating the public and decision-makers
- Encouraging and motivating beneficiaries
- Leading support groups
- Mentoring and giving hope
- Providing trainings or classes
- Sharing resources and information



What are Drop-in Centers?

Drop-in centers are only accessible to those with a mental illness. To get this type of peer service, you can walk-in to one of our three Detroit-Wayne locations:

Harvest Retreat
8904 Woodward Ave.
Detroit, MI 48202
313.365.7211

Our Place
12285 Dixie St., Suite 100
Redford, MI 48239
313.543.3393

Perfect Place
14705 Allen Rd.
Southgate, MI 48195
734.250.7943

DWIHN Member Rights & Responsibilities Statement

We are committed to maintaining a mutually respectful relationship with our members and providers. DWIHN Member Rights and Responsibilities statement is provided to assist you in understanding and exercising your rights while assessing behavioral health care services in Detroit-Wayne County. This statement helps to minimize potential misunderstandings and promote compliance with all applicable statutory and regulatory requirements. Understanding your rights and responsibilities will help you to make informed decisions about your healthcare.

Detroit Wayne Integrated Health Network

707 West Milwaukee St.
Detroit, MI 48202
www.dwihn.org

General Office

313.833.2500
TTY: 711

Centralized Access Center 24-Hour Crisis/Information & Referral

Toll Free: 1.800.241.4949
Local: 313.224.7000

DWIHN Crisis Call Center

1.844.462.7474
24/7/365

DWIHN Mobile Crisis Unit

707 West Milwaukee St.
Detroit, MI 48202
1.844.462.7474

Customer Service, Consumer Affairs & Community Outreach

Toll Free: 1.888.490.9698
Local: 313.833.3232

Grievances & Appeals

Toll Free: 1.888.490.9698
Fax: 313.833.4150

Office of Recipient Rights

Toll Free: 1.888.339.5595
Fax: 313.833.2043



DWIHN Member Rights and Responsibilities Statement



You have the right to:

- Receive information about DWIHN, its Services, its Practitioners, and Providers, and Your Rights and Responsibilities.
- Be treated with respect and recognition of your dignity and right to privacy.
- Participate with Practitioners in making decisions about your health care.
- A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage and to freely communicate with your providers and without restriction on any information regarding care.
- Voice complaints or appeals about DWIHN or the care provided.
- Make recommendations regarding DWIHN's Members' Rights and Responsibilities policy.
- Be informed of the availability of independent, external review of internal UM final determinations.
- Be offered an opportunity to request mediation to resolve a dispute.
- A Psychiatric Advance Directive.

You have a responsibility to:

- Provide, to the best of your knowledge, accurate and complete information regarding your medical history, including: present and past illnesses, medications, hospitalizations, etc. to DWIHN and its Practitioners and Providers needed in order to care for you.
- Follow your treatment plan of care and instructions. The plan of care is to be agreed upon by you and your provider.
- Ask questions about your care. This will help you to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
- Follow all MDHHS procedures for the required annual Medicaid enrollment and inform DWIHN of any changes in insurance status.

DWIHN has the responsibility to:

- Provide you with a written notice of any significant State and Provider network changes at least 30 days before the intended effective date of change.
- Make a good faith effort to give you a written notice of termination of your Service Provider within 15 days of receipt or issuance of a termination notice.

For additional information and a complete list of our Members' Rights and Responsibilities statement, you may contact Customer Service at **888.490.9698**.

WELLNESS TOOLS FOR YOU

- Health management tools help you keep track of your health
- A secure tool to record your personal health information
- A free health & Wellness app **www.myStrength.com**; (Access code is: **DWIHNc**)



PARTICIPATION GUIDELINES

The Guidance Center is here to support your recovery and help you improve the quality of your life. In order to help you accomplish your goals, we encourage you to follow these guidelines.

Own Your Recovery

- Actively participate in the assessment and person-centered planning process.
- Help your treatment team understand your needs.
- Talk to us about what you hope to accomplish by participating in treatment and recovery support services.
- Tell us specifically how you would like to change your life.
- Practice the skills and strategies that you learn in treatment.
- Allow us to partner with you and your medical providers to improve your overall health and wellness.
- Build and strengthen your relationships with people in your life who you can count on to help you maintain your recovery.
- If your needs or goals change, communicate this information to your treatment team.
- Let us know what is working for you. Your feedback will help us to better meet your needs.

Work with Your Treatment Team

- Consistently attending and participating in scheduled appointments will help you achieve your recovery goals.
- Schedule regular appointments at the frequency identified in your person-centered plan.
- When possible, schedule your appointments at least 2 weeks in advance.
- Plan ahead to allow yourself time to arrive a few minutes early. Your appointment may be rescheduled if you arrive more than 10 minutes late.
- Let us know if you would like to receive text reminders for scheduled appointments.
- In order to continue to see your psychiatrist, please keep scheduled appointments with other members of your treatment team.
- If you are unable to attend a scheduled appointment, please call the person you were scheduled to meet in advance, and reschedule your appointment as soon as possible.
- Please notify your treatment team if you are having difficulty keeping appointments due to physical or mental health conditions, transportation issues, childcare, etc. We may be able to help you overcome these barriers.
- Stay in contact. If you repeatedly cancel or miss scheduled appointments and don't respond when we try to contact you, we will assume that you no longer wish to participate in treatment and we will take steps to reduce or discontinue your services.



Understanding Case Management

Understanding Your Case Management Services: THE ADULT BEHAVIORAL HEALTH PROGRAM AT THE GUIDANCE CENTER

As a recipient of behavioral health services at The Guidance Center, you may be assigned a Case Manager at the time of your intake. Case management services are intended to help you design and implement an individualized plan to help you meet your needs, and pursue your hopes and dreams for the life you want. In addition to helping you address your mental health treatment and recovery, case management services can help you gain access to medical and dental care, transportation, social services, financial assistance, housing, employment, education, recreation and so on.

Your Case Manager will work with you to:

- Assess your strengths and needs.
- Develop a Person Centered Plan that defines your specific goals, the services you need, and how you would like those services to be delivered.
- Link you with services available at The Guidance Center and other community organizations.
- Coordinate your services within The Guidance Center, and with other organizations outside of The Guidance Center.
- Assist with accessing entitlements and/or legal representation.
- Coordinate with the Medicaid Health Plan, Medicaid fee-for-service, or other health care providers.
- Identify and overcome any barriers to receiving services and meeting your needs.
- Monitor and review your progress.
- Adjust your Person Centered Plan when your needs change.
- Facilitate crisis planning including, identifying the process for after-hours contact.
- Assist with crisis Intervention, discharge planning, including community supports after hospitalization.

Your assigned Case Manager is your link to your treatment and recovery team at The Guidance Center. He or she is responsible to help you develop your initial Person Centered Plan within 30 days of your intake. Your Person Centered Plan will document who will be included on your team and what they will do. Your Case Manager will communicate with other members of your team on a regular basis to ensure that your services are delivered in a coordinated manner.

If, for any reason, your assigned Case Manager is unavailable at your scheduled appointment time, another Case Manager will see you for your appointment; or you may reschedule with your assigned Case Manager for another time. If you are seen by another Case Manager, your assigned Case Manager will be informed about your visit, and will continue to provide case management services to you as specified in your Person Centered Plan.



The Guidance Center

Understanding Supports Coordination

Understanding Your Supports Coordination Services:

As a recipient of Intellectual and Developmental Disability services at The Guidance Center, you will be assigned a Support Coordinator at the time of your intake. Supports Coordination services are intended to help you design and implement an individualized plan to help you meet your needs, and pursue your hopes and dreams for the life you want. Support Coordinators work with you to assure all necessary supports and services are provided.

Your Support Coordinator will work with you to:

- Assess your strengths and needs.
- Develop a Person Centered Plan that defines your specific goals, the services you need, and how you would like those services to be delivered.
- Coordinate your services within The Guidance Center.
- Link, coordinate, follow-up, advocate with, and/or monitor Specialty Services and Supports and other community services/supports.
- Assist with accessing entitlements and/or legal representation.
- Coordinate with the Medicaid Health Plan, Medicaid fee-for-service, or other health care providers.
- Identify and overcome any barriers to receiving services and meeting your needs.
- Monitor and review your progress.
- Adjust your Person Centered Plan when your needs change.
- Facilitate crisis planning including, identifying the process for after-hours contact.
- Assist with crisis Intervention, discharge planning, including community supports after hospitalization.

Your assigned Support Coordinator is your link to your treatment team at The Guidance Center. He or she is responsible to help you develop your initial Person Centered Plan within 30 days of your intake. Your Person Centered Plan will document who will be included on your team and what they will do. Your Support Coordinator will communicate with other members of your team on a regular basis to ensure that your services are delivered in a coordinated manner.

Opioids Include:

Heroin and prescription pain medications:

Vicodin (hydrocodone)	Fentanyl
OxyContin (oxycodone)	Percocet
Dilaudid (hydromorphone)	Methadone
MS Contin (morphine)	...and others

- If someone takes more opioids than their body can handle, they can pass out, stop breathing, and die.
- Overdose can take minutes or even hours to occur.
- Anyone who uses opioids can overdose.

Opioid Overdose Risks

- **Restarting opioids after a break.** Tolerance drops within a few days.
- **Using opioids at the same with alcohol or sedating drugs** like sleep aids and benzodiazepines ("benzos" like Valium and Xanax). Mixed together, they can slow breathing even more.
- Taking **prescription pain medicine more often** or in **higher doses** than prescribed.
- **Any heroin use** due to its wide range of purity.
- **Taking someone else's** pain medication.
- **Using long-acting opioids** (like methadone) or powerful opioids (like fentanyl).
- **Heart or lung disease.**

If someone has overdosed before, they are more likely to overdose again.

How can I get naloxone?

Naloxone (Narcan®) is a prescription medicine that can temporarily stop the effect of opioids and help a person start breathing again. It can be given as an injection into a muscle or as an intranasal spray. It is easy and very safe to use.

Family members of clients at The Guidance Center may obtain free Naloxone through the Michigan Standing Naloxone Order by:

- *Requesting a Naloxone prescription from The Guidance Center psychiatrist who is treating your family member.*
- *Have the Naloxone prescription filled* at your local pharmacy. *Please call your local pharmacist to make sure they have Naloxone available, first.*
- *(Without a prescription, Naloxone costs approximately \$90 at the pharmacy.)*

Resources

Wellplace Access Center: 800-241-4949

Narcotics Anonymous (NA): 877-338-1188,
www.michigan-na.org

Here to Help (Referrals to Suboxone Providers):
866-973-4373
www.suboxone.com

Methadone Centers (Referrals to Providers):
800-530-0431
www.methadonecenters.com

Nar-Anon Family Groups: Toll free (800) 477-6291
www.nar-anon.org/forum

Treatment services, including Medication Assisted Treatment, available at The Guidance Center
(734) 785-7700

Opioid Overdose



If someone you know is taking prescription pain medication or using heroin...

...would you know what to do if they accidentally overdosed?

This information could help you save a life.

Taking Action in an Opioid Overdose

1 Check: Could this be an opioid overdose?

Look and listen for:

- Slow or no breathing
- Gurgling, gasping, or snoring
- Clammy, cool skin
- Blue lips or nails
- Pill bottles, needles, or alcohol



Try to wake them up:



- Shake them and call their name.
- Rub your knuckles hard over their chest bone.

If they don't wake up, you need to act fast!

2 Call 911.



- Say where you are and that the person isn't breathing.
- You don't need to say anything about drugs or medications.

3 Give naloxone and start rescue breathing.

- **Give the naloxone.** Follow the instructions on the package or in the overdose rescue kit.
- **Start rescue breathing.**
- If they don't respond in 3-5 minutes, give a **second dose of naloxone. Keep rescue breathing.**



Do rescue breathing even if you don't have naloxone. Oxygen is critical!

4 Stay with them.

- If they start to wake up and breathe, stay with them.
- **Watch them until medical help arrives.** Naloxone wears off in 30-90 minutes. When it does, the person can stop breathing again.
- If you must leave, put them into the recovery position and in a place they can be found.



Good Samaritan Law

If you get medical help for an overdose or alcohol poisoning, you and the victim cannot be charged for drug use, possession, or underage drinking.



WA RCW 69.50.315

Rescue Breathing



- Tilt head back. Lift chin. Pinch nose.
- Give **2 quick breaths**. Chest should rise.
- Then give **1 slow breath every 5 seconds**.
- **Keep going** until they start breathing or until help arrives.

Recovery Position





Member Feedback Evaluation Form (optional)

What: Member Orientation to Services

Service Provider Name: _____

Where: _____

How was your Orientation?

1. The orientation helped you to understand what services are available to you and how you can access them.

___ Yes: ___ No:

Comments: _____

2. The orientation informed you about your enrollee rights.

___ Yes: ___ No:

Comments: _____

3. Were you informed of your right that updated informational materials upon enrollment will be provided on an annual basis?

___ Yes ___ No

Comments _____

4. Were you told how to obtain after-hour emergency services and that prior authorization is not required?

___ Yes ___ No:

Comments _____

Date of Orientation: _____

Thank you for completing this evaluation. This will help us in providing you with better service. Your information will remain confidential.

Please return this completed form to any staff member at The Guidance Center to be forwarded to Tiffany Hillen and Jessica Collins in the Quality Improvement/Customer Service Department



BEHAVIORAL HEALTH MEDIATION SERVICES PROGRAM

How can the Michigan Behavioral Health Mediation Services program help you with your services?

This program ensures you have access to a neutral, independent mediation professional to resolve matters related to your experience with Community Mental Health (CMH) or Prepaid Inpatient Health Plan (PIHP) services. We'll connect you with your local Community Dispute Resolution Program (CDRP) center that can help you resolve your dispute.

How Much Does It Cost?

It's free to all parties receiving mental health services from a CMH or PIHP, and paid for through a Michigan Department of Health and Human Services (MDHHS) grant.

www.mediation-omc.org



»»» What is Mediation?

In mediation, a neutral third party will guide you through a confidential communication, information sharing, and decision-making process. The mediator ensures that all parties have a voice and that there is a power balance at the table. If a settlement is reached, the mediators will work with you to assist you in writing an enforceable agreement that is crafted by the parties. You do not lose any of your due process rights (i.e., local appeal, grievance/complaint, etc.) participating in mediation.

Benefits of Mediation

- It provides a safe space to share concerns.
- It's an impartial process where you have an equal voice.
- It's confidential.

5 Easy Steps to Mediation

- 1** Contact the Oakland Mediation Center at **1-844-3-MEDIATE** (1-844-363-3428) between 9 a.m. – 5 p.m. EST, Monday through Friday. Or email us at behavioralhealth@mediation-omc.org.
- 2** OMC'S Mediation Specialist will confirm your eligibility.
- 3** Then, OMC'S Mediation Specialist will refer the case to your local CDRP center.
- 4** Your CDRP will contact you and the appropriate CMH or PIHP to conduct a formal intake process to understand the issues between the parties.
- 5** Following the intake process, the CDRP will schedule a mediation session within 10 business days.

»»» For over 30 years, the Community Dispute Resolution Program centers have provided conflict resolution and education services that empower community members, families, businesses, courts, and schools to resolve conflict. Oakland Mediation Center is an apolitical, non-profit, volunteer-based Community Dispute Resolution Program (CDRP) center whose volunteers represent and serve the community. OMC is the administrator of the state-wide Behavioral Health Mediation Services Program.



**CERTIFIED COMMUNITY
BEHAVIORAL HEALTH
CLINIC (CCBHC)
Member Handbook**

The Guidance Center
13101 Allen Road, Southgate, MI 48195

734-785-7700 • www.guidance-center.org

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The Guidance Center

Since 1958, The Guidance Center has worked to support people in our community. Our mission is simple: *Nurture development. Foster resilience. Cultivate well-being.*

For almost seventy years, we have partnered with local communities and schools to help children and adults facing mental health challenges and other difficulties. In 1958, a group of caring residents and teachers saw a need for mental health services in the area. They came together to help create The Guidance Center. Since then, we have continued working as a team to support children, adults, and families in southeast Michigan.

Today, the agency offers many programs and services across 18 locations. Our work includes mental health and wellness, early childhood education, intellectual and developmental disability support, mentoring, substance-use services, the Kids-TALK Children's Advocacy Center, the Certified Community Behavioral Health Clinic (CCBHC), Nurture the Future, and research and evaluation. Each year, we help more than 18,000 children and adults reach their own personal goals.

In October 2021, the Michigan Department of Health and Human Services chose The Guidance Center to take part in a six-year CCBHC demonstration pilot. We were the first CCBHC in Wayne County and one of the original thirteen in the state. Those numbers have since grown to six CCBHCs in Wayne County and thirty-two statewide. During the strict certification process, we met all 125 national standards set by the U.S. Substance Abuse and Mental Health Services Administration.

OUR MISSION

Nurture development. Foster resilience. Cultivate well-being.

OUR VISION

The Guidance Center is an innovative leader in programs, community engagement, and collaboration to create a vibrant future for those we serve.

CORE VALUES

These values guide our culture, our decisions, and our commitment to our mission:

- Welcoming and Accessible
- Respect and Dignity
- Innovation and Creativity
- Excellence and Quality
- Teamwork and Collaboration
- Accountability and Reliability
- Stewardship and Integrity

The Guidance Center as a Certified Community Behavioral Health Clinic (CCBHC)

In 2021, the Michigan Department of Health and Human Services (MDHHS) chose The Guidance Center as the first mental health and substance use provider in Wayne County to take part in its Certified Community Behavioral Health Clinic (CCBHC) program. Today, The Guidance Center is fully certified as a CCBHC in Michigan. This means it can offer a wide range of mental health and substance use services to people across Michigan.

As a CCBHC, The Guidance Center must meet more than 125 national quality standards. These standards cover areas like care coordination, crisis response, service delivery, and quality evaluation. The Guidance Center must provide, or work with partner organizations (called designated collaborating organizations, or DCOs), to offer the following services:

- Crisis mental health services, including 24-hour mobile crisis teams, emergency intervention, and crisis stabilization
- Screening, assessment, and diagnosis, including risk assessments
- Patient-centered treatment planning, including crisis planning
- Outpatient mental health and substance use treatment
- Primary care screening and monitoring of key health indicators and risks
- Targeted case management
- Psychiatric rehabilitation
- Peer support, counseling, and family supports
- Intensive, community-based mental health care for military members and veterans, especially those in rural areas

As a CCBHC, The Guidance Center works to make services easier to access. It offers programs that follow proven evidence-based practices, provides longer service hours, and has 24/7 crisis support. Services are person-centered and family-centered.

Eligibility has expanded so that no one is turned away because of ability to pay, insurance status, symptom severity, or county of residence. Anyone with a mental health or substance use diagnosis can usually receive CCBHC services at The Guidance Center, even if they also have other conditions or intellectual or developmental disabilities.

The goal is to meet all of a person's needs—not only mental health or substance use needs, but also physical, behavioral, social, and other needs. This is done through a collaborative team approach. Services may be provided directly by The Guidance Center, by a DCO, or through referrals with coordinated care. Individuals served by a DCO will receive the same service options, quality of care, and rights protections as those served directly by The Guidance Center. All agency materials, including this handbook, apply to everyone.

The Guidance Center also works closely with MDHHS on care coordination, oversight, billing, payment, quality reporting, and all other service-related functions.

Purpose of the CCBHC Member Handbook

People who receive CCBHC services will get the same high-quality care that The Guidance Center has always offered. They will also have the same rights and responsibilities under the Michigan Mental Health Code and the Public Health Code as anyone else receiving mental health or substance use treatment.

While many things have stayed the same, the CCBHC model has brought more focus to certain parts of our services and improved others. This handbook explains the main ideas of the CCBHC model at The Guidance Center and the services we offer. We encourage everyone taking part in CCBHC services to read this handbook and ask any questions they may have. Changes will be made to this handbook any time that the Michigan Department of Health & Human Services updates their CCBHC handbook, so that they will match. You can also find more information about The Guidance Center—our history, mission, vision, values, and services—on our website www.guidance-center.org

Non-Discrimination and Accessibility

The Guidance Center does not allow discrimination or harassment of any kind. Everyone gets equal services, treatment, and inclusion. This is true no matter a person's race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, where they come from, disability, genetic information, veteran status, or any other trait protected by law. These rules apply to all business done between The Guidance Center, its staff, and the people it serves. The Guidance Center believes that all people should be treated with dignity and respect. Discrimination and intolerance can hurt individuals, families, and the whole community. TGC is committed to creating a safe place where people can find support and feel accepted without judgment.

The Guidance Center follows all federal, state, and local laws about safety, cleanliness, and accessibility for clients and staff. Service locations and business hours are set up to meet the community's needs and to make sure people can get services at different times of the day. See the *Service Array* section for more details. To support accessibility and prevent discrimination, The Guidance Center offers free aids and services. These help all people take part in programs even if they have trouble with communication, speaking English, seeing, moving, or have other disabilities or barriers. The Guidance Center's policies say that accommodations or changes will be made to:

- Meet each person's needs
- Provide access to the building, work site, and any areas used by clients
- Help individuals take part in all important program functions
- Follow the Americans with Disabilities Act of 1990
- Make accommodations at the expense of The Guidance Center or its subcontractor, as required to meet the client's needs
- Provide communication aids or alternative communication, including help from an augmentative communication specialist when needed by clients, families, or others involved
- Make sure that getting accommodations does not depend on the client having to ask
- Provide screen reader software, large print, braille, or other helpful tools for people who are blind or have low vision
- Provide qualified readers, taped text, or audio recordings when needed



You can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <https://hhs.gov/ocr/office/file/index.html> or via the QR code. You can also file a complaint through the Office for Civil Rights Complaint Portal, or by mail or phone:

U.S. Department of Health and Human Services

200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
Toll Free: 800-368-1019

Language Assistance & Accommodations

The Guidance Center wants to make sure that people with limited English or language-based disabilities can fully use our services. We provide reasonable accommodations at no cost.

For example, people who are Deaf, hard of hearing, or who have other communication needs can use the Michigan Relay Service, Video Remote Interpreting (VRI), teletype devices (TTY), or other tools to communicate with us. People who need an interpreter or translation services can meet with bilingual staff, onsite interpreters, or use language phone lines to help them understand information. If someone cannot read or understand our written materials, we will explain them in a way that makes sense. Our materials are available in paper and electronic formats and in languages that are common in our community. We can also offer other formats, such as large print, Braille, or easier-to-read versions, when asked.

If you would like any of the following services at no cost, please ask your Guidance Center staff member, call 734-785-7700 (TTY: 711), or send a written request through our website:

- Qualified sign-language interpreter
- Qualified language interpreter
- Written information in other formats (large print, audio, electronic, Braille)
- Written information in other languages
- TTY or other communication devices

ACCESSIBILITY AND ACCOMMODATIONS

The Guidance Center follows all federal and state laws to make sure our buildings and programs are physically accessible to people with disabilities. If you need an accommodation for yourself or a family member, please ask any staff member.

If you believe The Guidance Center did not provide the services listed above, or if you believe you were discriminated against because of your race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability, genetic information, veteran status, or any other protected status, you may file a complaint with the Customer Service Department at 844-820-4819.

Tag Lines

You have the right to get this information in a different format, such as audio, Braille, or large font due to special needs or in your language at no additional cost.

ATTENTION: If you do not speak English, language assistance services are available to you, free of charge. Call 734-785-7700 (TTY: 771)

Albanian

KINI PARASYSH: Nëse nuk flisni anglisht, ka shërbime për ndihmë gjuhësore janë në dispozicion për ju, falas. Telefononi 734-785-7700 (TTY: 771)

Arabic

تنبيه: إذا كنت تتحدث أنجليزية وتتوفر لك خدمات لمساعدة اللغة مجاناً. انصل للجوارق 734-785-7700 (للفاتف للاصي: 771)

Bengali

দ্রষ্টব্য: আপনি যদি ইংরেজি না জানেন, তবে বিনামূল্যে ভাষা সহায়তা পরিষেবা নিতে পারেন। 734-785-7700 (টিটিটিওয়াই: 771) নম্বরে কল করুন

Chinese

請注意：如果你不懂英語，可以使用免費的語言協助服務。請致電734-785-7700（文字電話：771）

German

ACHTUNG: Wenn Sie kein Englisch sprechen, stehen Ihnen kostenfreie Sprachunterstützungsdienste zur Verfügung. Bitte rufen Sie die Nummer 734-785-7700 an (TTY: 771)

Italian

ATTENZIONE: se non parli inglese, sono disponibili servizi di assistenza linguistica gratuiti. Chiama il numero 734-785-7700 (TTY: 771)

Japan

注意：英語が話せない場合は、言語アシスタンスサービスを無料でご利用いただけます。734-785-7700（TTY：771）までお電話ください。

Korean

알림: 영어가 익숙하지 않으시다면, 언어 지원 서비스를 무료로 제공해 드립니다. 734-785-7700번(TTY: 771)으로 전화하세요.

Polish

UWAGA: Jeśli nie mówisz po angielsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 734-785-7700 (TTY: 771)

Russian

ВНИМАНИЕ: Если вы не говорите по-английски, языковая помощь предоставляется вам бесплатно. Позвоните по телефону 734-785-7700 (TTY: 71)

Serbian

PAŽNJA: Ako ne govorite engleski jezik, usluge pomoći za jezike su dostupne bez naknade. Pozovite 734-785-7700 (TTY: 771)

Tag Lines (continued)

Syriac

ܡܬܝ ܢܬܝܢ ܕܠܝܥܐ ܕܠܝܥܐ ܕܠܝܥܐ ܕܠܝܥܐ ܕܠܝܥܐ ܕܠܝܥܐ ܕܠܝܥܐ ܕܠܝܥܐ ܕܠܝܥܐ

734-785-7700 (TTY: 771)

Spanish

ATENCIÓN: Si no habla inglés, tiene a su disposición servicios de asistencia lingüística gratuitos. Llame al 734-785-7700 (TTY: 771)

Tagalog

PAALALA: Kung hindi ka nagsasalita ng Ingles, magagamit mo ang mga serbisyo ng tulong sa wika, nang walang bayad. Tumawag sa 734-785-7700 (TTY: 771)

Vietnamese

CHÚ Ý: Nếu quý vị không nói tiếng Anh, đã có sẵn dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi 734-785-7700 (TTY: 771)

Mental Health Code, Public Health Code & Recipient Rights

As a person receiving behavioral health or substance use services from a CCBHC, you have certain rights under the Michigan Mental Health Code and the Public Health Code. Some of these rights include:

- The right to keep your information private (confidentiality)
- The right to be treated with dignity and respect
- The right to help create your service plan and include people you choose, such as family, friends, advocates, or professionals
- The right to get treatment that fits your needs in the least restrictive setting
- The right to see your treatment record if you ask
- The right to give informed consent for treatment
- The right to a fair process for settling problems or complaints about your services
- The right to be free from abuse and neglect
- The right to a safe, clean, and humane environment

You will get a “Your Rights” booklet and a “Know Your Rights” pamphlet when you start services, once a year, or anytime you request them. These materials explain your rights as a behavioral health or substance use treatment recipient under Michigan law.

Michigan law also explains how complaints about rights violations must be investigated and resolved. The Guidance Center is committed to protecting your rights. If you ever believe that staff have violated your rights, you may file a Recipient Rights Complaint at any time.

You can file a complaint with the Detroit Wayne Integrated Health Network’s Office of Recipient Rights by phone at 888-339-5595, TTY: 711, or by mail at:

707 West Milwaukee
Detroit, MI 48202

If your concern is about substance use services, you may contact the Recipient Rights Consultant assigned to SUD Treatment at 313-344-9099.

Staff at The Guidance Center can help you file a complaint, or you may do it yourself. Filing a complaint is one of your rights. Doing so will not affect your access to services, the services you receive now, or how you are treated.

FREEDOM FROM RETALIATION

If you use public behavioral health services, you are free to exercise your rights without fear of retaliation, harassment, or discrimination. The public behavioral health system may never use seclusion or restraint as punishment, convenience, or retaliation.

Directory of Services



Serving 21 Downriver communities and all of Wayne County
www.guidance-center.org



Early Childhood

Education Services

Early Head Start For children birth—3 years old and for expectant mothers promoting prenatal education, growth & health information, and parenting education. **Head Start** For children 3–4 years old promoting school readiness by enhancing social and cognitive development.

Early Childhood Prevention Services

Community Resource Centers Provide a variety of services to the community including Clothing Closet, Diaper Depot, Home Decor, Toy Chest, and much more, allowing families the opportunity to shop independently for their needs.

Family Literacy Events Promote literacy in young children, with a feature book and tailored activities for families. These quarterly events provide entertainment, resources, and helpful information to encourage reading.

Infant & Early Childhood Mental Health Services

Home-based support and therapeutic services for infants, toddlers, and preschoolers birth through 5 and their caregivers. Our goal is to support the parent-child relationship and the child's optimal development at home, school, and in the community.

Nurture the Future

Free workshops for parents and caregivers of children from birth through young adulthood with access to a variety of tools including support groups, family-centered activities, and informational resources.



Children & Youth

Behavioral Health Services

Children's Outpatient Program Office-based individual, family and group therapy, case management, nursing & psychiatric services, Youth in Transition.

Home-Based Program Intensive therapeutic and case management services provided in the home or community as well as office-based nursing and psychiatric services. **Wraparound Services** for children & youth who are involved in child-serving systems.

Treatment Foster Care Oregon (TFCO) Serving youth ages 7–11 in a therapeutic home with severe emotional and behavioral disorders.

Kids-TALK Children's Advocacy Center (CAC)

Forensic interviewing, advocacy, medical evaluations, and mental health services for child victims of alleged abuse, neglect, or trauma. Child abuse prevention and education.

Positive Youth Development

Juvenile Justice Services Home-based intensive case management, substance abuse, mental health services.

Prevention and Diversion Substance abuse prevention, Healthy Downriver Coalition, and programs for at-risk youth.



Adult Services

Behavioral Health Services

Intake and assessment

Mental health treatment Outpatient individual, group & family therapy, peer support. **Substance use treatment** Outpatient individual, group and family therapy, or intensive outpatient treatment, and recovery coaching services.

Co-occurring treatment Mental health and substance use treatment services.

Recovery support Peer support specialists and recovery coaches with lived recovery experience help strengthen and sustain recovery.

Case management Community resources to meet basic needs and help to access these resources independently.

Psychiatry & medication management

Specialized Programs

Assertive Community Treatment

Dialectic Behavioral Therapy

Cognitive Enhancement Therapy

Individual Placement and Support

Trauma Recovery & Empowerment Model Groups

Medication Assisted Treatment

Substance Use Disorder Health Home Services

Integrated Dual Disorder Treatment Services

Health and Wellness Groups

Behavioral Health Home Program



Intellectual & Developmental Disabilities

Services for all ages

Support Coordination Linking and monitoring of varying services provided through Medicaid. Advocates for person within their school and community. Defines medically necessary services and monitors the person's needs and use of these services.

Psychiatric services Psychiatric evaluation, medication monitoring, and nursing services.

Psychology/Therapy Individual, family, and group therapy services provided based on individual's need. Positive behavior supports plans are also available for caregivers to help build coping skills and improve social interaction.

Speech, Occupational, and Physical Therapy Provided by referral.

Community Living Supports & Respite Services Provided by referral.

Monitoring of services provided through Supports Coordination.

Vocational & Skill Building services Provided by referral. Includes vocational skill building, job readiness training, and assistance with job placement and retention.

Behavioral Health Urgent Care

The Guidance Center's Behavioral Health Urgent Care (BHUC) provides specialized services for adults and children 6+ who need assistance with mental health and/or substance use, regardless of insurance. Whether you are experiencing mental health symptoms for the first time or managing a long-standing mental health condition, we are here to assist you.

In 2021, the Michigan Department of Health and Human Services selected The Guidance Center as the first mental health and substance use service provider in Wayne County to participate in its **Certified Community Behavioral Health Clinic (CCBHC)** demonstration. CCBHCs provide a comprehensive array of services for people of all ages with mental health and substance use disorders, regardless of insurance coverage, their ability to pay, or the severity of their needs. CCBHC demonstration sites must meet more than 125 national quality of care standards.

Community Partnerships: The Guidance Center collaborates with local drug treatment and sobriety courts, veterans courts and mental health courts, the Wayne County Probate Court, Western Wayne Family Health Centers, Genoa Pharmacy and local police departments.

Sliding Fee Scale: For people who are uninsured or are eligible for services that are not covered by their insurance, The Guidance Center has a sliding fee scale that is based on income, federal poverty guidelines, and other factors.

24-Hour Crisis Support: If you are receiving mental health or substance use disorder services at The Guidance Center and are experiencing a personal crisis at any time of the day or night, a member of our team is available to assist you. Please call 734-785-7700.

Services for Veterans, Members of the Armed Forces and Their Families:

We are proud to serve veterans, members of the Armed Forces and their families, who have provided dedicated service to our country. We accept Tricare Insurance as well as commercial insurances, Medicaid and Medicare, and also serve people who are uninsured.

Translation Services: We want everyone in the community to feel welcome and have access to our services. We have several bilingual staff and also provide translation services at no cost in all languages, including American Sign Language.

A Welcoming Environment: We welcome members of the LGBTQ+ community as well as people of all ages, races, ethnicities, and abilities. Our facilities are conveniently located and fully accessible for people with physical challenges. We have a diverse team of staff in order to provide the best, most holistic care possible to the people we serve.

Schedule an Appointment: To schedule an appointment at The Guidance Center please call 734-785-7700.

Customer Service Phone Number: To reach our Toll-Free Customer Service phone line please call 844-820-4819 | Monday - Friday 8:30 - 5:00 p.m.



13101 Allen Rd, Southgate, MI 48195
www.guidance-center.org
734-785-7700

11/21

Coordination of Care

Designated Collaborating Organizations (DCOs) and Referrals

As a Certified Community Behavioral Health Clinic (CCBHC), The Guidance Center must make sure people can get many different services. These services may be provided by The Guidance Center, by a Designated Collaborating Organization (DCO), or by referral to another agency. For example, The Guidance Center provides therapy, case management, psychiatric care, group therapy, and other services. DCOs may offer therapy in other locations, respite care, supported employment, skill building, and more. The Guidance Center may also refer people to agencies that help with housing, medical care, food, clothing, and other needs. The Guidance Center acts as a hub, bringing these services together to treat the whole person. Any DCO working with The Guidance Center must follow the same standards and go through the same quality checks. People who receive services from a DCO have the same rights, including access to grievances, appeals, and other ways to resolve problems.

The Guidance Center also coordinates care with your medical provider, such as your Primary Care Physician, and any other professionals involved in your physical health, mental health, or substance use treatment. The Guidance Center works closely with Federally Qualified Health Centers (FQHCs) to help everyone get full medical care. The Guidance Center believes that working with all providers in your life increases your success. You will be asked to sign a Release of Information or similar forms so we can share the information needed to coordinate your care.

Care Coordination may include, but is not limited to:

- Organizing all parts of a person's care
- Managing primary care, specialty medical care, behavioral health care, and social, educational, vocational, housing, and community services
- Sharing information with providers, the enrollee, authorized representatives, and family
- Managing resources and advocating for the person
- Helping with appointments, including transportation
- Developing and carrying out a care plan
- Monitoring medication use
- Tracking referrals
- Using patient care team huddles (short daily meetings to discuss needs and solve problems)
- Holding case conferences
- Tracking test results
- Educating and supporting patients and families
- Connecting people to helpful resources (such as smoking cessation, substance use treatment, nutrition counseling, weight management, and disease-specific education)

How to Access Services

If you want mental health, substance use, or co-occurring treatment through the CCBHC program, you can call The Guidance Center at 734-785-7700 for an eligibility screening. If you have mild, moderate, or severe symptoms, or if you already have a diagnosis, you may be able to get some of the services listed in the Directory of Services. CCBHC services are available to everyone, no matter your insurance, ability to pay, how serious your symptoms are, or where you live in Michigan. If you do not qualify for CCBHC services at The Guidance Center, or if another place can serve you better, staff will give you referrals to other community resources. If you want treatment for mental health, substance use, or co-occurring needs but **do not** want to come to The Guidance Center, you can contact Detroit Wayne Integrated Health Network's 24-hour Access/Crisis Helpline at 800-241-4949 (TTY: 711) or visit their website at DWIHN.org.

CCBHC services at The Guidance Center are trauma-informed, evidence-based, and focused on recovery. Staff receive training to support these values and to create a safe and respectful environment. Staff who provide CCBHC services also get special training to work with current military members and veterans. The CCBHC model is designed to reach more people and offer more services than traditional mental health or substance use treatment programs.

When you make an appointment at The Guidance Center, you are expected to attend it or cancel at least 24 hours ahead of time. The Guidance Center also asks that you arrive on time for all appointments so your services are not delayed.

Adult Behavioral Health at Superior Place

20300 Superior Road, Suite 250
Taylor, MI 48180
734-785-7700

Adult Behavioral Health at Horizon Bldg.

20600 Eureka Road, Suite 900
Taylor, MI 48180
734-785-7700

Adult Behavioral Health

13101 Allen Road, Building 4
Southgate, MI 48195
734-785-7700

Behavioral Health Urgent Care

19291 Northline Road, Building 6
Southgate, MI 48195
734-785-7726

Children's & Adult Intake Services

19291 Northline Road, Building 6
Southgate MI 48195
734-785-7700

Children's Outpatient

13101 Allen Road, Building 4, Entrance B
Southgate, MI 48195
734-785-7700

Early Childhood Prevention & Intervention

20600 Eureka Road, Suite 800
Taylor, MI 48180
734-785-7705 x7211

Intellectual & Developmental Disabilities

19401 Northline Road, Building 5
Southgate, MI 48195
734-785-7700

Psychiatric Services (all ages)

13101 Allen Road, Building 4
Southgate, MI 48195
734-785-7700

Children's Home-Based, Multi-Systemic Therapy (MST) & Crisis Screening Programs

26300 Outer Drive
Lincoln Park, MI 48146
313-388-4630

Kids-TALK Children's Advocacy Center

40 East Ferry Street
Detroit, MI 48202
313-833-2970

Children's Wraparound

19401 Northline Road, Building 5
Southgate, MI 48195
734-785-7705 x7691

Client Responsibilities

The Guidance Center wants your time in services to be a partnership. To get the most out of treatment, we ask that you take an active role in your care by doing the following:

- ✓ Follow The Guidance Center's rules and procedures.
- ✓ Treat everyone at The Guidance Center with respect.
- ✓ Tell staff about any changes to your insurance or income.
- ✓ Tell staff if your phone number, address, or other contact information changes.
- ✓ Keep other clients' information private. This includes anything you see or hear while you are here.
- ✓ Take part in creating your service and treatment plan.
- ✓ Allow coordination with other providers involved in your care, such as your doctor, specialists, school, court, or natural supports.
- ✓ Come to your appointments on time, or call ahead if you need to cancel.
- ✓ Stay in the waiting room until a staff member takes you to another area.
- ✓ Report any medication side effects to your psychiatrist.
- ✓ Tell staff right away if there is an urgent or emergency situation.
- ✓ Review the materials given to you at orientation, each year, or during treatment.

Confidentiality/Privacy & Family Access

The Guidance Center cares about your privacy and works hard to protect your information. All staff are trained to follow privacy and confidentiality rules. These rules include HIPAA, 42 CFR Part 2, and other federal and state laws. There are also extra privacy rules for children and teens. If you receive substance use services, you have special privacy rights for those services.

You have the right to keep your treatment information private. No one can get information about you unless you give permission by signing a Release of Information form. Family and friends may share information with us, but we cannot share information about you without your consent. If you are under 18, your parent or guardian will receive information about your care. They must also sign a Release of Information form before your information can be shared with anyone else. The Guidance Center makes sure you and your family are in control of your information and that your choices are written clearly in your record.

You have the right to look at your clinical records. You may also ask for a copy of your records. If you feel something is wrong in your record, you may ask us to correct it. Please remember that changes can only be made if the law allows it. Most of the time, we can only share your information with your permission. But sometimes we must share information to help coordinate your care or because the law requires it.

Everyone receiving CCBHC services will get a "Notice of Privacy Practices." This notice explains your rights and how your health information may be used or shared. If you think your privacy rights have been violated, you may contact the Office of Recipient Rights to file a complaint. See the *Mental Health Code, Public Health Code & Recipient Rights* section.

— Person-Centered and Family-Centered Planning —

The Guidance Center uses a process called *Person-Centered Planning* or *Family-Centered Planning* to help you design your treatment plan. This process helps create a plan for your behavioral health or substance use services. As a CCBHC, The Guidance Center must follow the rules of the Michigan Department of Health and Human Services. Our agency also has its own policies to make sure every service—from screening and assessment to treatment and discharge—follows a person- and family-centered approach. Person-centered and family-centered care means the services you receive match your needs. This includes your culture, race, ethnicity, sexual orientation, and gender identity. Staff at The Guidance Center are trained to support this kind of care.

The Michigan Mental Health Code says that everyone receiving services has the right to an Individual Plan of Service. This plan must be created through person-centered planning. You will be asked questions to help build your plan, such as:

- What are your hopes and goals?
- Who would you like to join your planning meetings (family, friends, supports, staff)?
- Do you want an Independent Facilitator?
- Where would you like your meetings to happen?
- Do you need help understanding or taking part in the meetings?
- What goals do you want to work toward?
- What services, supports, or treatment do you think you may need?

Your IPOS will be updated based on your needs and reviewed at least every 90 days. The plan supports your right to make choices about your life. It is also updated when your needs, progress, or goals change. This process helps people move to higher or lower levels of care without disrupting treatment. During person-centered planning, you will learn about psychiatric advance directives, crisis plans, and self-determination. You may choose to do any of these—or none.

PSYCHIATRIC ADVANCE DIRECTIVE

Adults in Michigan can create a psychiatric advance directive. This document explains what treatment you want—or do not want—if you are ever unable to make decisions during a mental health crisis. It helps others understand your wishes.

CRISIS PLAN

A crisis plan explains what should happen if you start having trouble managing your daily life. It guides others on what to do in a crisis, such as who to call, what medicines you prefer, and how to care for children, pets, or bills.

SELF-DETERMINATION

Self-determination is an option for adults receiving behavioral health services. It allows you to have more control over your life and the services you receive. You help plan how a set amount of money—your “individual budget”—is used for your approved supports and services. You may also choose and manage your own providers.

— Crisis/Emergency After-Hours Access to Services —

If you are experiencing a life-threatening or medical emergency, call 911 right away.

A behavioral health emergency happens when someone is having symptoms or behaviors that could soon cause harm to themselves or others. It may also mean the person cannot meet their basic needs or cannot understand that they need treatment. If you are having a behavioral health emergency or any mental health crisis, it is important to get help right away.

At the CCBHC, many programs have flexible hours, but your assigned staff may not be available 24/7. For this reason, The Guidance Center has created several options to support you during emergencies or crises that happen after hours. You are never alone. Besides normal business-hour services, you can access telephone crisis lines, mobile crisis teams, stabilization services, evaluations for hospital admission, walk-in crisis centers, and behavioral health urgent care. If none of these are available or right for your situation, you can always go to a hospital emergency department. Crisis and emergency services through The Guidance Center and other contracted providers do not require pre-authorization. No one will be turned away because of ability to pay, insurance, or county of residence.

24-Hour Crisis Information & Referral Help Line: Provides crisis support, suicide prevention help, and referrals for behavioral health or other services in Wayne County, Michigan.

Local: 313-224-7000

Toll Free: 800-241-4949

TTY: 711

Mobile Crisis Unit: A team that can come to your location for an in-person screening.

Detroit Wayne Integrated Health Network: 844-462-7474

Walk-In Crisis Centers: In-person screening for emergency services

- The Children's Center Crisis Care (children/adolescents), Detroit – 313-324-8557
- Community Outreach for Psychiatric Emergencies (COPE) (adults), Livonia – 844-296-2673
- Team Wellness Center (adults), Detroit – 313-331-3435

Intensive Crisis Stabilization: Short-term treatment and support as an alternative to psychiatric hospitalization.

- New Oakland Child/Adolescent Family Center – 877-800-1650
- Detroit Wayne Integrated Health Network Crisis Center – 707 W. Milwaukee Street., Detroit – 313-989-9444

Urgent Psychiatric Care: Same-day access for urgent assessment or crisis services as an alternative to hospital emergency departments.

- Hegira, Lincoln Park – 313-389-7500
- CNS Healthcare, Detroit – 313-824-5623
- The Children's Center, Detroit – 313-831-5535

Behavioral Health Urgent Care



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Whether you are experiencing mental health symptoms for the first time or managing a long-standing mental health condition, we are here to assist you.

The Guidance Center's
Behavioral Health Urgent Care (Building 6)
19291 Northline Rd, Southgate, MI 48195

Hours: Mon–Thurs 4pm–11pm, Fri 4–9pm
No appointment necessary.

734-785-7726

734-643-1310 (fax)

guidance-center.org/bhuc



WHO WE CAN HELP

Children ages 6+ and adults
experiencing a non-life threatening
behavioral health crisis,
regardless of insurance

WHO WE WOULD REFER OUT

Anyone experiencing a life-threatening
behavioral health emergency

Anyone experiencing a medical
emergency or seeking medical
intervention for overdose, detox,
withdrawal symptoms, stroke, chest pain,
cuts/bleeding

Anyone seeking new medications
or refills

Services offered:

- Crisis intervention (*not requiring hospitalization*)
- Screening for treatment services
- Referrals to treatment providers
- Coordination of next-day services
- Connections to community resources
- Safety planning

*All children & adolescents must be
accompanied by a legal guardian.*



**If you need medical intervention for overdose,
detox, withdrawal symptoms, stroke, chest
pain, cuts/bleeding, etc.,**

please call 911

or go to the nearest emergency room.



**ZERO
SUICIDE**

— **Options for Deaf or Hard of Hearing TTY Users** —

Use your preferred relay service or dial 988, then press 711. For help in Spanish: Para ayuda en español contacta a 988.

After you receive emergency behavioral health care and your condition is stable, please contact your assigned staff at The Guidance Center. They will help you continue your care and support your recovery through post-stabilization services.

Safety Information

The Guidance Center wants every visitor to feel safe and welcome. When you come to our buildings, please take a moment to look around. Notice where the exits are and review any posted safety signs. These signs may show evacuation routes, what to do in an emergency, and where the closest automated external defibrillator (AED) is located. To help keep everyone safe, we ask that you follow The Guidance Center's rules below:

Weapons or Firearms

Weapons and firearms are **not allowed** on any part of The Guidance Center's property. Bringing these items may affect our ability to safely continue providing services to you.

Alcohol, Marijuana, or Illegal Drugs

Alcohol, marijuana, and illegal drugs are **not allowed** on our property. Having these items with you may lead to a review of rules and whether we can safely continue services.

Non-Violence Policy

The Guidance Center does **not allow** violence or threats toward staff or visitors. Any violent actions or threats may affect your ability to continue receiving services.

No Smoking Policy

The Guidance Center is a **smoke-free** environment. Smoking is not allowed inside our buildings or anywhere on our outside property, including sidewalks, parking lots, recreation areas, or agency vehicles. You may be asked to stop if you smoke on our grounds.

Supervision of Children

Parents or guardians must stay with their children during appointments. The Guidance Center does not offer child care or supervise children for you. Please talk with your clinician ahead of time if you need help planning for supervision.

If you see any of the behaviors listed above or feel unsafe in any way, please tell a staff member right away. We all work together to keep everyone safe.

Service Authorization & Payment

Assessments are done as part of the person-centered planning process. These assessments help create your Individual Plan of Service (IPOS), also called a treatment plan, and help decide what services you should be authorized to receive. Services listed in your plan must be “medically necessary.” This means they must fit your health needs, your behavioral health or substance use diagnosis, your treatment goals, and the clinical judgment of staff. Services that are part of the CCBHC model will be available through The Guidance Center, another provider, or by referral. You and your treatment team will work together to decide how much service you need, what type, and for how long. The signed IPOS is your guide to what you are approved to receive. You will always get a notice about any decisions made on your service requests, and you may file a grievance or appeal if you disagree. See Customer Service: *Grievances and Appeals* section below.

As a CCBHC recipient, The Guidance Center is paid a standard daily rate meant to cover all services under the CCBHC model. You will also be checked for your ability to pay. If you have Medicaid, you will not pay anything for Medicaid-covered services. If you have Medicare or private insurance, you may have co-pays or deductibles. If you do not have insurance, you may pay a small fee based on a sliding fee scale. No one will ever be denied services because they cannot pay. The sliding fee scale is posted in the lobbies, on the website, given at intake and yearly, and available if you ask.

If your Medicaid or other insurance changes, The Guidance Center may need to look again at what you pay. Different rules may apply if your services are paid for by other funding sources like General Fund, Block Grant, or a third-party payer. If Medicare is your main insurance, the PIHP will pay your Medicare cost-sharing following coordination of benefit rules.

Customer Service

Grievance, Appeals & Other Due Process Needs

The Guidance Center has a Customer Service Department that is part of the Quality Improvement team. This department handles any concerns you may have about CCBHC services. You can share a concern by talking to your staff, their supervisor, or by contacting Customer Service. You may also write down your concern. Forms are available in all lobbies, but you can use any paper if you prefer.

Customer Service can help you with questions about your services and explain your rights, including grievances, appeals, State Fair Hearings, and other ways to solve problems. Everyone receiving CCBHC services has the right to a fair process when resolving complaints. If you receive some non-CCBHC services from another provider, the grievance or appeal will follow the provider where the issue happened. Staff at The Guidance Center can help you find the correct process. You can reach the Customer Service Department at 844-820-4819.

Grievance

You have the right to file a grievance if you are unhappy with a CCBHC service or with the staff providing the service. When you tell a staff member or Customer Service about your concern, they will listen and offer you the option to file a grievance. Filing a grievance will not affect the services you receive. Staff can help you complete and submit your grievance. The Customer Service Department tracks all grievances and works with everyone involved to find a fair solution. Grievances may be about things like the quality of care, how staff treat you, or if you feel your rights were not respected. A grievance can be filed by the person receiving services, a parent of a minor child, a guardian, or an authorized representative. You may file a grievance at any time.

Appeals

You have the right to appeal when a decision is made to deny, reduce, suspend, or stop (terminate) a service you receive. You should receive a written "Adverse Benefit Determination" that explains the decision and how to file an appeal. Staff can help you complete and submit your appeal. Appeals can be filed by the person receiving services, a parent of a minor child, a guardian, or an authorized representative. Appeals for Medicaid or MI Health Link services must be filed within 60 days from the date on the notice. If you do not have Medicaid, you may request a Local Dispute Resolution instead (see below). The Customer Service Department tracks all appeals and sends responses. If your appeal is about reducing, stopping (terminating), or suspending services, your services will stay the same until you receive a decision.

There are two kinds of appeals:

- Standard appeal: decision within 30 days
- Expedited appeal: decision within 72 hours (used when waiting longer could seriously harm your behavioral health)

Local Dispute Resolution

If you are uninsured or underinsured, you may request a Local Dispute Resolution. You must request this within 30 days of receiving an Adverse Benefit Determination about a denied, reduced, suspended, or stopped (terminated) service. This process works like the appeal process but is for people who do not have Medicaid.

Further Appeal Levels

If you still disagree with a decision after the appeal, you may request a higher-level review. Each level has its own deadlines. Customer Service can provide details.

For Medicare services, you may use all five appeal levels:

1. Medicare Administrative Contractor
2. Independent Review Organization
3. Administrative Law Judge (OMHA)
4. Medicare Appeals Council
5. Judicial Review

For Medicaid services, there are three levels:

1. Local Appeal
2. State Fair Hearing / Administrative Hearing
3. Third Judicial Circuit Court

State Fair Hearing

You must finish the local appeal before requesting a State Fair Hearing. You may ask for a hearing after receiving the decision from your appeal, or if you did not receive your decision within the required time. There are specific deadlines for asking for a hearing.

Benefit Continuation

If you receive Medicaid services and your service is reduced, stopped (terminated), or suspended, you may keep receiving the same service while your appeal is reviewed—but only if you file the appeal within 10 days of the Adverse Benefit Determination. You must clearly state that you want your services to continue during the review.

If your service continues during the appeal:

- You may also ask for continued services during the State Fair Hearing (again, within 10 days).
- Your services can continue until you withdraw your request or all appeal levels agree to deny the request.

Important: If the final decision upholds the denial, you may have to repay the cost of the services you received during the appeal. State policy decides when repayment is required.

Mediation

Anyone receiving behavioral health services has the right to ask for mediation. Mediation may be used for concerns about services, treatment planning, or staff. You may request mediation at the same time as a grievance or appeal. To request mediation, call 1-844-3MEDIATE or email behavioralhealth@mediation-omc.org. If your concern is appropriate for mediation, a meeting will be scheduled with a trained mediator at the nearest location.

For medical emergencies
We can share your information during a bona fide medical emergency with the personnel and health care providers responding to your emergency, even when you are unable to consent because of the emergency. We can also share your identifying information to assist the federal Food and Drug Administration in notifying you or your doctor about unsafe products you may be using.

How else can we use or share your health information?
We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes.

IN ALL CASES, INCLUDING THOSE LISTED BELOW, IF WE HAVE SUBSTANCE USE DISORDER PATIENT RECORDS ABOUT YOU, SUBJECT TO 42 CFR PART 2, WE CANNOT USE OR SHARE INFORMATION IN THOSE RECORDS IN CIVIL, CRIMINAL, ADMINISTRATIVE, OR LEGISLATIVE INVESTIGATIONS OR PROCEEDINGS AGAINST YOU WITHOUT (1) YOUR CONSENT OR (2) A COURT ORDER AND A SUBPOENA.

Help with public health and safety issues
We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone’s health or safety

Do research
We can use or share your de-identified information for health research.

Comply with the law
We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we’re complying with federal privacy law.

Respond to organ and tissue donation requests
We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director
We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Respond to management and financial audits and program evaluations
We can use or share your information to improve the quality of our services, obtain needed credentials, and cooperate with oversight agencies for activities authorized by law, as long as those who view or receive the information agree to destroy or return the information when they are finished and agree not to use it against you.

Assist with cause of death inquiries
We can share patient identifying information about a deceased patient as required or allowed by laws that collect information relating to cause of death.

Prevent or reduce crime in our program
We may report to law enforcement when a patient commits or threatens to commit a crime within our program or against our staff.

Address workers’ compensation, law enforcement, and other government requests
We can use or share health information about you:

- For workers’ compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Redisclosure According to HIPAA
When you consent to uses and disclosures for all future treatment and payment purposes and to run our business, we may share your information with other SUD treatment programs, doctors’ offices, and health care businesses for those activities. If the person who receives it is subject to HIPAA, then they are allowed to use and share your information again without your consent for the purposes that HIPAA allows. Your information still cannot be used in legal proceedings against you unless (1) you consent or (2) based on a Part 2 court order and a subpoena (or similar legal requirement).

Legal Proceedings and Court Orders
We must follow certain procedures before using or sharing your information for investigations and legal proceedings.

- We will not use or share your information or provide testimony about your information in any civil, administrative, criminal, or legislative proceedings

- against you without your written consent or a court order.
- We will only respond to a court order to use or share your health information if it is accompanied by a subpoena or other similar legal mandate requiring us to comply.
- We will only use or share your information in proceedings against you based on a court order after we have received notice and an opportunity to be heard or you tell us that you have received notice.
- We may use or share your information to respond to legal proceedings against our program based on a court order and you may not be notified in advance. You have the right to seek to overturn or change the court order after you learn about it.

Our Responsibilities

- We are required to obtain your consent for most uses and sharing of your SUD Record information.
- We are required by law to maintain the privacy and security of your protected health information.
- We must let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described in this notice unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.
- For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html

Effective Date of this Notice
The Effective Date of this Notice is July 6, 2026.

Changes to the Terms of this Notice
We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

Our Privacy Officer
For additional information or questions about this Notice, please contact our Privacy Officer:
Name: Jessica Collins
Telephone Number: 734-785-7705 ext 7164
Email Address: jcollins@iamtgc.net

Notice of Privacy Practices

Effective April 14, 2003



13101 Allen Road
Southgate, MI 48195

734-785-7700
www.guidance-center.org

Nurture development.
Foster resilience.
Cultivate well-being.

Created 3/03
Revised 9/13, 3/25, 2/26, 6/26

The Guidance Center is a private nonprofit 501(c)(3) corporation.

**Notice of Privacy Practices of
The Guidance Center
Your Information. Your Rights.
Our Responsibilities.**

THIS NOTICE DESCRIBES:

- HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED
- YOUR RIGHTS WITH RESPECT TO YOUR HEALTH INFORMATION
- HOW TO FILE A COMPLAINT CONCERNING A VIOLATION OF THE PRIVACY OR SECURITY OF YOUR HEALTH INFORMATION, OR OF YOUR RIGHTS CONCERNING YOUR INFORMATION
- YOU HAVE A RIGHT TO A COPY OF THIS NOTICE (IN PAPER OR ELECTRONIC FORM) AND TO DISCUSS IT WITH **JESSICA COLLINS, TGC’S PRIVACY OFFICER AT JCOLLINS@IAMTGC.NET OR 734-785-7705 ext 7164** IF YOU HAVE ANY QUESTIONS.

In this notice, your health information means health information (including identifying information about you) we have collected from you or received from your health providers, health care plans, or your employer. It may include information about your past, present or future physical or mental health or condition, the provision of your health care, or payment for your health care services, and unless specified otherwise below, also includes your substance use disorder (“SUD”) patient record (“SUD Record”), if any. It may include information that is stored electronically.

- You have the right to:
- Consent to most uses and disclosures of your Mental Health and/or SUD Record information
 - Get a copy of your paper or electronic medical record
 - Correct your paper or electronic medical record
 - Request confidential communication
 - Ask us to limit the information we share
 - Get a list of those with whom we’ve shared your information
 - Get a list of health care providers who have received your information through certain third parties
 - Get a copy of this privacy notice
 - Discuss this notice with someone at The Guidance Center
 - Choose someone to act for you
 - Choose in advance whether to receive fundraising communications
 - File a complaint if you believe your privacy rights have been violated

- Our Uses and Disclosures**
- 1) SUD Record:** With your written consent, we can use and share information from your SUD patient record as we:
- Treat you
 - Run our organization
 - Bill for our services
 - Fulfill your requests to share information with your written consent
 - Prevent multiple program enrollments
 - Report about court-referred treatment
 - Report to prescription drug monitoring programs
- 2) Other Medical Information:** We may use and share your other medical information as we:
- Treat you
 - Run our organization
 - Bill for your services
 - Help with public health and safety issues
 - Do research
 - Comply with the law
 - Respond to organ and tissue donation requests
 - Work with a medical examiner or funeral director
 - Address workers’ compensation, law enforcement, and other government requests
 - Respond to lawsuits and legal actions
- However, to the extent that we have your substance use disorder patient records, subject to 42 CFR part 2, we will not share that information for investigations or legal proceedings against you without (1) your written consent or (2) a court order and a subpoena.
- Your Rights**
- When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.
- Provide consent when we use or share your SUD Record information for most purposes**
- You may provide a single consent for all future uses or disclosures for treatment, payment, and health care operations purposes.
 - You may provide consent for more limited purposes (for example, to only disclose information to another health care provider for your treatment); however, doing so may affect the services we can provide you or how you pay for services.
 - You may provide a general consent to share your information through certain third parties, such as a health information network or a research institution, where your treating health care providers can access it.
- Ask us to limit what we use or share**
- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we

- may say “no,” for example, if it could affect your care. If we agree to your request, we may still share this information in the event that you need emergency treatment.
 - If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.
- Ask us to correct your medical record**
- You can ask us to correct health information about you that you think is incorrect or incomplete by contacting us using the information on page 1.
 - We may say “no” to your request, but we’ll tell you why in writing within 60 days.
- Request confidential communications**
- You can ask us to contact you in a specific way (for example, home, office, or cell phone) or to send mail to a different address.
 - We will say “yes” to all reasonable requests.
- Get a copy of this privacy notice**
- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.
- Discuss this notice with someone in our program**
- You can ask questions or obtain more information about this notice and our privacy practices by calling or emailing the contact person at the top of this notice.
- Get an electronic or paper copy of your medical record**
- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
 - We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.
- Get a list of those with whom we’ve shared information**
- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
 - We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.
- Choose someone to act for you**
- If someone has authority to act as your personal representative, such as if someone has your medical

- power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
 - We will make sure the person has this authority and can act for you before we take any action.
- About fundraising**
- If we have your SUD Record, subject to 42 CFR part 2, we will give you clear and obvious notice in advance and a choice about whether to receive fundraising/marketing communications that use your Part 2 information.
 - For other medical information, we may contact you for fundraising efforts, but you can tell us not to contact you again.
- File a complaint if you feel your rights are violated**
- You can complain if you feel we have violated your rights by contacting us using the information on page 1.
 - You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting <https://www.hhs.gov/hipaa/filing-a-complaint/index.html>.
 - We will not retaliate against you for filing a complaint.
- Our Uses and Disclosures**
- Technology**
- With written consent we will use secure HIPAA compliant technology. We may use software incorporating AI technology to assist in preparing medical records and provider notes.
- How do we typically use or share your health information?**
- We typically use or share your health information in the following ways:
- Treat you**
- We can use your health information and share it with other professionals who are treating you. Example: A doctor treating you for an injury asks another doctor about your overall health condition.
- Run our organization**
- We can use and share your health information to run our practice, improve your care, and contact you when necessary. Example: We use health information about you to manage your treatment and services.
- Bill for your services**
- We can use and share your health information to bill and get payment from health plans or other entities. Example: We give information about you to your health insurance plan so it will pay for your services.