



**2026-2027
MEMBER HANDBOOK**



James E. White is an impactful servant leader who is dedicated to providing exemplary behavioral health services to the citizens of Detroit and Wayne County. As President and CEO of the Detroit Wayne Integrated Health Network (DWIHN), Mr. White continues to drive sustainable growth for the agency by improving access and availability to services, strengthening the provider network, and ensuring individuals know there is help available to anyone who is struggling with mental health, substance use, or disability concerns.

DWIHN is in the midst of expansion as it transforms the delivery of crisis care services with the expansion of crisis services, as seen at our 707 Crisis Care Center, and the ability to better serve residents through our Mobile Crisis Services. Our organizational advancements and clinical efforts remain paramount as we work with our Provider Network to allow choice for people in need of programs, services, and supports throughout Wayne County. These programs will be enhanced by the implementation of the Certified Community Behavioral Health Clinics and the delivery of direct services available throughout the region. All initiatives are being done to enhance customer experience for the 123,000 people we serve. Mr. White has seen firsthand the need for increased access to behavioral healthcare services throughout our communities and pledges to work alongside our community stakeholders to provide exemplary mental health and substance use disorder services to some of the County's most vulnerable citizens.

Mr. White spent the majority of his career as a public servant, starting in the Detroit Police Department (DPD) in 1996, where he worked his way up to Police Chief for four years. During this time, he navigated the department through two federal consent agreements. He launched the Civilian Advisory Committee to help bridge the gaps between residents and the DPD. As Chief, he had numerous accomplishments, most recently leading the department through one of the city's major national events, the NFL Draft, where more than 700,000 people over a three-day weekend, the largest in league history. This also included a partnership with DWIHN Co-Response-trained officers.

Mr. White played a key role in strengthening critical partnerships with DWIHN during his tenure as Chief. The highly acclaimed Crisis Intervention Team program pairs patrol officers with a clinician in the field to respond to calls for service. These trained co-response officers and dispatch personnel have assisted in screenings and supported the community's mental health needs by providing information and connecting to mental health resources for care.

He was also the Executive Director of the Michigan Department of Civil Rights, gaining valuable experience in Lansing by bridging his work in law enforcement with the protection of Michigan residents' rights. He worked to bring awareness and inclusion to various areas, including housing, education, and public services in underrepresented communities.

Mr. White, a state-licensed mental health counselor, earned his Associate of Arts degree from Wayne County Community College, a bachelor's degree in Sociology from Wayne State University, a Master of Science in Counseling from Central Michigan University, a Master of Business Administration Certificate from the Wayne State University Mike Ilitch School of Business, and an Honorary Doctorate from Cleary University.

Sincerely,

James E. White

President and CEO 707 W. Milwaukee Ave, Detroit, MI 48202 • 313-833-2500

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



Welcome to the Detroit Wayne Integrated Health Network (DWIHN). On behalf of our entire team, I want to welcome you and your family to DWIHN. We are here to support your mental health and overall well-being. Our goal is to provide you with high-quality care that fits your unique needs.

At DWIHN, we help adults with mental illness, children with serious emotional disturbance, individuals with substance use disorder, as well as those with intellectual and developmental disability.

We work with a large group of trusted providers, physicians, therapists, peers, and other support staff who offer many types of services and programs that can help you reach your goals and assist you in your recovery.

Our team will partner with you to create a care plan that looks at your whole life, not just your health. We support evidence-based practices and clinical guidelines. We treat you with respect, dignity, and compassion. Your voice matters, and your goals are at the center of everything we do.

We invite you to read your Enrollee Handbook and visit our website to learn more about your benefits, rights, and how to get care.

Thank you for trusting us. We look forward to walking with you on your path to recovery.

Warmly,

Shama Faheem
Dr. Shama Faheem
Chief Medical Officer
707 W. Milwaukee Ave,
Detroit, MI 48202
313-833-2500

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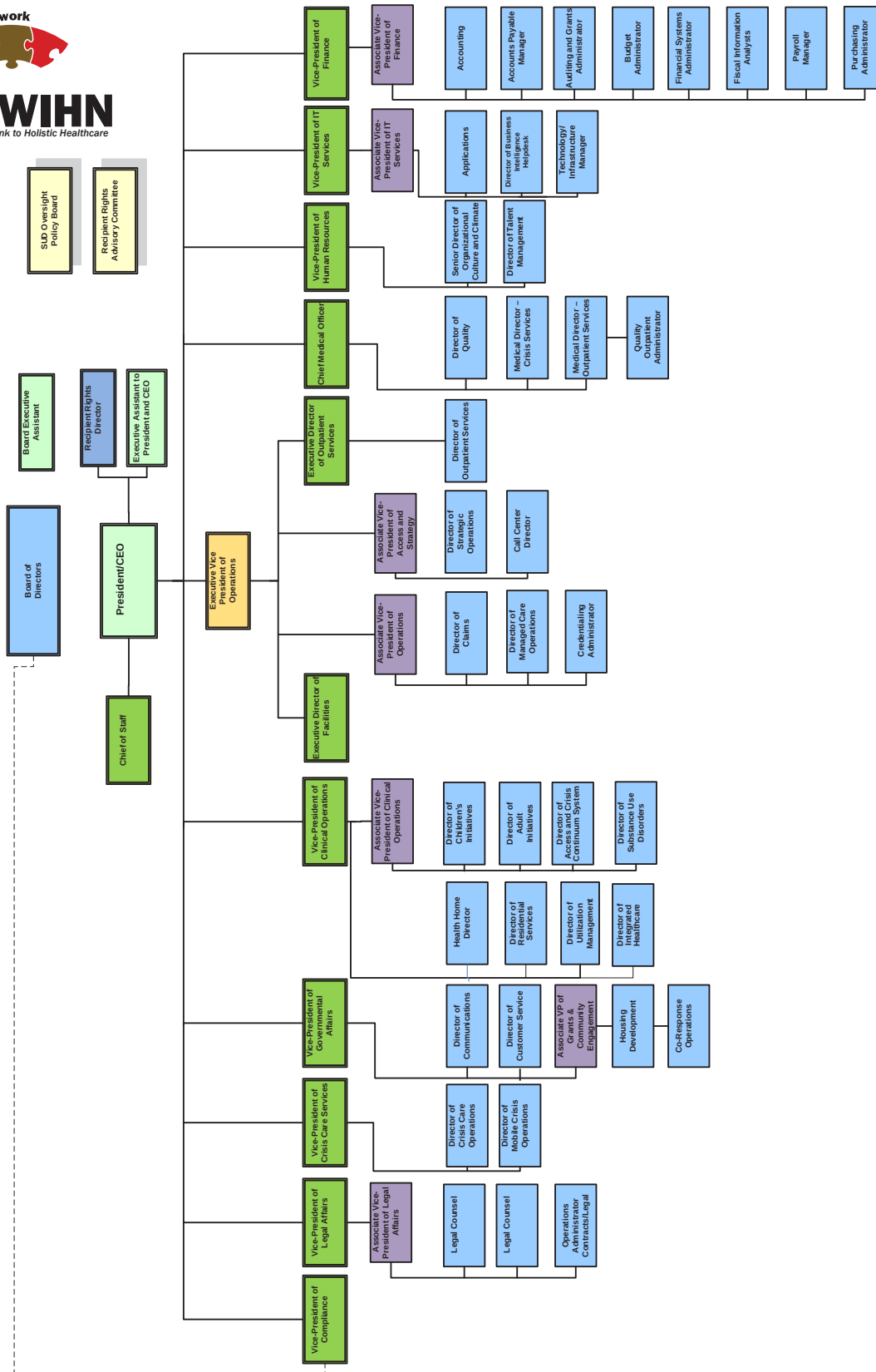


William Phillips



Kenya Ruth

2026-2027



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 West. Milwaukee Street, Detroit, MI 48202

Local: 313.833.3232

Toll Free: 888.490.9698

Fax: 313.833.2217 or 313.833.4280

TTY: 711

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

FAX: 313.833.2043

TTY: 711

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

Detroit Wayne Integrated Health Network (DWIHN) is the Prepaid Inpatient Health Plan (PIHP) for Wayne County. We work with the Michigan Department of Health and Human Services (MDHHS) and Integrated Care Organizations (ICOs) to help different groups of individuals, including:

- Kids and Teens with serious emotional disturbance (SED)
- Adults with severe mental illness (SMI)
- Individuals with intellectual and developmental disabilities (IDD)
- Individuals who have issues with substance use disorders (SUD)
- Those with co-occurring disorders (COD)
- Individuals with autism spectrum disorders (ASD)

By Michigan law, DWIHN has a President/CEO who ensures that our services comply with the rules for community mental health as mandated by the Michigan Mental Health Code and the Public Health Code.

DWIHN helps many individuals in Detroit and Wayne County, over 75,000! We offer support and services to make life better for everyone. We help adults with serious mental health issues, individuals with disabilities, those who have problems with drugs or alcohol, and kids who feel sad or have trouble. We also help individuals who do not have insurance and those who have Medicaid and Medicare.

At DWIHN, we know it can be hard to ask for help, and we think that's really brave. We understand that getting better can be tough for you and your family. Everyone needs help from others in the community, and we want to be part of that help. We are here to support you on your journey to feel better.

DWIHN's providers and staff are here to give you the best care. First, we will see if you can use our services. Then, we will help you reach your health goals with special plans called Individual Plans of Service (IPOS) and Person-Centered Plans (PCP). These plans help with your health.

We promise to treat everyone with kindness and respect, remembering that every individual is important. We believe we are stronger when we celebrate everyone's differences.

Please read this handbook carefully and keep it. It has important information about DWIHN, how to get covered healthcare services, and your rights as an enrollee.

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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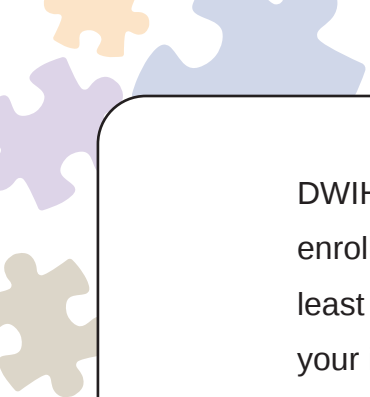
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PURPOSE OF THIS HANDBOOK

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 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.

This handbook is made for everyone to understand. If you have trouble seeing, we have a big print version. We can also help by providing it in other languages and formats, like Braille. If you need any special help to understand this handbook better, please tell your service provider or case manager. You can also call DWIHN's Customer Service at 888.490.9698 for help.



DWIHN has created this handbook with the input of our community, enrollees, 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 the 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 Enrollee Handbook.

Should you need more information than what you can find in this handbook, please get in touch with DWIHN Customer Service at 888.490.9698. We will be happy to answer your questions and provide you with information about your services.

If individuals with disabilities are unable to access this handbook and information about DWIHN online, aids and services will be provided upon request at no cost.

Welcome to Detroit Wayne Integrated Health Network (DWIHN).

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, based on race, color, national origin, age, disability, or sex.

DWIHN does not exclude individuals or treat them differently because of race, color, national origin, age, disability, or sex.

DWIHN provides free aids and services to individuals 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 individuals whose primary language is not English or who have limited English skills, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, you may call Customer Service at 888.490.9698. TTY: 711 or 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 based on 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@dwmha.com.

If you are an individual who is deaf or hard of hearing, you may contact Detroit Wayne Integrated Health Network at TTY 711 or request their help 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: 800.368.1019
TTY: 711

ENROLLEE RIGHTS AND RESPONSIBILITIES

We are committed to maintaining a mutually respectful relationship with our enrollees and providers. The DWIHN Enrollees' 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 DWIHN
- ⬇ Receive information about DWIHN, its services, its practitioners and providers, and rights and responsibilities
- ⬇ 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, without restriction on any information regarding care
- ⬇ Be informed of the availability of an independent, external review of the Utilization Management (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 advanced directives
- ⬇ Receive benefits, services, and instructional materials in a manner that may be easily understood
- ⬇ Receive information that describes the availability of support 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 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 the DWIHN Medicaid contract but may be available under the state health plan, including transportation
- ✚ Receive information on 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 DWIHN enrollee 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 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 Health Insurance Portability and Accountability Act (HIPAA) Requirements and Privacy Practices
- Clinical Practice Improvement Guidelines
- Experience of Care and Health Outcomes (ECHO) Survey Results
- Other Survey Results
- Complex Case Management
- Quality Improvement (QI) Evaluation

If you would like a copy of any of the reports listed above at no cost, please contact DWIHN's Customer Service Department at (888) 490-9698 or send an email to pihpcustomerservice@dwihn.org and one of representatives will be happy to assist you.

Note: The State must ensure that you are free to exercise your rights, and that the exercise of your rights does not affect the way DWIHN, its network providers, or the State agency treats 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 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 Michigan Department of Health and Human Services (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 on time
- ❖ 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 limiting 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 the change
- ❖ Make a good faith effort to give written notice to you by the later of 30 calendar days before 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 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. Some of your rights include:

- The right to be free from abuse and neglect
- The right to confidentiality
- The right to be treated with dignity and respect
- The right to treatment suited to 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 this booklet at any time.

You may file a Recipient Rights complaint anytime if you think staff have violated your rights. You can make a rights complaint either orally or in writing. You may contact the 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
Toll Free: 888.359.5595
FAX: 313-833-2043
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, CAD Contract Manager
Substance Use Disorder (SUD)
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 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 Mental Health Service Program (CMHSP).

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 health-related information.
- You have the right to get information and to control how your health information is used. We provide you with a written notice that outlines 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 individuals 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 Michigan Medicare and Michigan Medicaid your health information. If Medicare or Medicaid releases your information for research or other purposes, it will be done in accordance with 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 action



CUSTOMER SERVICE

DWIHN's Customer Service office is here to help you. We want you to be happy. If you have any questions, please don't hesitate to ask us.

Our friendly Due Process team, Grievances, Appeals, State Fair Hearings, and Local Dispute Resolution can help you with many things. We want to know what you think, so we ask you to fill out our surveys.

We plan fun activities that help you learn about making better choices and improving your overall well-being. One group is called the Constituents' Voice DWIHN's enrollee advisory group. This group helps us with DWIHN projects. We also have helpers called Ambassadors, who inform you about your rights and the help you can receive, including support services and rights to which you are entitled.

You can read our newsletter, "Persons' Points of View." It tells you about our programs and services. We can also give information in different languages for free.

If you or your family are getting help, you can be part of DWIHN. Simply call us, and we will tell you about all the ways you can get involved. We want to hear from you!

Please contact our Customer Service team, and we can provide you with details on Peer Support Specialists, Peer Mentors, Recovery Coaches, meetings, committees, advocacy programs, educational forums, and focus groups. We want to hear from you, so give us a call.

Director of Customer Service
707 West Milwaukee Street
Detroit, MI 48202
Local: 313.833.3232
Toll Free: 888.490.9698
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: If you speak English, language assistance is available for free. In addition, due to special needs, you have the right to receive information in different formats, such as audio, Braille, or large print, at no additional cost. Call (888-490-9698) (Michigan Relay TTY: 711).

Albanian: Nëse flisni shqip, shërbimet e asistencës gjuhësore janë në dispozicion për ju pa pagesë. Gjithashtu, ju keni të drejtë të merrni informacion në një format tjetër, si audio, Braille ose font të madh, për shkak të nevojave të veçanta pa kosto shtesë. Telefononi (888-490-9698) (Michigan Relay TTY: 711).

Arabic: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. كما يحق لك تلقي المعلومات بتنسيق مختلف، مثل الصوت أو طريقة برايل أو الخط الكبير، بسبب احتياجاتك الخاصة دون أي تكلفة إضافية. اتصل على الرقم (888.490.9698) (Michigan Relay TTY: 711).

Bengali: আপনি যদি চীনা ভাষায় কথা বলেন, ভাষা সহায়তা পিরেববা আপনার জন্য বিনামূল্যে উপলব্ধ। আপনি কোনও অতিরিক্ত খরচ ছাড়াই আপনার বিবেশব। যোজেনর কারেণ অিডও, ব্রাইল বা বড় ফন্টের মেতা ভিত্তি ফর্ম্যাটে তথ্যও পেতে পারেন। কল করুন (মিচিগান রিলে TTY: 711) (888.490.9698)।

Chinese: 如果您會說中文，可以免費獲得語言說明。此外，由於特殊需要，您有權免費接收不同格式的資訊，例如音訊、盲文或大字體。致電 (888.490.9698) (Michigan Relay TTY: 711)

German: Wenn Sie Deutsch sprechen, steht Ihnen der Sprachassistentendienst kostenlos zur Verfügung. Aufgrund Ihrer besonderen Bedürfnisse können Sie Informationen auch in einem anderen Format erhalten, z. B. als Audio, in Blindenschrift oder in Großdruck, ohne dass zusätzliche Kosten entstehen. Rufen Sie an (888.490.9698) (Michigan Relay TTY: 711).

Italian: Se parli italiano, i servizi di assistenza linguistica sono disponibili gratuitamente. Puoi anche ricevere informazioni in un formato diverso, come audio, Braille o caratteri grandi, in base alle tue esigenze speciali, senza costi aggiuntivi. Chiama (888.490.9698) (Michigan Relay TTY: 711).

Japanese: 日本語を話せる方は、言語支援サービスを無料でご利用いただけます。また、特別なニーズに応じて、音声、点字、拡大文字などの異なる形式で情報を受け取ること您也可以。追加料金はかかりません。ミシガン リレー (888.490.9698) TTY: 711 までお電話ください。

Korean: 한국어를 구사하는 경우 언어 지원 서비스를 무료로 이용할 수 있습니다. 특별한 요구 사항에 따라 오디오, 점자 또는 대형 인쇄와 같은 다른 형식으로 정보를 추가 비용 없이 받을 수도 있습니다. (888.490.9698) (Michigan Relay TTY: 711) 로 전화하세요.

Polish: Jeśli mówisz po polsku, usługi pomocy językowej są dostępne bezpłatnie. Możesz również otrzymać informacje w innym formacie, takim jak audio, braille lub duży druk, ze względu na Twoje szczególne potrzeby bez dodatkowych kosztów. Zadzwoń (888.490.9698) (Michigan Relay TTY: 711).

Russian: Если вы говорите по-русски, вам доступны бесплатные услуги языковой поддержки. Вы также можете получить информацию в другом формате, например, аудио, шрифтом Брайля или крупным шрифтом, в соответствии с вашими особыми потребностями без дополнительной платы. Позвоните (888.490.9698) (Michigan Relay TTY: 711).

Croatian: Ако говорите српско-хрватски, услуге језичке помоћи доступне су вам бесплатно. Такође можете добити информације у другом формату, као што су аудио, Брајево писмо или крупно писмо, због својих посебних потреба без додатних трошкова. Позовите (888.490.9698) (Мицхиган Релаи ТТИ: 711).

Spanish: Si habla español, tiene a su disposición servicios de Asistencia lingüística gratuitos. También puede recibir información en un formato diferente, como audio, Braille o letra grande, según sus necesidades especiales, sin costo adicional. Llame al (888.490.9698) (TTY de Michigan Relay: 711).

Syriac/Latin: Ita d'netqor syriaque, ḥekmā d-lashon ḥadā b'ḥalā b'ḥulkā. W'nahḳit d'khanukh ḥakḳā ḥadīr, 'allā d'librah ḥebrew mā b-inan d-bāzā d-laghan dakhlat l-nokṭā, keda d'ītad, b-āudiō, b'braille aw b-lārg l-nashiqā, b-la 'al qurbān. T'ala (888.490.9698) (Michigan Relay TTY: 711).

Filipino: Kung nagsasalita ka ng Filipino, ang mga serbisyo ng tulong sa wika ay magagamit mo nang walang bayad. Maaari ka ring makatanggap ng impormasyon sa ibang format, tulad ng audio, Braille o malaking print, dahil sa iyong mga espesyal na pangangailangan nang walang karagdagang gastos. Tumawag (888.490.9698) (Michigan Relay TTY: 711).

Vietnamese: Nếu bạn nói tiếng Việt, bạn sẽ được cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí. Bạn cũng có thể nhận thông tin ở định dạng khác, chẳng hạn như âm thanh, chữ nổi Braille hoặc chữ in lớn, tùy theo nhu cầu đặc biệt của bạn mà không mất thêm chi phí. Gọi (888.490.9698) (Michigan Relay TTY: 711).



LANGUAGE ASSISTANCE AND ACCOMMODATIONS

If you are an individual who does not speak English as your primary language and/or who has a limited ability to read, speak, or understand English, you may be eligible to receive language help.

If you are an individual who is deaf or hard of hearing, you can utilize the Michigan Relay Center (MRC) to reach DWIHN, Community Mental Health Service Program (CMHSP), or a service provider. Please call 711 and ask MRC to connect you to the number you are trying to reach. If you prefer to use a teletypewriter (TTY), please contact Customer Service at 888.490.9698.

If you need a sign language interpreter, contact Customer Service at 888.490.9698 or your service provider as soon as possible so that one will be made available. Sign language and other language interpreters are available at no cost to you.

If you do not speak English, contact Customer Service at 888.490.9698 so that arrangements can be made for an interpreter for you. Language interpreters are available at no cost to you.

Services and support for individuals who need language help may include:

- Qualified interpreters or access to video remote interpreting
- Open and closed captioning
- Computer-Aided Real-Time Transcription services (CART)
- Telecommunications devices for deaf or hard-of-hearing individuals
- Qualified readers, note takers, or audio recording devices
- Screenwriter software, large print, brailled materials, or other materials to individuals who are blind or have low vision

If you require accommodation of any nature, a request can be made by you or on your behalf by anyone else. This request can be made in-person, in writing, or by telephone, by contacting DWIHN Customer Service 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 have questions about accessibility or service/support animals, contact Customer Service at 888.490.9698.

If you need to request accommodation for yourself, a family member, or a friend, you can contact DWIHN Customer Service at 888.490.9698. You will be told how to request accommodation (by phone, in person, or in writing) and who at DWIHN is responsible for handling accommodation requests.

If you are an individual who is hard of hearing and knows sign language and needs another form of communication, such as a personal communication device or Computer Assisted Realtime Translation (CART), contact the DWIHN Customer Service at 1.888.490-9698. Communication devices and CART are available at no cost to you.

ACCESS CENTER HOW TO ACCESS BEHAVIORAL HEALTH CARE SERVICES

If you have Medicaid and have a diagnosis like Severe Mental Illness (SMI), Serious Emotional Disturbances (SED), Intellectual and Developmental Disabilities (intellectual and developmental disabilities), Substance Use Disorder (SUD), or Co-Occurring Disorder (COD), you might be able to get special mental health services. First, you will have a screening to see if you can get these services. This screening will help you find out what services are best for you. DWIHN will give you information about how to get care, like outpatient, partial, inpatient hospital care, and other help for your feelings.

It's important to know that not everyone who asks for help can get it, and not all services are available to everyone. If a service won't help you, the community mental health system won't pay for it. Medicaid won't cover services you can get from other local resources.

If you think you need help, you can contact the Access Center. They are available 24 hours a day, 7 days a week, to help you complete a phone screening. If you pass the screening, you might get a referral for a face-to-face meeting with a service provider. If you don't qualify for help, they will connect you with other community resources.

NON-EMERGENCY SERVICES

DWIHN has a contract with the Michigan Department of Health and Human Services to provide services to help with the following:

- Mental Illness/Behavioral Health (MI)
- Intellectual/Developmental Disabilities (IDD)
- Autism Spectrum Disorder (ASD)
- Serious Emotional Disturbances (SED)
- Substance Use Disorders (SUD)

We do our best to match you with services near your home. If you want services at a different location, you can contact your caseworker or the new provider to get help to set up services with a different provider.

If you have a Medicaid Health Plan, limited insurance, or no insurance and a behavioral health or substance use concern, you may be able to get support services through the DWIHN network.

First, you will have to complete a screening to find out what type of services you are qualified for. The screening also helps to find out what services (Mental Health/Substance Use):

- Outpatient services (Mental Health / Substance Use)
- Partial Programs
- Inpatient Hospitalization
- Certified Behavioral Health Centers (CCBHC)
- Other Behavioral Healthcare Services

To get a screening, call the DWIHN Access Call Center at 800.241.4949 or walk to one of the DWIHN network providers. If you are eligible, then an intake appointment will be scheduled with a provider of your choice or one near your home. If you do not meet eligibility requirements, you may be referred to community resources.

Not all people who want behavioral health services through DWIHN meet the requirements, and some services are not 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 available to you from resources in the community.

If you meet the eligibility requirements for services:

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 needs and goals. You will also be connected to professionals and agencies that provide the support and services you need. Your IPOS or treatment plan will be reviewed and updated annually.

DWIHN wants to provide a person-centered, peer-supported, and strength-based approach to those we serve, your family, and our community. The DWIHN Access Center can assist you with:

- Access to Services
- Appointment Scheduling
- Screening for Eligibility
- Enrollment
- Choice Opportunities
- Information and Referrals

DWIHN's services are available to people of all ages, races, cultural backgrounds, religions, gender identities, and those with disabilities. Each member can expect to be treated with dignity and respect. If you are a member and cannot get services from a DWIHN provider because of your beliefs or religious reasons, or you are not given the freedom of choice, you can file a complaint by calling DWIHN's Customer Service Grievance staff at 888.490.9698 or TTY: 711.

CRISIS/EMERGENCY AFTER-HOURS ACCESS TO SERVICES

A "mental health" or behavioral health emergency is when:

- 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 7 days a week, without prior authorization for payment of care. You have the right to use any hospital or other setting to receive emergency care at any time, 24 hours a day, seven days a week, without prior authorization for payment of care.

**DWIHN Crisis Care Center
Adults and Children
Crisis Stabilization Unit (CSU)
Mobile Crisis**

**707 West. Milwaukee Street
Detroit, MI 48202
313. 989.9444
www.dwihn.org**

24-hour: 7 days/week: 365 Days/Year

24-Hour Crisis Information & Referral Help Line:

Toll Free: 800.241.4949

TTY: 711

(911 is also an option for obtaining help 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 health emergency services you receive. Customer Services can answer questions about such bills.

WALK-IN CRISIS CENTERS

Children & Adolescents	Adults
DWIHN Crisis Care Center Adults and Children Crisis Stabilization Unit (CSU) 707 West. Milwaukee Street, Detroit, MI 48202 313. 989.9444 www.dwihn.org 24-hour: 7 days/week: 365 Days/Year	Team Wellness Center Crisis Stabilization Unit (CSU) West 34290 Ford Rd, Westland, MI 48185 313.391.2753 www.teamwellnesscenter.com 24-hour: 7 days/week: 365 Days/Year
	Team Wellness Center Crisis Stabilization Unit (CSU) East 6309 Mack Detroit, MI 48207 313. 331.3435 www.teamwellnesscenter.com 24-hour: 7 days/week: 365 Days/Year

INTENSIVE CRISIS STABILIZATION

DWIHN is here to help you when you are feeling upset or having a hard time. They have individuals available 24 hours a day, 7 days a week, to help anyone who is feeling really sad, angry, or confused. They can offer a safe place to stay and get better.

The Intensive Crisis Stabilization Services are treatment and support that a team of helpers provides to you. This helps you feel better without needing to go to an inpatient hospital. They can also help if you need to stay in the hospital for a shorter time.

Note: As you start getting help, your team will work together to help you keep feeling good at home and reach your treatment goals.

New Oakland Family Center (NOFC)

Intensive Crisis Stabilization Services (ICSS)

877.800.1650

www.newoakland.org

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



MOBILE CRISIS

DWIHN's Crisis Line operates 24 hours, 7 days a week, 365 days a year and is available at 844.462.7474 to assist individuals facing mental health struggles, emotional distress, substance use concerns, or needing someone to talk to.

Additionally, Mobile Crisis services are available 24 hours a day, 7 days a week, 365 days a year, including holidays and weekends. Individuals in crisis can access mobile crisis services through DWIHN's Crisis Line at 844.462.7474.

Mobile Crisis provides short-term crisis response, crisis intervention, and stabilization for adults and children experiencing a mental health or substance use crisis in the community.

Individuals residing in Wayne County can access mobile crisis services regardless of insurance status. Teams will respond to individuals anywhere in Wayne County.

* Except in Inpatient settings, jails, and crisis residential facilities (Per Medicaid Guidelines)

24 Hour Crisis Line 844-462-7474

Referral Help Line

Local: 313.224.7000

Toll Free: 800.241.4949

TTY: 711

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

URGENT BEHAVIORAL PSYCHIATRIC CARE

We have special help for individuals who need quick care for their feelings and minds. This includes same-day appointments to talk about what's bothering you, help for individuals in crisis, visits with doctors, and support from friendly helpers called Peer Support Specialists. We can also help you get to places you need to go without going to the emergency room.

To get these services, you need to have Medicaid, Medicare, General Fund, or most commercial insurance. Our goal is to help you feel better and keep you from going to the hospital when you don't need to.

Provider	Services	Contact	Address
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	Assertive Community Treatment (ACT) Access/Intake Behavioral Health Treatment Planning Clubhouse Community Living Supports (CLS) Crisis Intervention Crisis Residential Drop-in Center Medication Management/Review Mental Health Therapy & Counseling Peer Support Services Skill Building Substance Use Services (Outpatient Treatment & Prevention) Support Coordination Supportive Housing Targeted Case Management Transportation	1.800.615.0411	2900 Conner St. Bldg. A Detroit, MI 48215

Provider	Services	Contact	Address
Behavioral Health Urgent Care (BHUC) 707 Milwaukee Street Detroit, MI 48202 24 hours a day/ 7 days a week www.dwihn.org Accepting New Patients: Yes, ages 5 years and older Handicap Accessible: Yes	Mental Health Evaluation Substance Abuse Evaluation Short-Term Medications	313.989.9444	707 West Milwaukee Street Detroit, MI 48202
Hegira (SMI/A) (SED/C) (SUD) Monday-Friday: 8:30 am-6:00 pm www.comcareserv.org Accepting New Patients: Yes Handicap Accessible: Yes	Access/Intake Assertive Community Treatment (ACT) Case Management Crisis Intervention Home Based Therapy Infant Mental Health Therapy Mental Health Therapy & Counseling Neonatal Wraparound Services Prevention Services Targeted Case Management Outpatient Treatment Services (OP) * Adolescent and Adults Wraparound Services	313.389.7500	26184 W. Outer Drive Lincoln Park, MI 48146
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	Access/Intake Crisis Intervention Infant Mental Health Mental Health Therapy & Counseling Targeted Case Management Treatment Planning Wraparound Services	313.831.5535	79 West Alexandrine Detroit, MI 48201

DWIHN OUTPATIENT CLINIC (DOC)

DWIHN Outpatient Clinic (DOC) is currently accepting members for outpatient mental health services. We have two locations to serve:

707 West Milwaukee Street Detroit, MI 48202 313.696.0911	15400 W McNichols Rd (Inside the Advantage Health Bldg.) Detroit, MI 48235 313-696-0840
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The DOC provides the following services for adults of all ages, children, infants, and early childhood:

Adults with Serious Mental Illness (SMI) 18 and older:

- **Adult Outpatient Psychiatric Treatment:** You can meet with a doctor who helps with mental health. They will talk to you about how you're feeling and may give you medicine if you need it.
- **Assessment and Diagnosis:** A helper will talk to you to understand how you feel and help figure out what kind of support you need.
- **Support for Military and Veterans:** Special help is available for people in the military and veterans.
- **Help for Mental Health and Substance Use:** If someone needs help with both mental health and substance use, we have support for that.
- **Co-occurring Treatment:** A case manager will help you get checkups for your body.
- **Outpatient primary care screening and monitoring:** Support by a case manager who will assist you in receiving primary health care screening and monitoring.
- **Outpatient Therapy:** You can talk to a therapist in-person or online about your feelings.
- **Person-Centered Planning and Treatment:** We will make a special plan just for you, based on what you need to feel better.
- **Targeted Case Management Services:** A case manager will help you get the care you need and connect you to resources in your community.
- **Peer Support Specialist Services:** Someone who understands because they've been through similar things will support you.

Infant and Early Childhood Mental Health (I-ECMH):

- **Support for Little Ones:** We help babies and toddlers grow up healthy, focusing on their feelings and relationships.
- **Helping Parents and Caregivers:** We assist parents in building strong, loving relationships with their little ones.
- **Spotting Problems Early:** We look for early signs that a child might need extra help and guide parents on what to do.
- **Coaching Caregivers:** We provide tips and resources to help parents understand their child's needs.
- **Building Strong Families:** We help families stay strong and tackle challenges together.

Children Services:

- **Child and Adolescent Outpatient Psychiatric Treatment:**
We help children and teens with big feelings and problems through therapy.
- **Assessment and Diagnosis:**
Seeing a Child Doctor: Your child can meet with a doctor who helps with kids' mental health.
- **Child and Family Therapy:**
Getting an Assessment: A specialist will meet with your child to understand how they feel and make a plan to help.
- **Home-Based Services:**
Family Therapy: Families can talk together with a trained therapist to feel better in their home and community.
- **Parent Support Partner:**
A parent who has been through similar things can help you understand the process.
- **Youth Peer Support:** A young adult who has had similar experiences will support your child during treatment.

CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINICS (CCBHC)

Certified Community Behavioral Health Clinics (CCBHC) are a special type of clinic that offer a full array of mental health and drug services. Individuals can receive services through a CCBHC if they have an eligible mental health or substance use condition.

A CCBHC assists individuals regardless of where they live, whether they have insurance or the ability to pay. The only thing an individual needs to get services at a CCBHC is a qualifying condition.

Each CCBHC has to prove it meets strict requirements. These requirements include things such as hiring the right kind of trained staff and offering treatments that are proven to work. CCBHCs offer 24/7 crisis services, case management, therapy, peer support, and other services.

DWIHN's Access Call Center is always available to help people looking for services to get connected with a provider who can help. DWIHN's Access Call Center can help you find a CCBHC provider. You can also choose to go straight to a CCBHC provider to get services as well.

The following providers have met the State of Michigan's requirements to be a CCBHC clinic:

- ACCESS
- CNS Healthcare
- Development Centers (also called MiSide)
- *DWIHN's Outpatient Clinic (DOC)
- Elmhurst Home
- Hegira Health
- Southwest Counseling Solutions (also called MiSide)
- The Guidance Center

HEALTH HOMES

DWIHN Providers offer Behavioral Health Home and SUD Health Home as a benefit for individuals with Medicaid, Healthy Michigan Plan, and MI Child with select diagnoses. These Health Home programs are supplementary care coordination services that can help improve people's health outcomes and offer additional support with managing holistic care needs across the healthcare system.

What is a Health Home?

- A Health Home helps you manage behavioral, recovery, and medical care to improve your overall wellness
- A Health Home will connect you to providers and resources to achieve your overall wellness goals

- Health Homes can help you with health concerns like diabetes, heart disease, or quitting tobacco
- Health Homes use a whole-person approach to care
- Health Homes are an additional Medicaid entitlement available at no cost to eligible people

Questions regarding Health Homes or this form can be directed to
Customer Service 888-490-9896

POST-STABILIZATION SERVICES

After you receive emergency behavioral health care and your condition is under control, you may receive behavioral health services to make sure your condition continues to stabilize and improve. Examples of post-stabilization services include psychiatric inpatient hospitalization, crisis residential, case management, outpatient therapy, and/or medication reviews. Before the end of your emergency-level care, DWIHN will help you to coordinate your post-stabilization services.

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

Continuum of Care

If you are already enrolled with DWIHN, you must follow up with your assigned provider. If you are not already enrolled with DWIHN, you may contact the Access Call 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

IDD: Intellectual and Developmental Disability

SED/C: Serious Emotional Disturbance/Children

SUD: Substance Use Disorder

All Well-Being Services (IDD) 4401 Conner Detroit, MI 48215 313.273.4111 TTY: 711 www.awbs.org	All Well-Being Services (IDD) (SUD) (SMI/A) 1413 Field Detroit, MI 48214 313.347.2070 TTY: 711 www.awbs.org	All Well-Being Services (IDD) (SMI/A) 6700 Middlebelt Road Romulus, MI 48174 734.595.3640 TTY: 711 www.awbs.org
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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

American's Community Council (MI/A) (SED/C) 62 W. Seven Mile Road Detroit, MI 48203 313.893.6172 TTY: 711 www.myacc.org	America's Community Council (MI/A) (SED/C) 13840 W. Warren Dearborn, MI 48126 313.581.7287 TTY: 711 www.myacc.org	The Children's Center (SED/C) 79 West Alexandrine Detroit, MI 48201 313.831.5535 313.831.5520 TTY: 711 www.thechildrencenter.com
Central City Integrated Health (SMI/A) 10 Peterboro St. Detroit, MI 48201 313.831.3160 TTY: 711 www.centralcityhealth.com	CNS (SMI/A) 12800 E. Warren Avenue Detroit, MI 48215 313.824.8000 Access Line: 877.242.4140 TTY: 711 www.cnshealthcare.org	CNS (SMI/A) 20303 Kelly Rd. Detroit, MI 48225 313.245.7000 Access Line: 877.242.4140 TTY: 711 www.cnshealthcare.org
CNS (SMI/C) 15560 Joy Road Detroit, MI 48228 248.745.4900 Access Line: 877.242.4140 TTY: 711 www.cnshealthcare.org	CNS (SMI/A/C) 2900 Conner Building A Detroit, MI 48213 313.308.1400 Access Line: 877.242.4140 TTY: 711 www.cnshealthcare.org	Community Living Services (CLS) (IDD) 34525 Michigan Ave West Wayne, MI 48184 734.467.7600 TTY: 711 www.comlivserv.com
Development Centers (MiSide) (SED/C) 17321 Telegraph Road Detroit, MI 48219 313.531.2500 TTY: 711 www.develctrs.org	Development Centers (MiSide) (SMI/A) (SED/C) 24424 W. McNichols Detroit, MI 48219 313.531.2500 TTY: 711 www.develctrs.org	Goodwill Industries of Greater Detroit (SMI/A) (IDD) 3111 Grand River Avenue, Detroit, MI 48208 313.964.3900 TTY: 711 www.goodwilldetroit.org
Goodwill Industries (A Place of Our Own) (SMI/A) (IDD) 1401 Ash Detroit, MI 48201 313.931.0901 TTY: 711 www.goodwilldetroit.org	The Guidance Center (SMI/A) (SED/C) (IDD) 13101 Allen Road Southgate, MI 48195 734.785.7700 TTY: 711 www.guidance-center.org	The Guidance Center (Private Insurance) (SMI/A) (SED/C) (IDD) 19275 Northline Road Southgate, MI 48195 734.785.7700 TTY: 711 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 TTY:711 www.hegirahealth.com	Hegira Programs Oakdale Recovery Center (SMI/A) (SUD) 43825 Michigan Avenue, Suite 1 Canton, MI 48188 734.397.3088 TTY:711 www.oakdalerecoverycenter.net	Hegira Programs Lincoln Park B Outpatient Treatment (SMI/A) (SED/C) 26184 West Outer Drive Building B Lincoln Park, MI 48146 313.389.7500 TTY:711 www.comcareserv.org
Judson Center (SED) (I/DD) 3 Park Lane Blvd, Suite 730, West Dearborn, MI 48126 313.794.5653 www.Judsoncenter.org	Judson Center (SED) (I/DD) 4410 West 13 Mile Royal Oak, MI 48073 248.549.4339 www.Judsoncenter.org	Judson Center (SED) (I/DD) 12200 13 Mile Road, Suite 200 Warren, MI 48093 586.573.1810 www.Judsoncenter.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: 711 www.morcinc.org
Neighborhood Service Organization (NSO) (SMI/A) (IDD) 882 Oakman Blvd, Suite D, Detroit, MI 48238 313.961.7990 or 313.961.4890 TTY: 711 www.nso-mi.org	Neighborhood Service Organization (NSO) Life Choices Program (IDD) 8600 Woodward Avenue Detroit, MI 48202 313.875.7601 TTY: 711 www.nso-mi.org	Psygenics, Inc. (IDD) 11000 West McNichols, Suite 320 Detroit, MI 48221 313.340.4442 TTY:711 www.psygenics.com
Ruth Ellis (SED) 95 Victor St, Highland Park, MI 48203 313-252-1950 TTY:711 www.ruthelliscenter.org	Southwest Counseling Solutions (MiSide) (SMI/A) (IDD) 1600 Porter Detroit, MI 48216 313.255.0900 TTY: 711 www.swsol.org www.miside.org	Southwest Counseling Solutions (MiSide) (SMI/A) (IDD) 1700 Waterman Detroit, MI 48209 313.841.7474 TTY: 711 www.swsol.org www.miside.org

Southwest Counseling Solutions Family Center (MiSide) (IDD/C) 5716 Michigan Ave Detroit, MI 48210 313.963.2266 TTY: 711 www.swsol.org www.miside.org	Spectrum Community Services (IDD/A/C) 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: 711 www.starfishfamilyservices.org
Starfish Behavioral Health Services (IDD) (SED/C) 26429 Michigan Avenue Inkster, MI 48141 734.713.9271 TTY: 711 www.starfishfamilyservices.org	Starfish Behavioral Health Services (IDD) (SED/C) 30000 Hiveley Inkster, MI 48141 734.727.3111 TTY: 711 www.starfishfamilyservices.org	Services to Enhance Potential (STEP) (SMI/A) (IDD) 4700 Beaufait Detroit, MI 48207 313.278.3040 TTY: 711 www.stepcentral.org
Services to Enhance Potential (STEP) (SMI/A) (IDD) 15200 Mercantile Drive Dearborn, MI 48120 313.827.0764 TTY: 711 www.stepcentral.org	Services to Enhance Potential (STEP) (SMI/A) (IDD) 450 South Venoy Westland, MI 48186 734.722.1000 TTY: 711 www.stepcentral.org	Team Wellness Center (SMI/A) (IDD) (SED/C) (SUD) 2925 Russell Street Detroit, MI 48207 888.813.8326 TTY: 711 www.teamwellnesscenter.com
Team Wellness Center (SMI/A) (SED/C) 34290 Ford Road Westland, MI 48185 888.813.8326 TTY: 711 www.teamwellnesscenter.com	Team Wellness Center (SMI/A) (SED/C) 10201 East Jefferson Avenue Detroit, MI 48214 888.813.8326 TTY: 711 www.teamwellnesscenter.com	Wayne State University Physician Group Psychiatry - Tolan Park (SMI/A) (SUD) 3901 Chrysler Drive Detroit, MI 48201 313.993.3964 TTY: 711 www.waynehealthcares.org
VITAL HEALTH MANAGEMENT (IDD) (SED/A/C) 17950 Woodward Detroit, MI 48203 313.401.0929 www.vitalhealthmanagement.com	Wayne Center (IDD) 100 River Place Drive, Suite 250 Detroit, MI 48207 313.871.2337 TTY: 711 www.waynecenter.org	

Note: There are other locations 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 its outcome. Prior authorization is needed for out-of-network services.

SERVICE AUTHORIZATIONS

Services you request must be authorized through authorized or approved by DWIHN, Access Center, Crisis Service Vendor, or Independent Review Organization (IRO) staff who make Utilization Management (UM) decisions.

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 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:

- Quick Decision or Urgent Request (**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 or others, due to the enrollee's psychological state or, in the opinion of the practitioner, would subject the enrollee 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, or the enrollee's ability to regain maximum function, and **would not** subject the enrollee 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 Highly Integrated Dual Eligible Special Needs Plan (HIDE-SNP)" 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 understand the importance of ensuring that all enrollees receive clinically appropriate, humane, and compassionate services by affirming the following:

Utilization Management decision-making is based only on appropriateness of care, service, and the 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 the specialty behavioral health services, the total cost of your authorized behavioral health treatment will be covered. No fees will be charged to you.

Some enrollees will be responsible for "cost sharing". This refers to money that an enrollee 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". Your Medicaid benefit level will determine if you 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.

At the time of your first visit with your provider, you will meet with a staff individual 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 for services.

Should you lose your Medicaid coverage, DWIHN, may need to 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 Medicare is your primary payer, DWIHN will cover all Medicare cost-sharing consistent with the coordination of benefit rules

If you are uninsured or do not have enough insurance coverage, we will help you apply for Medicaid through your local Michigan Department of Health and Human Services (MDHHS) 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 who can help you.

You can also get help at your local Michigan Department of Health and Human Services (MDHHS) office. If you are denied Medicaid insurance by MDHHS, 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

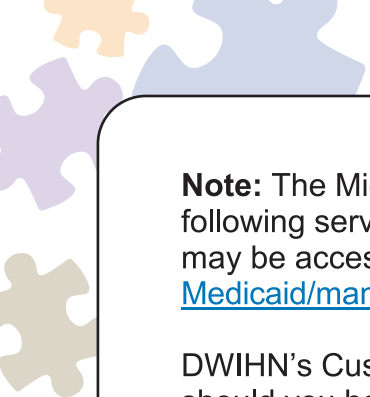
MEDICAID SPECIALTY SUPPORTS AND SERVICE DESCRIPTIONS

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 what your needs are and if you are eligible for services. Not all individuals who come to us are eligible for services. Not all services are available to everyone we serve.

During the PCP process, you and your treatment team will be supported to determine what services are medically necessary for you. The amount, scope, and duration of the services needed to achieve your goals will be determined. You will also be able to choose who provides your support and services. You will receive an IPOS that provides all this information.

Medicaid may not pay for services that are not medically necessary or otherwise available to you from other resources in the community.



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 outlines the 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
Applied Behavior Analysis (ABA) Are services for children under 21 years of age with Autism Spectrum Disorders (ASD).	\$0
Assertive Community Treatment (ACT) Provides basic services and supports essential for individuals with serious mental illness to maintain independence in the community. An ACT team will provide behavioral health therapy and help with medications. The team may also help access community resources and support needed to maintain wellness and participate in social, educational, and vocational activities. Assertive Community Treatment (ACT) may be provided daily for individuals who participate.	\$0
Assessment It is conducted to determine an individual's level of functioning and mental health and/or substance use/abuse treatment needs. Assessments may include comprehensive psychiatric evaluation, psychological testing, substance abuse screening, or other assessments. Physical health assessments are not part of this Prepaid Inpatient Health Plan (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 an individual'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 individual's needs.	\$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 (Psychosocial Rehabilitation Program) Are programs where enrollees 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 support, as well as vocational skills and opportunities.	\$0
Community Psychiatric Inpatient Services 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.	\$0
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 For children or adults 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) provides comprehensive and preventative healthcare services for children under the age of 21 who are enrolled in Medicaid. Early Periodic Screening, Diagnosis and Treatment is key to ensuring that children and adolescents receive appropriate preventative, dental, mental health, and specialty services. While transportation to EPSDT corrective or ameliorative specialty services is not a covered service under this waiver, the Prepaid Inpatient Health Plan (PIHP) must assist beneficiaries in obtaining necessary transportation either through Michigan Department of Health and Human Services (S) or through the beneficiary's Medicaid health plan. Early Periodic Screening, Diagnosis and Treatment services include screening services; vision and hearing services; lead screening; immunizations/vaccines for children; and other necessary health care services, diagnostic services, and treatment. Michigan's Medicaid autism services and Parent Support Partners are a few services under EPSTD authority.	\$0

Electroconvulsive Therapy (ECT) Is a medical treatment most commonly used in individuals with severe major depression or bipolar disorder that has not responded to other treatment.	\$0
*Enhanced Medical Equipment and Supplies/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
**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 an individual's home, car, or work environment that are of direct medical or remedial benefit to the individual. Modifications ensure access, protect health and safety, or enable greater independence for an individual 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 an individual needs to be in the hospital for only a short time. An extended observation bed allows hospital staff to observe and treat the individual'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 enrollee present and the primary purpose is treatment of the individual's condition)	\$0
Family Psychotherapy (without the enrollee 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 and education 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. This service is delivered by a Parent Support Partner or other approved professional.	\$0
Fiscal Intermediary Services Help individuals manage their service and support 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 therapists 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 an individual's behavioral health condition. An individual's primary doctor will treat any other health conditions they may have	\$0
Hypnotherapy Is a type of nonstandard or complementary and alternate 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.	\$0
Inpatient Behavioral Health Care (Behavioral Health Care services that require a hospital stay)	\$0
Intensive Care Coordination with Wraparound (ICCW) For Children and Adolescents Wraparound treatment and support for members who are diagnosed with a serious emotional disturbance and their families to maintain the child in the family home. It is an evidence-informed approach to ensuring comprehensive coordination and holistic planning for children, youth, young adults, and their families with the most intensive needs. Intensive Care Coordination with Wraparound is an Early Periodic Screening, Diagnosis and Treatment (EPSDT) state plan service when delivered to children, Youth, and young adults under 21 years of age.	\$0
Intensive Crisis Stabilization Services A 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 individual's home or in another community setting. This could include a mobile response team, but also includes other crisis interventions.	\$0
Intensive Home-based Services for Children and Families They are provided in the family home or in another community setting. Services are designed individually for each family, and can include things like behavioral health therapy, crisis intervention, service coordination, or other support to the family.	\$0

Interactive psychotherapy Group therapy for individuals with intellectual and psychiatric disability.	\$0
Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) provide 24-hour intensive supervision, health and rehabilitative services, and basic needs to individuals 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 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.	\$0
Mental Health Therapy and Counseling for Adults, and Families Includes therapy or counseling designed to help improve functioning and relationships with other individuals.	\$0
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.	\$0
**Occupational Therapy Includes the evaluation by an occupational therapist of an individual's ability to do things in order to take care of themselves every day, and treatments to help increase these abilities.	\$0
Outpatient Partial Hospital Services Include psychiatric, psychological, social, occupational, nursing, music therapy, and therapeutic recreational services in a hospital setting, under a doctor's supervision. Partial hospital services are provided during the day – participants go home at night.	\$0
Parent Support Partners (PSP) Parent support Partners is peer-delivered service for parents and caregivers of youth with SED or I/DD, including Autism. Parent Support Partners is designed to support parents and caregivers through connection of live experience and non-judgmental support to find their voice in advocating for their child and family.	\$0
Peer-Directed and Operated Support Services Peer-delivered services such as drop-in centers are entirely run by enrollees of mental health services. They offer help with food, clothing, socialization, housing, and support to begin or maintain mental health treatment.	\$0

Peer Mentoring Services Peer Mentoring services provide adults with intellectual and developmental disabilities with opportunities to support, mentor and assist beneficiaries to achieve community inclusion and participation independence, and productivity. Peer Mentors are individuals with intellectual and developmental disabilities who have unique skill level from their experience in utilizing services and supports to achieve their goals.	\$0
Peer Specialist Services Peer Specialist services are activities designed to help individuals with mental illness in their individual recovery journey and are provided by individuals who are in recovery from mental illness. Peer Mentors help individuals with developmental disabilities.	\$0
Personal Care in Specialized Residential Settings Assists an adult with mental illness or developmental disabilities with activities of daily living, self-care, and basic needs, while they are living in a specialized residential setting in the community.	\$0
Pharmacologic Management Refers to treating a disease or illness with medication, and it is based on the science of drugs	\$0
**Physical Therapy Includes the evaluation by a physical therapist of an individual'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.	\$0
Psychiatric Diagnostic Interviews An interview in which a mental health professional explores an individual's presenting problem, current situation, and background, with the aim of formulating a diagnosis and prognosis as well as developing a treatment program.	\$0
Psychoanalysis Is a type of treatment based on the theory that an individual's present is shaped by their past.	\$0
Prevention Direct Service Models Utilize individual, family, dyadic, and group interventions designed to reduce the incidence of behavioral, social, emotional or cognitive dysfunction and increase the infant, toddler, or child's behavioral functionality, resilience, and optimal mental health, reducing the need for individuals to seek more intensive treatment through the public mental health system.	\$0
Private Duty Nursing Services Are skilled nursing interventions provided to beneficiaries age 1 and older, up to a maximum of 16 hours per day, to meet an individual's health needs that are directly related to their developmental disability. (HSW)	\$0
Respite Care Services Provide short-term relief to the unpaid primary caregivers of individuals 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 support, services, and training to help an individual 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, Hearing and Language Therapy Includes the evaluation by a speech therapist of an individual'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
Substance Abuse Treatment Services (See descriptions following the behavioral health services).	\$0
Supports Coordination or Targeted Case Management is a staff individual who helps write an IPOS and makes sure the services are delivered. His/her role is to listen to an individual's goals and to help find the services and providers inside and outside the local Prepaid Inpatient Health Plan (PIHP) that will help achieve the goals. A supports coordinator or case manager may also connect an individual to resources in the community for employment, community living, education, public benefits, and recreational activities.	\$0
Supported/Integrated Employment Services Provides initial and ongoing support, services, and training, usually provided at the job site, to help adults who are eligible for behavioral health services find and keep paid employment in the community.	\$0
Telemedicine Means the use of electronic media to link beneficiaries with health care professionals in different locations.	\$0
Transportation May be provided to and from an enrollee's home for non-medical Medicaid-covered services.	\$0
Treatment Planning Assists the individual and those of his/her choosing in the development and periodic review of the individual plan of services.	\$0
Wraparound Services Necessary treatment and support for enrollees who are diagnosed with a serious emotional disturbance and their families to maintain the child in the family home.	\$0
Youth Peer Support A peer-delivered service for youth and young adults. It is designed to support youth and young adults with a SED/SMI through shared activities and interventions in the form of non-judgmental support, connection through lived experience, and supporting self-advocacy.	\$0

SERVICES FOR ONLY HABILITATION WAIVER AND CHILDREN'S WAIVER PARTICIPANTS

Services for individuals who meet additional criteria and/or are enrolled in the 1915 (i) State Plan Amendment (iSPA), the Habilitation Supports Waiver (HSW), the Children's Waiver Program (CWP) or the Serious Emotionally Disturbance Waiver (SEDW).

Some Medicaid beneficiaries are eligible for special community-based services that, if not available, would require them to live in a hospital or other facility. To receive these services, individuals need to be enrolled in one of these waivers. The availability of these waivers is very limited.

Habilitation Waiver and Children's Waiver Services	What you must pay
1915 (i) State Plan: (iSPA) iSPA is provided to Medicaid beneficiaries who are any age, and have Intellectual Developmental Disabilities (I/DD), Serious Mental Illness (SMI), Serious Emotional Disturbance (SED) and Substance Use Disorder (SUD) have substantial functional limitations and are at risk of not increasing or maintaining a sufficient level of functioning to achieve their individual goals of independence, recovery, productivity, or community inclusion and participation.	\$0
Habilitation Supports Waiver (HSW) Provides community-based services to individuals with Intellectual Developmental Disability (I/DD), if not for the availability and provisions of HSW services, would otherwise require the level of care services provided in an Intermediate Care Facility (ICF).	\$0
Children's Waiver Program (CWP) Provides community-based services to beneficiaries under age 18 who, if not for the availability and provisions of CWP services, would otherwise require the level of care and services provided in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID). The goal of the CWP is to enable beneficiaries with developmental disabilities who have significant needs, who meet the CWP eligibility requirements, to live with their parents or legal guardians, and to fully participate in their communities.	\$0
Serious Emotional Disturbance Waiver (SEDW) Provides home and community-based services to children, youth, and young adults under age 21 who, if not for the availability and provisions of SEDW services, would otherwise require hospitalization in our state psychiatric hospital. The goal of the SEDW is to enable beneficiaries with Serious Emotional Disturbance (SED) who have significant needs and who meet the SEDW eligibility requirements to live in their home and community instead of receiving hospital level of care.	\$0

Children's Therapeutic Family Care Provides an intensive therapeutic living environment for a child with challenging behaviors. Serious Emotional Disturbance Waiver (SEDW)	\$0
Community Living Supports (CLS) Activities provided by paid staff that help adults with either SMI 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 SED). (iSPA, SEDW, CWP, HSW)	\$0
*Enhanced Pharmacy Includes doctor-ordered nonprescription or over-the-counter items (such as vitamins or cough syrup) necessary to manage health condition(s) when an individual's Medicaid Health Plan does not cover these items. (iSPA, HSW)	\$0
*Enhanced Medical Equipment and Supplies/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. (iSPA, HSW, CWP)	\$0
*Environmental Modifications Are physical changes to an individual's home environment that are of direct medical or remedial benefit to the individual. Modifications ensure access, protect health and safety, or enable greater independence for an individual with physical disabilities. Note that all other sources of funding must be explored first before using Medicaid funds for environmental modifications. (HSW, CWP)	\$0
Family Support and Training Provides family-focused assistance to family members relating to and caring for a relative with SMI, SED, 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 CWP. (iSPA, HSW)	\$0
Fencing May be approved with documentation that it is essential to achieve the outcomes specified in the child's Individual Plan of Service (IPOS) and necessary to meet a child's health and safety needs. Authorization for fencing is for a maximum of 200 feet of standard chain link fence and one gate. Children's Waiver Program (CWP).	\$0
Financial Management Services Help individuals who choose to self-direct or use a choice voucher to manage their service and support budget and pay providers. (iSPA, SEDW, CWP, HSW)	\$0

Goods and Services It is to promote individual control over and flexible use of the individual budget by the HSW beneficiary using arrangements that support self-determination and facilitate creative use of funds to accomplish the goals identified in the IPOS through achieving better value or an improved outcome. Goods and services can be services, equipment, or supplies not otherwise provided through either the HSW, the State Plan or iSPA that address an identified need through the PCP process. (HSW)	\$0
Home Care Training – Family For SEDW (called Family Training for CWP) provides treatment interventions and support intervention plans specified in the IPOS and includes updates as necessary to safely maintain the beneficiary at home.	\$0
Home Care Training – Non-Family Is customized training for the paid in-home support staff who provide care for a beneficiary enrolled in one of the waivers. (CWP, HSW, SEDW)	\$0
Housing Assistance Provides supports to preserve the most independent living arrangement and/or assist the individual in locating the most integrated option appropriate to the individual. Housing Assistance provides supports in assessing housing needs and preferences, assistance with finding and securing housing, assisting with securing documentation, submitting applications and securing deposits, and locating furnishings. (iSPA)	\$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 Is assistance to gain, retain, or improve in self-help, socialization, or adaptive skills. (HSW)	\$0
Overnight Health and Safety Supports Is the need for someone to be present to prevent, oversee, manage, direct, or respond to a beneficiary's disruptive, risky, or harmful behaviors during the overnight hours. Overnight Health and Safety Support is indicated for an individual who is non-self-directing, confused, has a cognitive impairment, or whose physical functioning is such that they are unable to respond appropriately in an emergency. It is further indicated for beneficiaries who have an inconsistency in, or an inability to, regulate sleep patterns. (HSW, CWP and SEDW)	\$0
Parent Support Partners Is peer support provided by a trained peer one-on-one or in a group for assistance with identifying coping strategies for successfully caring for or living with an individual with a SED or I/DD. (SEDW)	\$0
Personal Emergency Response System Helps an individual maintain independence and safety in their own home or in a community setting. These are devices that are used to call for help in an emergency. (iSPA, HSW)	\$0

Private Duty Nursing Services are skilled nursing interventions provided to beneficiaries age 21 and older, up to a maximum of 16 hours per day, to meet an individual's health needs that are directly related to their developmental disability. (HSW).	\$0
Respite Care Services Provide short-term relief to the unpaid primary caregivers of individuals eligible for specialty services. Respite provides temporary alternative care, either in the family home or in another community setting chosen by the family. (iSPA, CWP, SEDW, HSW)	\$0
Serious Emotional Disturbance Waiver provides home and community-based services to children, youth, and young adults under age 21 who, if not for the availability and provisions of SEDW services, would otherwise require hospitalization in our state psychiatric hospital. The goal of the SEDW is to enable beneficiaries with SED who have significant needs and who meet the SEDW eligibility requirements to live in their home and community instead of receiving hospital level of care.	\$0
Skill-Building Assistance Includes supports, services, and training to help an individual 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. (iSPA)	\$0
Specialty Services Are music, equine, recreation, art, or massage therapies that may be provided to help reduce or manage the symptoms of a child's mental health condition or developmental disability. Specialty services might also include specialized child and family training, coaching, staff supervision, or monitoring of program goals. (CWP)	\$0
Supported Employment – Individual Supported Employment Provides training activities provided in typical business, industry, and community settings for groups of two to six workers with disabilities paying at least minimum wage. The purpose of funding for this service is to support sustained paid employment and work experience that leads to individual competitive integrated employment. Supported employment services for small groups must promote integration into the workplace and interaction between workers with disabilities and individuals without disabilities in those workplaces. (HSW, iSPA)	\$0
Supported Employment – Small Group Employment Provides training activities provided in typical business, industry, and community settings for groups of two to six workers with disabilities paying at least minimum wage. The purpose of funding for this service is to support sustained paid employment and work experience that leads to individual competitive integrated employment. Supported employment services for small groups must promote integration into the workplace and interaction between workers with disabilities and individuals without disabilities in those workplaces. (HSW, iSPA)	\$0
Therapeutic Overnight Camp Is a group recreational and skill-building service in a Michigan Department of Health and Human Services (MDHHS) licensed camp with staff trained in working with beneficiaries with SED. (SEDW)	\$0

Therapeutic Services Are music, equine, recreation, or art therapies that may be provided to help reduce or manage the symptoms of a child's mental health condition. Specialty services might also include specialized child and family training, coaching, staff supervision, or monitoring of program goals. (SEDW)	\$0
Vehicle Modification Include adaptations or alterations to an automobile or van that is the beneficiary's primary means of transportation in order to accommodate the special and medical needs of the beneficiary. (iSPA, HSW, CWP).	\$0

SERVICES FOR INDIVIDUALS 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 Screening (AAS) determines the need for substance abuse services and will assist in getting to the right services and providers.	\$0
SUD Intensive/Enhanced Outpatient (IOP or EOP) is a level service that provides more services may include day or evening programs.	\$0
Medication Assisted Treatment (MAT) is offered to individuals with an alcohol use disorder or an opioid use disorder to support their recovery and is medically monitored and can be combined with clinical services and supports.	\$0
Medication for Opioid Use Disorders (MOUD) is offered to individuals with an opioid use disorder. This service is monitored by a physical and nursing staff and may be combined with clinical services and supports.	\$0
Methadone and LAAM Treatment Is provided to individuals 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
Peer Recovery Coaching is a service that assists an individual in their recovery process by removing barriers, assisting with recovery planning, and reducing the likelihood of relapse.	\$0

Sub-Acute Detoxification is medical care in a residential setting for individuals who are withdrawing from alcohol or other drugs.	\$0
Substance Use Disorder Health Home -A care management and care coordination primary care Health Home benefit called the Substance Use Disorder Health Home (SUDHH) (previously referred to as the Opioid Health Home [OHH]). The goals of the program are to ensure seamless transition of care and to connect eligible beneficiaries with needed clinical and social services.	\$0
SUD Outpatient Treatment includes therapy/counseling for the individual and family, group therapy in an office setting.	\$0
SUD Residential Treatment is intensive therapeutic services that include overnight stays in a staffed licensed facility.	\$0
Withdrawal Management is a clinical or medically monitored process that helps individuals safely stop using drugs or alcohol while reducing pain, discomfort, and dangerous withdrawal symptoms.	\$0

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:

<https://www.mdch.state.mi.us/dch-medicaid/manuals/MedicaidProviderManual.pdf>.

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 Community Mental Health Services Program will help you find one.

Medicaid Health Plan Services

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

- Ambulance
- Chiropractic
- Doctor visits
- Family planning (enrollees do not need a referral from your doctor for this care)

- Health check-ups
- Hearing aids
- Hearing and speech therapy
- Home Health Care
- Immunizations (shots)
- Lab and X-ray
- Nursing Home Care
- Medical supplies
- Medicine
- Mental health (limit of 20 outpatient visits)
- Physical and Occupational therapy
- Prenatal care and delivery
- Surgery
- Transportation to medical appointments
- Vision

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 (MDHHS) number below or contact the DWIHN Customer Service Office at 888.490.9698 for assistance.

MDHHS Mailing Address:

333 South Grand Ave
P.O. Box 30195
Lansing, MI 30195
517.241.3740
Michigan.gov/mdhhs

Medicaid Customer Help

1.800.642.3195

Medicaid Provider Help

1.800.292.2550

MI Enrolls Medicaid Managed Care

1.888.367.6557

SUBSTANCE USE DISORDER-MEDICARE

The Access Center determines the Substance Use services and will assist in finding enrollees 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 psychotherapy can help identify the psychological root causes of one's condition, so an individual 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 Are covered under Part D, except for 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 the criteria for behavioral health services, all approved services for 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 8:00 am to 4:30 pm.

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 use 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

- 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 value (cash, gifts, services) in return 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@dwihn.org 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.

TRANSITION OF CARE PROCESS

The Detroit Wayne Integrated Health Network (DWIHN) follows rules from the Centers for Medicare and Medicaid Services (CMS) about helping people move from one type of care to another. This can be tricky, so it's important to make sure everyone works together smoothly. Here are the main points to remember:

1. Members need to have someone they can contact to help organize their services, and they should know how to reach that person.
2. If members are moving to a new provider that is not in the Contractor's network, they can keep seeing their current provider as long as the new contractor follows the rules set by MDHHS.
3. Members will be directed to the right providers that are part of the Contractor's network.
4. Contractors must quickly provide past information if a member has a new contractor or needs it for MDHHS.
5. Members must get an Adverse Benefit Determination (ABD) if there is a reduction or a termination to services they are currently receiving.

If you want more information, check out our website at dwihn.org. You can look for the Transition of Care Policy in the document library.

ADULT INITIATIVES

Adult Initiatives is a department of DWIHN that is within the Clinical Practice Improvement area. The Adult Initiatives team is responsible for monitoring the programs and clinical services provided by our Clinically Responsible Service Providers (CRSP) to the adult population of the DWIHN network. Services can include outpatient psychiatric, therapy, supports coordination, case management, and more specialized services, including Intellectual and Developmental Disabilities (I/DD) programs, Med Drop, Evidence-Based Supportive Employment (EBSE), Clubhouse, Assertive Community Treatment (ACT), Assisted Outpatient Treatment (AOT), and Not Guilty by Reason of Insanity (NGRI).

Adults with Intellectual Developmental Disabilities (IDD)

The goal of the IDD program is to provide the resources necessary to allow those with intellectual and/or developmental disabilities to live in their communities like any other individual. These services are to assist enrollees in remaining active in their community based on their needs, preferences, and dreams.

Respite, Community Living Supports (CLS), psychiatry, psychology, behavioral supports, skill-building, speech/physical/occupational therapies, and vocational services are available to enrollees based on medical necessity. Enrollees and their supports, along with their treatment team, complete an individualized plan of service (IPOS) annually using a person-centered process to determine goals and services to be authorized. Ongoing support coordination is in place for each DWIHN enrollee to monitor the plan, and to problem-solve, manage crises, and assist in enhancing the enrollee's potential, health, and well-being.

Med Drop

Med Drop is a partnership between DWIHN and Genoa Pharmacy to provide a program that helps individuals keep track of their medication by delivering the medicine to the enrollee at their place of residence. The medication is delivered by a qualified staff person who then observes the enrollee taking their medication, provides education on the medication, and records it in the enrollee's chart. To be eligible for this program, enrollees must be enrolled with a participating provider, be over the age of 18, and receive Medicaid. This program is voluntary, and the enrollee can opt out at any time. For more information, contact meddrop@dwihn.org.

Supportive Employment

IPS, also known as Individual Placement and Support, is a type of employment help program. This program is thought to be one of the best at helping individuals with behavioral health, intellectual and developmental disabilities, and/or substance use disorder to help with resumes, finding a job, and keeping employment.

CLUBHOUSE

Clubhouse offers daily activities for enrollees with behavioral health needs. Clubhouse is for individuals who want to socialize, learn job skills, want help with employment, and be more active in their community. Clubhouse also helps individuals learn life skills and increase independence. The goal is to help enrollees build self-esteem and confidence. This program is available to enrollees aged 18 or older who are enrolled with a participating provider.

If you are interested in these services, you can inquire with your support coordinator to find a Clubhouse that may have space available for you. This program is voluntary.

CLUBHOUSE		
Access (Hope House)	6470 Williamson Ave Dearborn, MI 48126	313.518.1104
CNS (Motor City)	2900 Conner Ave Detroit, MI 48215	313.668.9320
DCI / MiSide (New Direction)	24424 McNichols Road Detroit, MI 48219	313.591.4174
Goodwill (A Place of Our Own)	1401 Ash Street Detroit, MI 48201	313.557.8623
Hegira (Turning Point)	1605 Fort Street Lincoln Park, MI 48146	313.979.0617
Lincoln (The Gathering Place)	24425 Plymouth Road Redford, MI 48239	313.450.0411

Assertive Community Treatment (ACT)

The ACT program helps individuals stay in their community while receiving behavioral health services. Services include case management, nursing care, psychiatric care, medication management, and therapy. These services are available to enrollees 24 hours a day, 7 days a week, 365 days a year. ACT teams can help with budgeting, activities of daily living, household chores, and family/social relationships.

Assisted Outpatient Treatment (AOT)

Assisted Outpatient Treatment (AOT) is court-ordered treatment for individuals with behavioral health needs. Enrollees with AOT orders are NOT in legal trouble. AOT orders are for individuals who need help remembering to meet with their case managers, psychiatrists, therapists, or to take their medication. A psychiatrist/psychologist and an outpatient treatment provider must supervise all AOT orders. The AOT order can include case management, psychiatric/therapy services, and medication.

More information about AOTs can be found on this website (https://www.dwihn.org/documents/Probate_MH_FAQs.pdf).

Adult Initiatives has an AOT team that assists with coordination and provides additional supports. Peer support services are available for enrollees with AOTs. Peer support services involve qualified individuals who are trained to use their personal experiences with the behavioral health system and/or substance use to help others. Peer support specialists understand what you are going through and can provide additional support.

DROP-IN CENTERS

WHAT IS A DROP-IN CENTER?

Drop-in centers are services for individuals who want to enjoy peer-guided programming but do not require a specific type of service. This type of center is called a Drop-In because any DWIHN enrollee can walk in without prior care or services and participate in the activities. There is no prescribed treatment of services, but rather it is geared toward peer support, help in accessing other services, and participation in social activities.

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

DROP-IN CENTER		
Our Place	12285 Dixie Redford Charter Twp, MI 48239	313.543.3393
Perfect Place	14705 Allen Road Southgate, MI 48195	734.250.7943

CHILDREN'S INITIATIVES

DWIHN offers services to help children, youth, and families to address mental health, substance abuse, and physical health issues. The System of Care model supports hope and recovery to help families have more control over their care.

The System of Care Values are:

Community-Based: Services are provided in the community with support to help families where they live.

Culturally and Linguistically Responsive: Services are made to fit each family's culture, language, and personal needs, ensuring they are relevant to each individual.

Family-Centered: Families are the most important decision makers in the care of their children. Families also help guide the rules and policies in the community.

Trauma-Informed: Services are designed to understand and support people who have experienced trauma.

Youth-Guided: Youth and young adults are empowered to make decisions about life choices and services. Youth and young adult voices are heard and valued in the individual-centered planning process.

School Based Health Quality Initiative:

This program has two parts: the School Success Initiative and the GOAL Line after-school program. Both are focused on helping students feel good and do well in school. The goal is to support students' health and well-being so they can succeed. We want to make sure every student gets the help they need to be healthy, happy, and learn their best.

Youth United:

Youth United (YU) is a program that helps youth speak up and take action. YU teaches positive values and encourages youth to talk about important topics like bullying, gun violence, human trafficking, drug use, mental health, and treating everyone fairly. YU advocates are brave and ready to have honest conversations to stop hurtful stereotypes and help others. For more details, visit the Children's Initiative website <https://www.dwihn.org/childrens-initiatives> or contact TeamChildrens@dwihn.org

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

The Children's Waiver Program (CWP) funds home and community-based services for children with intellectual and/or developmental disabilities (I/DD) under the age of 18.

Eligibility Requirements Include:

- Have an intellectual and/or developmental disability (as defined in the Michigan state law).
- Younger than 18 years of age and in need of waiver 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 intermediate care facility for individuals with intellectual disabilities (ICF/IDD) 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 (1). Applying for the waiver will waive the parents' income, thus making them Medicaid eligible.
- Have intellectual or functional limitations that indicate the child would be eligible for health, habilitative, and active treatment services provided at the ICF/IID level of care.

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 (Parent Support Partner)
- Family income must be above Medicaid limits when viewed as a family of one (1). Applying for the waiver will waive the parent's income, thus making them Medicaid eligible.
- Have intellectual or functional limitations that indicate the child would be eligible for health, habilitative, and active treatment services provided at the ICF/IID level of care.

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 (Parent Support Partner)

- Non-family training (previously called psychological/behavioral treatment)
- Fencing
- Respite care
- Specialized medical equipment and supplies
- Specialty services (Art Therapy, Music Therapy, Recreation Therapy)
- Financial management services

Wayne County Children Waiver Providers are: Community Living Services and The Guidance Center.

For more details, visit the Children's Initiative website <https://www.dwihn.org/childrens-initiatives> or contact TeamChildrens@dwihn.org

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 serious emotional disturbance (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 and services to maintain the young individual 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 or 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 to self or others
- Drug/medication complications or co-existing general mental condition requiring care
- Special consideration: If substance use is present, the psychiatric condition must be the primary diagnosis
- Demonstrate a serious functional limitation that impairs the ability to function in the community (functional criteria is identified using the Child and Adolescent Scale

Child & Adolescent Functional Assessment 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.

Person Centered Planning:

Each child must have an Individual Plan of Service (IPOS) that lists services and supports that will be provided. The IPOS is developed through the Wraparound planning process. Each child must have a Wraparound Facilitator who is responsible to assist the child and 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 for children who meet the eligibility criteria for the SED Waiver include: •

Intensive Care Coordination with Wrap Around (ICCW) •

- Community Living Services
- Respite
- Family supports and training (Parent Support Partner)
- Therapeutic Activities (Art Therapy, Music Therapy, Recreation Therapy)
- Child therapeutic foster care • Non-family training (previously called psychological/behavioral treatment)
- Therapeutic overnight camp • Overnight health and safety supports
- Family home care training • Financial Management Services

Wayne County SED Waiver Providers are:

Black Family Development, Inc., CNS Healthcare, Development Centers (MiSide), Hegira Health, Inc., Judson Center, Lincoln Behavioral Services, Southwest Counseling Solutions (MiSide), Starfish Family Services, Team Wellness, The Children Center, and The Guidance Center. For more details, visit the Children's Initiative website

<https://www.dwihn.org/childrensinitiatives> or contact TeamChildrens@dwihn.org

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 an 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 Prepaid Inpatient Health Plan (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 with 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 individuals 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), 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 not 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 indicate 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 includes: community living support 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. Michigan Department of Health and Human Services (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 individual 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 reside in foster care and is either a Temporary Court Ward (TCW) or a Permanent Court Ward (PCW);
- Meet current Michigan Department of Health and Human Services (MDHHS) criteria for state psychiatric hospitals 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 to 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 a serious functional limitation that impairs 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]).



Each child must have a comprehensive IPOS that specifies the services and supports that 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 for assisting 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 safe

WAYNE COUNTY SERIOUS EMOTIONAL DISTURBANCE (SED) WAIVER PROVIDERS:

Centers For Family Development, Inc. (SED/C) 2995 East Grand Blvd Detroit, MI 48202 313.758.0150 TTY:711 www.centersforfamilydevelopment.org	Development Centers Inc. (MiSide) (SED/C) 17421 Telegraph Road Detroit, MI 48219 313.531.2500 TTY:711 www.develctrs.org	Southwest Counseling Solutions (MiSide) (SED/C) 5716 Michigan Ave Detroit, MI 48210 313.963.2266 TTY:711 www.swsol.org www.miside.org
The Children's Center (SED/C) 79 Alexandrine Detroit, MI 48201 313.831.5535 TTY: 711 www.thechildrencenter.com	The Guidance Center (SED/C) 26300 Outer Drive Lincoln Park, MI 48146 313.388.4630 TTY: 711 www.guidance-center.org	Hegira Health Children's Outpatient Services (SEC/C) 8623 North Wayne Road Suite 123 Westland, MI 48185 734.367.0469 TTY:711 www.hegirahealth.org

AUTISM SERVICES

Autism Spectrum Disorder (ASD) is a condition that affects how the brain works. Scientists don't know exactly what causes it, but it can affect people in different ways. Someone with ASD may have trouble with social skills, behavior, and communication. They might also learn, focus, or react to things differently from others. ASD starts in early childhood and lasts a lifetime. A individual with 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 individuals' 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 an 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?

Applied Behavior Analysis (ABA) is a structured therapy that helps people with autism learn important skills. It uses different teaching styles to improve communication, social interactions, and behaviors that are common in autism. Each individual gets a custom ABA plan of care that breaks down skills into small, easy-to-learn steps. The plan is made to fit their needs, including how many hours of therapy they get each week, based on what is medically needed and agreed upon by parents or guardians. ABA therapy is very involved and can take place at home, in a clinic, or in the community. Parents and guardians also take part in the process because their involvement is important for progress.

How to Access ABA Services?

An individual 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 be 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 individuals with complex behavioral health conditions connect with needed services and resources they need.

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 supports 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. This program is voluntary

If you believe that you or a family member meets 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 enrollees. 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 (SUD), your mental health care should be coordinated with those services.

Being able to coordinate with all providers involved in treating you improves your chances for recovery, relief of symptoms, and improved functioning. Therefore, you are encouraged to sign a "Release of Information" so that information can be shared.

Note: If you do not have a medical doctor and need one, contact the DWIHN Customer Service at 888.490.9698, and the staff will assist you in getting a medical provider.

SUBSTANCE USE DISORDER (SUD)

Attention: Pregnant and Postpartum Women

There is support for you if you are pregnant or one year postpartum with an opioid use disorder or other substance use disorder. Services include medication-assisted and/or residential treatment, referrals to additional programs and support services, including case management.

This program is voluntary, and you may opt out at any time. If you are interested, please get in touch with one of the following:

Provider	Location	Phone
Detroit Recovery Project	1121 E. McNichols Detroit, MI 48203	313.365.3100
Detroit Rescue Mission Ministries	19211 Anglin Detroit, MI 4834	313.263.0077
Hegira Heath	43825 Michigan Ave, Canton 48188	734.968.6534
Nardin Park	9605 Grand River Detroit, MI 48204	313.834.5930
New Light Recovery	300 W. McNichols Detroit, MI 48203	313.867.8015
Personalized Nursing Light House	575 South Main, Plymouth, MI 48170	734.451.7800 ext. 114
Positive Images	700 E. Grand Blvd, Detroit, MI 48207	313.822.6940
Quality Behavioral Health	6821 Medbury Street Detroit, MI 48211	313.922.2222
Sacred Health	400 Stoddard Richmond, MI 48062	810.392.2167 ext.148
Star Center	13575 Lesure Street, Detroit, MI 48227	313.493.4410
Salvation Army	3737 Lawton Detroit, MI 48208	313.361.6136

PERSON-CENTERED PLANNING

The process used to design your individual plan of behavioral health supports, service, Individual Plan of 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 or DWIHN you would like to attend.
- You will also decide when and where the person-centered planning(PCP) meetings will be held.
- You will decide what assistance you might need to help you participate in and understand the meetings.

During person-centered planning, you will be:

- Asked what your hopes and dreams are
- And will be helped 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, Eligibility of Benefits (EOB) to DWIHN for each covered supports 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 DWIHN staff conduct your PCP meetings. You have the right to choose from independent facilitators available. 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 enrollees, 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 individual. DWIHN allows enrollees to hire or select someone they trust such as an independent Facilitator to guide the PCP process with them.

Who does Independent Facilitation?

Independent Facilitation is done by someone chosen by you. Ideally, the individual 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 assists 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/ifmap>.

Children and PCP

Children under the age of 21 with intellectual and developmental disabilities (I/DD) or serious emotional disturbance (SED) also have the right to PCP. During the PCP process 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 preplanning and PCP using "family- centered practice" in the delivery of supports, services and treatment to their children.

Topics Covered during Person-Centered Planning

During PCP, you will be told about psychiatric advance directives, a crisis plan, and self-directed services (also known as Choice Voucher for individuals under 18). (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 directions 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 advanced directive is a tool for you to use to tell individuals 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 individuals, 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;
- Individuals 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 from your service provider, please contact DWIHN's Customer Service at 1.888.490.9698 or TTY 711.

Self-Directed Services/Choice Voucher/Self-Determination

Self-Directed Services is an option for payment of medically necessary services you might request if you receive 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 an individual with a mental health/substance abuse problem to live a meaningful life in a community of his/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 individual themselves. What might be recovery for one individual may be only part of the process for another.

Recovery may also be defined as wellness. Behavioral health supports and services help individuals with a mental illness/substance use disorder in their recovery journeys. The person centered planning (PCP) 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 SED. Resiliency is the ability to “bounce back” and is a characteristic important to nurture in children with SED and their families. It refers to the individual’s ability to become successful despite challenges they may face throughout their life. Recovery is a journey of healing and transformation, enabling an individual 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.”

Resiliency and development are the guiding principles for children with Serious Emotional Disturbance (SED). 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 Partner's, serving as an equal enrollee 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 enrollee 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	An individual 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 Prepaid Inpatient Health Plan (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 individuals 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 enrollees. 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 enrollees 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 Centers 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?
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?
Ever been hit so hard that you had marks or were injured?

No ____ If yes, enter 1 ____
3. Did an adult or individual at least 5 years older than you ever,
Touch or fondle you or have you touch their body in a sexual way?
Attempt or 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?
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?
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?
Sometimes, often, or very often kicked, bitten, hit with a fist, or hit with something
hard?
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 enrollee depressed or mentally ill, or did a household
enrollee attempt suicide?

No _____ If yes, enter 1 _____

10. Did a household enrollee 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 INDIVIDUALS WHO HAVE A DISABILITY

Most individuals with a disability do not consider themselves limited and do not like being referred to by a label. Consider that individuals with disabilities have a difference or are differently abled, and most importantly, they are individuals 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.) an individual has. What follows are some tips on interacting with individuals who have a disability:

- When speaking with a individual with a disability, talk directly to the individual, not to a companion, friend, or interpreter who might be present
- If the individual has speech impairment and you are having difficulty understanding what he or she is saying, ask the individual to repeat, rather than pretending to understand. Listen carefully and repeat what you think you heard in order to ensure good communication.
- If you believe that an individual 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 an individual 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 an individual who is deaf, gently tap him or her on the shoulder or arm. Look directly at the individual and speak clearly in a normal tone of voice. Keep your hands away from your face, and use short, simple sentences. Speak to the individual, not the interpreter, if there is one. Many deaf individuals 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	Enrollee
Retarded/Mentally Retarded/Retard	Intellectual Disability
Handicap/Disabled/Crippled	Individual with a disability
Manipulative	Getting their needs met
High Functioning/Low Functioning	{State the individual's abilities}
Crazy/Looney Tunes/Yellow Bus	An individual with a psychiatric (or mental) illness
Dumb/Mute	An individual who is not able to speak
Hearing impaired	Deaf
The blind	An individual who is visually impaired or blind
Substance Abuser	Addict/Individual with a substance use issue
Confined to a wheelchair	An 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 enrollees with mental illness rejoin in society through education, employment, learning responsibility and other interactions 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 enrollees to participate in the engagement of enrollees, make clubhouse rules and participate in mutual support of different activities of the Clubhouse. Clubhouses are evidenced-based and have demonstrated success for many enrollees. 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 an enrollee and assigned to services to attend a Clubhouse.

DROP-IN CENTERS

WHAT IS DROP-IN CENTER?

Drop-in centers are a service for enrollees 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 enrollee can walk- in without previous care or services from them and participate in the activities. There is no prescribed treatment of services, but rather it 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.

CLUBHOUSE		
Access (Hope House)	6470 Williamson Ave Dearborn, MI 48126	313.518.1104
CNS (Motor City)	2900 Conner Ave Detroit, MI 48215	313.668.9320
DCI / MiSide (New Direction)	24424 McNichols Road Detroit, MI 48219	313.591.4174
Goodwill (A Place of Our Own)	1401 Ash Street Detroit, MI 48201	313.557.8623
Hegira (Turning Point)	1605 Fort Street Lincoln Park, MI 48146	313.979.0617
Lincoln (The Gathering Place)	24425 Plymouth Road Redford, MI 48239	313.450.0411
DROP-IN CENTER		
Our Place	12285 Dixie Redford Charter Twp, MI 48239	313.543.3393
Perfect Place	14705 Allen Road Southgate, MI 48195	734.250.7943

GRIEVANCE AND APPEALS PROCESSES

Grievance

You have the right to say that you are unhappy with your services or supports or the staff who provide them, by filing a "grievance." You can file a grievance **any time** by calling, visiting, or writing to the:

DWIHN Customer Service at 707 West Milwaukee, Detroit, MI 48202. Help with the filing process is available by contacting the customer service grievance unit at **888.490.9698 or TTY:711**. Ask for a Grievance Specialist if you need special help to file your grievance. Our team can help.

In most cases, your grievance will be resolved within **30 and 90 calendar days** from the date the DWIHN receives your grievance, based upon your insurance. You will be given detailed information about grievance processes when you first start services and then again annually. You may ask for this information at any time by contacting Customer Service.

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, which can include providers. Grievances can be filed in writing, over the phone, or in person at any time. If you want someone to represent you, we will need to receive that information in writing.

Timeframes

Your grievance will be acknowledged in writing within **5 business days** of receipt for Medicaid and Underinsured/Uninsured enrollees. For our enrollees who are dually enrolled with one of our insurance partners, Michigan Highly Integrated Dual Eligible Special Needs Plan (HIDE-SNP), you will receive notice within **3 calendar days**.

If you are a HIDE-SNP enrollee, you may have the right to 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. You will be given detailed information about the grievance process when you first start services and then again annually. If you need help filing your grievance, do not hesitate to ask. You may contact Customer Service at:

**707 W. Milwaukee Street
Detroit, MI 48202
Local: 313.833.3232
Toll Free:888.490.9698
TTY:711**

APPEALS/LOCAL DISPUTE RESOLUTIONS

Appeals

You will be given notice when a decision is made that denies your request for services or reduces, suspends, or terminates the services you already receive. This notice is called an "Adverse Benefit Determination" (ABD). **YOU HAVE THE RIGHT TO FILE AN APPEAL.**

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:

- **30 calendar days** for Uninsured/Underinsured enrollees.
- For our enrollees with Medicaid, you have **60 calendar days** from the date on the ABD.
- Our Michigan Highly Integrated Dual Eligible Special Needs Plan (HIDE-SNP) enrollees can file a local appeal within **65 calendar days** from the date on the notice you have received.

There are instances where you may file an appeal even if you did not receive a notification.

LOCAL DISPUTE RESOLUTIONS

You may request a "Local Appeal" by contacting DWHN Customer Service at 707 West Milwaukee, Detroit, MI 48202, 888.490.9698, or TTY: 711. If you need special help, or if the team can help.

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

Timeframes

- In most cases, your appeal will be completed in **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, DWHN may extend the time for resolving your appeal by **14 calendar days** if you request an extension, or if DWHN can show that additional information is needed and that the delay is in your best interest.

You may ask for help from the DWHN customer service Appeal unit. If you need any physical help or interpreter services regarding your Appeal, arrangements can be made to help with your needs, such as for individuals who are hearing-impaired or non-English speakers. Contact: Customer Service at 888.490.9698 or 313.833.3232, or TTY:711 for help.

STATE FAIR HEARING

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.

EXTERNAL REVIEW

There are two ways to make an External Appeal for Medicaid services: Fair Hearing and/or External Review. An External Appeal is the second appeal, reviewed by an independent organization 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 the Michigan Office of Administrative Hearing and Rules (MOAHR).

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 Administrative Law Judge reverses the decision, DWIHN must pay for services provided while the appeal was pending. The disputed services will be provided /authorized within **72 hours** of the decision.

NOTE: You may be required to pay the service costs if the denial is upheld. DWIHN will inform you of our decision in writing. State policy will determine whether you are required to repay the cost of any continued benefits.

If you request a hearing, DWIHN will become involved and act as the "Hearing Officer" to ensure that all your rights are protected and that each step of the hearing process is carried out correctly. This request must be in writing. You may contact the State office at:

**Michigan Office of Administrative Hearing and Rules (MOAHR)
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 services while your internal appeal is pending. You will need to state in your appeal request that you are asking for your service(s) to continue.

Below are the ways your benefits can be continued (Applies to Medicaid and Michigan HIDE D-SNP only):

- You or your representative file the appeal timely
- The appeal involves the termination, suspension, or reduction of a previously authorized course of treatment
- An authorized provider ordered the services
- The original period covered by the original authorization has not expired, and you request a continuation of benefit

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

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 until one of the following happens:

- you withdraw the appeal or State Fair Hearing request; or
- all entities that got your appeal decide no to your request.
- A State Fair Hearing office issues a hearing decision adverse to you

NOTE: If your benefits are continued because you used this process, you may be required to repay the cost of any services 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 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 annually after that, or as requested.

DWIHN will also inform the individual of their right to mediation when a 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 DWIHN staff as experts.

Individuals or their legal representative interested in the mediation process 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 to receive these services, individuals must be:

- Medicaid eligible
- Wayne County residents
- Enrolled to receive mental/behavioral health services within the DWIHN network

To receive residential services, a referral must be received from:

- Clinically Responsible Service Provider (CRSP)
- Emergency Department (ED) or Inpatient Hospital
- Jail
- State Psychiatric Facilities such as Walter Reuther, Caro or Kalamazoo
- Michigan Department of Health and Human Services (MDHHS)

The above agencies/facilities must complete a referral form and attach the requested documents:

- Medicaid eligibility
- Active Individualized Plan of Service (IPOS)
- Guardian name and contact information, if appropriate
- Hospital/ED Evaluations and Discharge Plans, if appropriate
- Financial information such as SSI/SSD status
- Other information that will assist in deciding whether the individual would benefit from receiving residential services

Licensed and Unlicensed Settings

Licensed homes provide 24-hour staffing. There are usually up to 6 people living in these homes. Each individual has different needs and requires an individualized level of care/services. The needed services are to be included in the IPOS. Some of these services include:

- Community Living Supports (CLS)
 - ❖ Meal preparation
 - ❖ Laundry
 - ❖ Housekeeping
 - ❖ Behavioral Concerns
 - ❖ Money Management
 - ❖ Socialization
 - ❖ Medical and Mental Health Appointments
 - ❖ Medications
 - ❖ Health and Safety
 - ❖ Stress and Symptoms Management

Licensed and Unlicensed Settings (continued)

- Personal Care Supports (PCS) Feeding and Eating
- Toileting
- Hygiene and Grooming
- Dressing
- Mental and Medical Health Appointments
- Medications

Individuals living in unlicensed settings (their own homes, rented apartments/homes, semi-independent living homes, etc) are eligible for CLS services from DWIHN's contracted residential providers. In unlicensed settings, individuals cannot receive PCS services.

Note: Whether a member resides in a licensed or unlicensed setting, he/she will be responsible for paying room and board or rent by using SSI/SSD benefits. DWIHN will pay the contracted licensed/unlicensed service provider for all CLS and/or PCS services provided.

Residential Assessment

The number of CLS/PCS hours individuals require are usually determined with the completion of the Residential Assessment by DWIHN residential staff. The assessment will be completed based on information provided by the referral but also based on information gathered from the individual, other identified support systems, and/or guardian. The individual can choose who can participate in the assessment.

The Residential Assessment identifies individuals' needs so that staff within a licensed or unlicensed setting can assist them to develop daily living skills. The goal of residential services is to support individuals move into more independent settings with a decrease in staff support.

Part of the assessment process includes honoring the individuals' choice of living arrangements:

- Home versus apartment living
- Location
- Willingness to share a room or would prefer a single bedroom
- Wheelchair accessibility

Identification of Licensed/Unlicensed Settings

Once the member's assessment is completed, residential staff will begin to identify possible licensed and/or unlicensed settings that would best meet the individual's needs, but also respect preferences identified during the assessment process. During this time, individuals can/will:

- Interview and be interviewed by residential providers
- Visit identified home(s)
- Choose where to live – with support from guardian, family and other supports

Authorization for CLS and/or PCS Services

All requests for residential services in a licensed or unlicensed setting are authorized by DWIHN's Residential Services Department. Authorizations should reflect the specific documentation of an individual's needs within the IPOS.

CLS and PCS Hour Determination

The number of staffing hours individuals required is usually determined by the completion of the Residential Assessment by a Residential Care Specialist (RCS) who will meet with enrollees, 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 enrollees in becoming 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 an 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.

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.

To qualify for this placement, a Pre-admission (PASRR) assessment is done to ensure that all individuals 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 annually to determine if continued nursing home placement and/or specialized mental health services are still needed.

If you have questions regarding DWIHN's OBRA program, please get in touch with DWIHN Customer Service at 888.490.9896.

HIGHLY INTEGRATED DUAL ELIGIBLE SPECIAL NEEDS PLAN (HIDE-SNP)

It is a special type of Medicare Advantage plan designed for individuals who are eligible for both Medicare and Medicaid. This plan helps individuals get the benefits of both Medicare and Michigan Medicaid, making it easier for them to access the healthcare they need.

HIDE-SNP is organized through a network of healthcare providers, such as doctors, hospitals, pharmacies, and long-term service providers. These plans also include Care Coordinators who can help manage your medical services and ensure you receive the care you need.

DIFFERENT HIDE-SNP PLANS

There are eight HIDE-SNP Health Plans available in Wayne County, Michigan:

1. Aetna Better Health of Michigan Inc.
2. AmeriHealth Michigan, Inc.
3. HAP CareSource
4. Humana Medical Plan of Michigan, Inc.
5. Meridian Health Plan of Michigan, Inc.
6. Molina Healthcare of Michigan, Inc.
7. Priority Health Choice, Inc.
8. UnitedHealthcare Community Plan, Inc.

Detroit Wayne Integrated Health Network (DWIHN) manages a variety of mental health services through these plans. These services are available for enrollees who are part of HIDE-SNP.

SERVICES OFFERED

HIDE-SNP plans provide many services, including:

- Outpatient visits for behavioral, substance use disorders, and developmental disabilities.
- Treatment for alcohol and drug use, including programs for patients with opioid addiction.
- Individual and group therapy sessions.
- Family counseling sessions.
- Psychiatric evaluations and medication management.
- Diagnostic tests and other behavioral health services.
- Partial hospitalization, which offers structured psychiatric care without requiring overnight stays in the hospital.
- Inpatient mental health services for those who need them.

WHO CAN JOIN HIDE-SNP?

To qualify for HIDE-SNP, you must:

- Be at least 21 years old.
- Live in the area where the program is offered.
- Be eligible for full Medicaid benefits with no spend-down requirement.
- Be eligible for full Medicare benefits and be enrolled in Medicare Parts A, B, C, and D.
- Certain individuals, such as those living in state facilities or receiving hospice services, cannot enroll in this program.

How to Enroll in HIDE-SNP

If you are eligible for HIDE-SNP, you will receive information from Michigan Department of Health and Human Services (MDHHS), Michigan Enrolls, about 30-60 days before your enrollment.

To sign up for a HIDE-SNP plan, switch plans, or disenroll, you can call Michigan Enrolls at 800.975.7630. For questions, the Michigan Medicare and Medicaid Assistance Program (MMAP) can be reached at 800.803.7174.

Remember, procedures are in place to help you maintain your current care provider during the transition to HIDE-SNP. If you want to keep visiting "out-of-network" providers, you can do so for up to 180 days. After that, if they are not in the network, you will need to switch to an in-network provider.

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

SERVICE AUTHORIZATION

Services you request must be authorized or approved by DWIHN or its designee. 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 Person-Centered Planning (PCP), or within 72 hours if the request requires a quick decision.

Any decision that denies a service you request, or denies the amount, scope, or duration of the service that you request, will be made by a health care professional who has appropriate clinical expertise in treating your condition.

Authorizations are made according to medical necessity. If you do not agree with a decision that denies, reduces, suspends, or terminates a service, you may file an appeal by contacting:

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 Medicaid and meet the criteria for the specialty behavioral health services, the total cost of your authorized behavioral health treatment will be covered. No fees will be charged to you.

Some enrollees will be responsible for "cost sharing". This refers to money that an enrollee 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". Your Medicaid benefit level will determine if you 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.

Should you lose your Medicaid coverage, DWIHN 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 Medicare is your primary payer, DWIHN will cover all Medicare cost-sharing consistent with coordination of benefit rules.

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.

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.

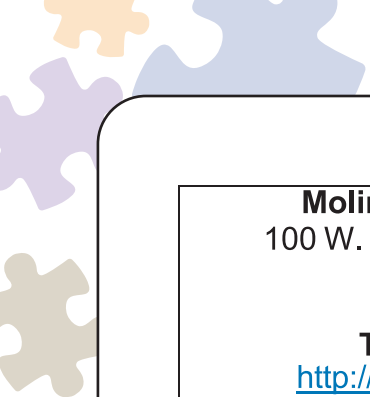
Healthy Michigan Plans are available through your local Health Department or Department of Health and Human Services. If you would like more information or have questions about Healthy Michigan Plan covered services, you may visit this website www.michigan.gov/healthymichiganplan or you may contact the 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 already enrolled 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 or call Michigan ENROLLS 1.888.367.6557 TTY: 1.888.263.5897.

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

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
(Health Alliance Plan) HAP CareSource 1414 East Maple Road, Troy, MI 48083 313.872.8100 1.866.766.4661 (TTY: 1-833-711-4711 or 711) Hap.org	Humana 101 East Main Street Louisville, KY 40202 (Mailing Address) 855.281.6070 http://www.humana.com
McLaren Health Plan G 3245 Beecher Road Flint, MI 48532 1.888.327.0671 http://www.mclarenhealthplan.org	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	Priority Health Choice 1231 E. Beltline NE Grand Rapids, MI 49525-4501 616.974.0954 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 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, Thurs, 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 welcome
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, who 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	LBGT 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 800.975.7630
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Mental Health & Substance Abuse Administration
Customer Services Number
517.241.5066

MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES (MDHHS)

Wayne County Central Office 517.335.9030 800.642.3195 Michigan.gov/mdhhs	DETROIT WAYNE INTEGRATED HEALTH NETWORK (DWIHN) Customer Service 888.490.9896
Michigan Department of Health and Human Services 517.373.3740 TTY: 711 www.michigan.gov/dhs	

PROTECTIVE SERVICES HOTLINES

Adult Protective Services (APS) 855.444.3911	Child Protective Services (CPS) 855.444.3911
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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

Community Housing Network 5505 Corporate Dr. Ste. 300 Troy, MI 48084	Detroit Health Department 100 Mack Ave Detroit, MI 48217 313.876.4000
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: 711	Salvation Army www.salvationarmyusa.org
Social Security Administration 800.772.1213 TTY: 711 www.ssa.gov	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 MENTAL HEALTH SERVICES IN SURROUNDING COUNTIES

Oakland Community Health Network

505 Corporate Drive
Troy, MI 48098
24hr. 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
24hr. 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. – 5:00 p.m.
Emergency Psychiatric Services: 586.948.0206 24hr. (24-hour available)

Phone: 586.469.5275

Fax 586.307.9100

Washtenaw Community Mental Organization

555 Towner, P.O. Box 915
Ypsilanti, MI 48197
24hr. Crisis Line: 734.996.4747
Access: 734.544.6726
TTY: 711

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 Michigan Department of Health and Human Services (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 enrollees.

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 individual 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: Your ability to get needed care and services.

Access Center: 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: a 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 (ABD): 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. A denial, in whole or in part, of a payment for service solely because the claim does not meet the definition of a “clean claim” is not an Adverse Benefit Determination (ABD). For a resident of a rural area with only one Prepaid Inpatient Health Plan (PIHP), the denial of a member's request to exercise his or her right, under 42 CFR438.52(b)(2)(ii), to obtain services outside the network.
- 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 DWIHN.
- Failure of DWIHN to act within **30 calendar days** from the date of a request for a standard appeal.
- Failure of DWIHN to act within **72 hours** from the date of a request for an expedited appeal.
- Failure of DWIHN to provide disposition and notice of a local grievance/complaint within **90 calendar days** of the date of the request. For a resident of a rural area with only one Prepaid Inpatient Health Plan (PIHP), the denial of an enrollee's request to exercise his/her right, to obtain services outside the network.

Denial of the enrollee's request to dispute a financial liability, including cost-sharing copayments, premiums, deductibles, coinsurance, and other enrollee financial responsibility.

Amount, Duration, Scope, and Frequency: Terms to describe the way Medicaid services are listed in an individual's individual plan of service (IPOS) will be provided.

- Amount: How much service (number of units of service).
- Duration: How long the service will be provided (the length of time of the expected service).
- Scope: Details of the service (who, where, and how the service is provided).
- Frequency: How often/when the service(s) occurs (e.g., daily, weekly, monthly, quarterly).

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

Applied Behavioral Analysis (ABA): A therapy based on the science of learning and behavior. It applies understanding of how behavior works to real situations. The goal is to increase behaviors that are helpful and decrease behaviors that are harmful or affect learning. ABA is performed by a Board-Certified Behavior Analyst (BCBA). **Anti-Stigma-** the elimination of social stigma or discrimination associated with mental illness.

Assertive Community Treatment (ACT): A program that offers treatment, rehabilitation, and support services using a person-centered, recovery-based approach to individuals who have been diagnosed with severe and persistent mental illness. Individuals receive ACT services including assertive outreach, mental health treatment, health, vocational, integrated dual disorder treatment, family education, wellness skills, community linkages, and peer support from a mobile, multidisciplinary team in community settings.

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 use disorders 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.

Behavioral Health Home: Provides comprehensive care management and care coordination services to beneficiaries with a select serious mental illness/SED. The goals of the benefit are to ensure seamless transition of care and to connect eligible beneficiaries with needed clinical, behavioral, and social services.

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

Certified Community Behavioral Health Clinic: CCBHCs are a special type of clinic that offer a full array of mental health and substance use services. People can receive services through a CCBHC if they have an eligible mental health or substance use condition. A CCBHC assists individuals regardless of where they live, if they have insurance, or the ability to pay. The only thing an individual needs to get services at a CCBHC is a qualifying condition.

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

Children's Waiver Program (CWP): Provides community-based services to beneficiaries under age 18 who, if not for the availability and provisions of CWP services, would otherwise require the level of care and services provided in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID). The goal of the CWP is to enable beneficiaries with developmental disabilities who have significant needs and who meet the CWP eligibility requirements to live with their parents or legal guardians and to fully participate in their communities.

Community Living Supports (CLS): Services used to increase or maintain personal self-sufficiency, facilitating an individual's achievement of his/her goals of community inclusion and participation, independence, or productivity. The supports may be provided in the participant's residence or in community settings including, but not limited to, libraries, city pools, camps, etc.

Community Mental Health Services Program (CMHSP): There are 46 CMHSPs in Michigan that provide services in their local areas to individuals 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 individuals 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 individual 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 communication about all their issues, regardless of where they are receiving service.

Copayment: A copayment (sometimes called "co-pay") is a set dollar amount you are required to pay as your share of the cost for a medical service or supply. [Insert Health Plan Name] does not require you to pay a copayment or other costs for covered services under the Medicaid or Healthy Michigan Plan program.

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, and 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 Prepaid Inpatient Health Plan (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.

Developmental Disability: Defined by the Michigan Mental Health code as either of the following: (a) If applied to an individual older than five (5) years, a severe chronic condition that is attributable to a mental or physical impairment or both, and is manifested before the age of 22 years; is likely to continue indefinitely; and results in substantial functional limitations in three or more areas of the following major life activities: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, and economic self-sufficiency; and reflects the need for a combination and sequence of special, interdisciplinary, or generic care, treatment or other services that are of lifelong or extended duration and are individually planned and coordinated; (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.

Durable Medical Equipment (DME): Any equipment that provides therapeutic benefits to an individual in need because of certain medical conditions and/or illnesses. Durable Medical Equipment consists of items which meet all the following:

- are primarily and customarily used to serve a medical purpose,
- are not useful to an individual in the absence of illness, 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 Medical Condition: An illness, injury, symptom, or condition so serious that a reasonable individual would seek care right away to avoid severe harm.

Emergency Medical Transportation: Ambulance services for an emergency medical condition.

Emergency Room Care: Care given for a medical emergency when you think that your health is in danger.

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: An enrollee or recipient who is currently enrolled in a program managed by DWIHN, Pre-Paid Inpatient Health Plan (PIHP), or a given managed care program, 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 a 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 Prepaid Inpatient Health Plan (PIHP) determines if the request is warranted. If the Enrollee's provider makes the request, or supports the Enrollee's request, the Prepaid Inpatient Health Plan must grant the request.

Extended Observation Beds (or 23-Hour Stay Units): Used to stabilize a mental health emergency when an individual needs to be in the hospital for only a short time. An extended observation bed allows hospital staff to observe and treat the individual'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: Policy guidelines that describe the planning process for children, youth, young adults, and their families. 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 individuals 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, stepparent, guardian, spouse, sibling, child, or grandparent of a primary consumer or an individual upon whom a primary enrollee 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

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 individual will have access to Targeted Case Management services under a fee for service contract between Michigan Department of Health and Human Services (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 other 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 the beneficiary's rights regardless of whether remedial action is requested. Grievance includes a beneficiary's right to dispute an extension of time proposed by DWIHN to make an authorization decision.

Grievance and Appeal System: The processes DWIHN implements to handle the appeals of 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 an individual keep, learn, or improve skills and function for daily living.

Habilitation Supports Waiver (HSW): An intensive home and community-based, active treatment and support program, designed to assist individuals with intellectual/developmental disabilities to live independently with supports in their community of choice. This program is designed as a community-based alternative to living in an ICF/IID. The HSW is based on legislation found in Title XIX of the Social Security Act. This legislation allows the state to provide waiver services to a targeted population who, without waiver services, would be at risk for out-of-home placement.

Health Insurance- coverage that provides for the payment of benefits because 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 (MPM) 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 and Community Based Services (HCBS) Rule: Medicaid services that are funded through/identified by the HCBS Rule are required to meet specific standards developed to ensure waiver participants experience their home, work, and community environments in a manner that is free from restriction. Settings that provide HCBS must not restrict movement or freedoms related to choice and inclusion in the home and/or community and must be provided in a setting that is consistent with the settings and services non-Medicaid individuals frequent including home settings, employment opportunities and access to the greater community.

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 individuals 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): The written details of the supports, activities, and resources required for an individual to achieve personal goals. The IPOS is developed to put into words decisions and agreements made during a person-centered process of planning and information gathering.

Integrated Care Organization (ICO): Your health plan, the organization responsible for your health benefit under the Highly Integrated Dual Eligible Special Needs Plan (HIDE-SNP) 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 individuals with both disorders and provides co-occurring capable treatments throughout the networks and at every level of care.

Intellectual Disability: Defined in the Michigan Mental Health Code as a condition showing before the age of 18 years that is characterized by significantly subaverage intellectual functioning and related limitations in two or more adaptive skills and that is diagnosed based on the following assumptions: (a) Valid assessment considers cultural and linguistic diversity, as well as differences in communication and behavioral factors. (b) The existence of limitation in adaptive skills occurs within the context of community environments typical of the individual's age peers and is indexed to the individual's particular needs for support. (c) Specific adaptive skill limitations often coexist with strengths in other adaptive skills or other personal capabilities. (d) With appropriate supports over a sustained period, the life functioning of the individual with an intellectual disability will generally improve.

Limited English Proficient (LEP): Potential enrollees and enrollees 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 and may be eligible to receive language assistance for a particular type of service, benefit, or encounter.

Long Term Services and Supports (LTSS): Care provided in the home, in community-based settings, or in facilities, such as nursing homes for older adults and individuals with disabilities who need support because of age; physical, cognitive, developmental, or chronic health conditions; or other functional limitations that restrict their ability to care for themselves. There are a range of services to help individuals live more independently by assisting with personal and healthcare needs and activities of daily living, such as eating, taking baths, managing medication, grooming, walking, getting up and down from a seated position, using the toilet, cooking, driving, getting dressed, and managing money.

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, intellectual/developmental disability, substance use, or any other medical condition. Some services assess needs, and some services help maintain or improve functioning. The Prepaid Inpatient Health Plan (PIHPs) are unable to authorize (pay for) or provide services that are not determined as medically necessary for you.

Michigan Department of Health and Human Services (MDHHS): 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.

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

MIChild: A Michigan health care program for low-income children who are not eligible for the Medicaid program. This is a limited benefit. Contact Customer Service at 888.490.9698 for more information.

MI P.A.T.H. (PERSONAL ACTION TOWARD HEALTH): A program designed to assist individuals 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 causes 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/behavioral services to its enrollees.

Non-Participating Provider: A provider or facility that is not employed, owned or operated by DWIHN/community mental health services programs (CMHSP) and is not under contract to provide covered services to its enrollees.

Participating Provider: Is the general term used for doctors, nurses and other individuals 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 enrollees an extra amount. Participating providers are also called network providers.

Person-Centered Planning (PCP): A process to help an individual plan their services and support the life they choose. It tells the wants and interests for a desired life and the supports (paid and unpaid) to achieve it. Person-centered planning documents identify the needs and desires of the individual and how services and supports will be used to meet these goals. A process directed by the individual and supported by others selected by the individual. It focuses on desires, dreams, and meaningful experiences. The individual decides when, how, and by whom direct supports service is provided. Family Driven Youth Guided practices are used for planning with children, youth, and families.

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.

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

Plan: Offers health care services to enrollees who pay a premium.

Potential Enrollee: An individual who may voluntarily elect to enroll in a given managed care program but is not yet an enrollee.

Prepaid Inpatient Health Plan (PIHP): Detroit Wayne Integrated Health Network manages the Medicaid mental health, intellectual/developmental disabilities, and substance use disorder services in its geographic area under contract with the state. There are PIHPs in Michigan, and each one is organized as a Regional Entity or a Community Mental Health Service Program (CMHSP) according to the Mental Health Code.

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 approval. It is 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.

Prevocational Services Includes support, services, and training to prepare an individual for paid employment or community volunteer work.

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: An individual or entity/organization engaged in the delivery, ordering, or referring of services.

Public Health Code: An act to protect and promote 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 Qualified Child Mental Health Professional is someone who helps kids and their families with feelings and behaviors. This individual can be a doctor, a psychologist, a social worker, a counselor, or a nurse. They have special training and experience to help children. To be really good at their job, they need to learn important things. They go through training on how to work with families, understand their rights, keep information private, and much more. They also need to have extra training every year to help kids better.

Recipient Rights: Those rights guaranteed to individuals receiving mental health services by the Michigan Mental Health Code and the Public Health Code.

Recovery: A journey of healing and change that allows an individual to live a meaningful life in a community of their choice while working toward their full potential.

Referral: A written order from your primary care doctor for you to see a specialist or get certain medical services. In many health plans, you need to get a referral before you can get medical care from anyone except your primary care doctor. If you don't get a referral first, the plan may not pay for the services.

Rehabilitation Services and Devices: Health care services that help an individual 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, speech-language pathology, and psychiatric rehabilitation services in a variety of inpatient and/or outpatient settings.

Resiliency: The ability to "bounce back." This is a characteristic important to nurture in children with SED and their families. It refers to the individual's ability to become successful despite challenges they may face throughout their life.

Respite: Care that provides short-term relief for primary caregivers, giving them time to rest, travel, or spend time with other family and friends. The care may last anywhere from a few hours to several weeks at a time. Respite care can take place at home, in a health care facility, or at an adult day care center.

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

Serious Emotional Disturbance Waiver (SEDW): Provides home and community-based services to children, youth, and young adults under age 21 who, if not for the availability and provisions of SEDW services, would otherwise require hospitalization in our state psychiatric hospital. The goal of the SEDW is to enable beneficiaries with SED who have significant needs and who meet the SEDW eligibility requirements to live in their home and community instead of receiving hospital level of care

Serious Mental Illness (SMI): Defined by the Michigan Mental Health Code to mean a diagnosable mental, behavioral, or emotional disorder affecting an adult that exists or has existed during the past year for a period of time sufficient to meet diagnostic criteria specified in the most recent Diagnostic and Statistical Manual of Mental Disorders; and 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 a 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 who 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 Medicaid-funded mental health, developmental disabilities, and substance use supports and services that are managed by the Prepaid Inpatient Health Plan (PIHPs).

State Fair Hearing: A state-level review of beneficiaries' disagreements with Community Mental Health Services Program, or Prepaid Inpatient Health Plan 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 (SUD): 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.

TTY: 711: When someone in Michigan dials 711, they are connected to a specially trained Communications Assistant (CA). **For TTY users:** The TTY user types their conversation, and the CA reads the message aloud to the hearing individual on the other end of the line. The CA then types the hearing individual's spoken words back to the TTY user. **For standard phone users:** A standard phone user can also dial 711 to connect with a TTY user. The CA will facilitate the conversation by typing what the voice user says and voicing what the TTY user types. The service is available 24 hours a day, seven days a week. There is no additional charge to use the relay service itself; only standard local or long-distance calling rates apply. All calls handled by the Communications Assistants are strictly confidential. For emergencies, TTY users should call **911 directly** and not use the 711 relay service, as 911 centers are equipped to handle TTY calls. Find more information about the service on the [Michigan Relay Service website](#).

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.

Vital Documents: Means printed or electronic documents that provide important information necessary to access or participate in services, programs, and activities of a covered entity, which include, at a minimum, provider directory, enrollee handbooks, appeals and grievance notices, and denial and termination notices. MCI Act 241 of 2024-LEP effective 10/10/2025.

Youth Peer Support: Youth Peer Support is a program that helps kids who are having a tough time with their feelings. In this program, kids can do fun activities with a special helper called a Youth Peer Support Specialist. The goal is to make kids feel strong, learn new skills, and feel better in their lives. The Youth Peer Support Specialist work with kids one-on-one or in a group. They help kids learn to solve problems, get along with others, and feel more comfortable at school, home, and in the community. This program also helps kids as they get ready to become grown-ups.

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 individuals receiving services

Together, we can assure that each individual 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 are 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 Individual Plan of Service, and upon your request.

Published: June 2017

Revised: June 12, 2026

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DETROIT WAYNE INTEGRATED HEALTH NETWORK
707 West. Milwaukee Street
Detroit, MI 48202
313.344.9099
www.dwihn.org

DWIHN Customer Service

Toll Free: 888.490.9698

Local: 313.833.3232

TTY: 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: 1.800.241.4949

Local: 313.224.7000

DWIHN Crisis Center
707 West Milwaukee Street
Detroit, MI 48202
313.989.9444

DWIHN Mobile Crisis Unit
707 West Milwaukee Street
Detroit, MI 48202
1.844. 462. 7474
844-IN-CRISIS

Office of Recipient Rights

Toll Free: 1.888.339.5595

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:	
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IDD	Intellectual and Developmental Disability
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
SUD	Substance Use Disorder

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

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
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

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
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

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
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

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
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

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
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 -

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
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

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

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

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

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	

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
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 -Chris 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

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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
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@scslss.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

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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
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

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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
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

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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

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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	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 734.367.0469	8623 N. Wayne Rd. Ste. 210 Ste. 230 Westland, MI 48185	- 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
	734.523.8250	1403 Inkster Inkster, MI 48141	
	313.565.2200	26184 W. Outer Drive Lincoln Park, MI 48146	
	313.389.7500	26180 W. Outer Drive Lincoln Park, MI 48146	
	313.389.2209	26650 Eureka Rd. Ste. A Taylor, MI 48180	
Hegira Health (SUD) 24 hours a day/7 days a week www.hegirahealth.org Accepting New Clients: Yes Accessibility for Disabilities: Yes	734.955.3550	1605 Fort St. Lincoln Park, MI 48146	- 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
	734.397.3088	43825 Michigan Ave. 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. Ste. 2 Canton, MI 48188	- Crisis Residential

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 arcriver@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



This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slightly textured appearance and some minor discoloration or shadows, suggesting it's a scan of a physical document. There is no handwriting or other markings on the page.

This image shows a single page of white paper with horizontal black lines, resembling notebook paper. 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>



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

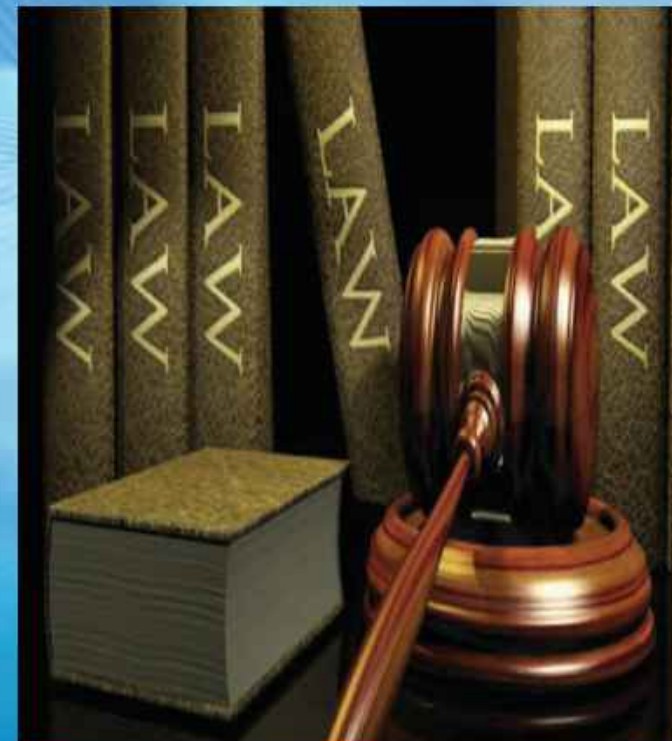
Grievances & Appeals
Toll Free: 888.490.9698
Fax: 313.833.4280

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

Contents

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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 (للفاكس: 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



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.

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.