

Handbook for Supports and Services Offered in Wayne County



NSO:

Changing lives one person at a time.

1-888-360-WELL

Welcome to Neighborhood Service Organization

We are a health and human service agency that strengthens communities through bold outreach services and holistic programs for vulnerable populations... changing lives one person at a time.

NSO has been reaching out to people and providing supports and services for over 50 years. NSO has many supports and services that can help you improve your life, empower you and help you become self-determined and independent.

This handbook provides you with an overview of your rights while receiving supports and services. Also described is the Person-Centered Planning process, some of your responsibilities and our rules, our commitment to ethical practices, how you can help us by letting us know how we are doing at helping you, and what to do if you are not happy with the supports or services we provided to you. Finally, it provides you with a listing of just some of the supports and services that NSO offers.

In order to provide you the best service possible, you will be assigned to a NSO staff member who will help you locate services and resources which can help you. The NSO staff member assigned to you is:

(Therapist or Case Manager's name here)

NSO's business hours are Monday through Friday, 8:30 a.m. – 5:00 p.m.

Our Commitment to Ethics

The staff of NSO firmly follow NSO's Code of Ethics. The staff of NSO will:

- Work to help you;
- Treat you and others with dignity and respect;
- Use care not to harm you, including actions that would personally, financially, socially, or politically harm you;
- Act responsibly in how we do business and make sure that other employees act responsibly, as well;
- Be honest and will not be wrong on purpose while providing you help and services;
- Be fair with you and not favor one consumer over another;
- Appreciate and accept the differences in people such as differences in culture, race, preferences, and disabilities;
- Believe that empowering you and helping you to improve your life are important steps towards independence;
- Aim to always give you the best services and supports that we offer.

Your Responsibilities and NSO's Rules

- NSO does not allow any smoking on NSO property. Individuals who do smoke must use designated smoking areas outdoors.
- The use of illegal drugs is strictly not allowed and violators will be prosecuted to the extent the law provides.
- Prescription drugs can be used on NSO property if you follow the doctor's instructions.
- NSO does not allow any weapons, concealed or otherwise, on NSO property.
- When at an NSO site, find the evacuation plan that is posted at each unit.
- Assaulting or threatening other people may result in your removal from the premises and may lead to the NSO calling the police.
- Breaking these rules may mean that your services are ended. Each occurrence is handled on a case by case basis. Getting services back will need NSO review.

Recipient Rights

Every person who receives public mental 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 condition

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

You may file a Recipient Rights complaint *any time* if you think staff violated your rights. You can make a rights complaint either orally or in writing.

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.

You may contact Detroit Wayne Integrated Health Network to talk with a Recipient Rights Officer with any questions you may have about your rights or to get help to make a complaint, **888-339-5595**. NSO’s Customer Service Department can also help you make a complaint. You can contact **Chris Forry** at **313-305-0315**.

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Freedom from Retaliation

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

Your Rights While Getting Our Support and Services

The staff of NSO respects the rights, dignity and integrity of the people we support. Under the Michigan Mental Health Code, you have rights while getting NSO support and services. Some of these rights are:

- Your right to confidentiality
- Your right to receive services suited to your condition
- Information about your condition and the services you are getting
- Your right to be treated in a respectful manner
- Your right to not be abused or neglected by NSO staff
- Your right to be free from discrimination

Your assigned NSO staff person will give you a copy of these rights to keep. If you believe that you have seen, heard, or experienced a possible rights violations please contact Detroit Wayne Integrated Health Network, Office of Recipient Rights, 707 West Milwaukee, Detroit, Michigan 48202, **888-339-5595**. You may also call our Director of Compliance, **Chris Forry**, at **313-305-0315**. He will help you with the next steps.

You have responsibilities, too. You may be held legally responsible for breaking a law, hurting another person, or destroying or stealing property. You may be responsible for the cost of your services (based upon your ability to pay and any insurance coverage you may have). You are responsible for following NSO rules. You are responsible for respecting the rights of others, including NSO staff members.

Confidentiality and Family Access to Information

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

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

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

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

If you feel your confidentiality rights have been violated, you can call the Recipient Rights Office where you get services.

Coordination of Care

To improve the quality of services, NSO wants to coordinate your care with the medical provider who cares for your physical health. If you also receive substance abuse services, your mental health care should be coordinated with those services. Being able to coordinate with all providers involved in treating you improves your chances for recovery, relief of symptoms and improved functioning. Therefore, you are encouraged to sign a "Release of Information" so that information can be shared. If you do not have a medical doctor and need one, contact **Chris Forry** at **313-305-0315** and you will be assisted in getting a medical provider.

Person-Centered Planning

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

The process begins when you determine whom, beside yourself, you would like at the person-centered planning meetings, such as family members or friends, and what staff from NSO you would like to attend. You will also decide when and where the person-centered planning meetings will be held. Finally, you will decide what assistance you might need to help you participate in and understand the meetings.

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

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

You have the right to “independent facilitation” of the person-centered planning process. This means that you may request

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that someone other than NSO staff conduct your planning meetings. You have the right to choose from available independent facilitators.

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

Topics Covered during Person-Centered Planning

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

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 in which you may become unable to make a decision about the kind of treatment you want and the kind of treatment you do not want. This lets other people, including family, friends, and service providers, know what you want when you cannot speak for yourself.

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Crisis Plan

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

Self-determination

Self-determination is an option for payment of medically necessary services you might request if you are an adult beneficiary receiving mental 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. You are encouraged to speak with your Therapist, Case Manager or Supports Coordinator if you are interested in learning more about self-determination.

The Person Centered Planning Process at NSO

At NSO, the Person-Centered Planning (PCP) process is a way to look at your whole life, not just your problems, and to get help for making your life better and work for you. PCP can help you figure out what you're good at, what is important to you, and what you want out of life. Supports and services are then put into place to help support you.

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NSO views the PCP process as a fundamental right of persons with mental illness, substance abuse conditions, or developmental disabilities. NSO is committed to services and supports that are provided in a way that is directed by you. NSO will work in partnership with you. Your choices and preferences are always heard and respected and your PCP plan will build upon your strength and abilities.

What will happen...

1. The PCP process is provided to all persons that NSO supports. First, you will be offered an Independent Facilitator (someone who can help you to run your PCP meeting) or you can run your own meeting, or an NSO staff member can help you run your meeting.
2. Next, there will be a Pre-Planning meeting. At the meeting, you decide who, if anyone, you want to invite to your PCP meeting, what you want to talk about and what you don't want to talk about, and the location and time of the meeting. You will be asked if you would like to develop your own Crisis Plan of what you would like to have happen in the event of an emergency.
3. The PCP meeting:
 - You identify your strengths, abilities, preferences, dreams, and needs, as well as what could get in the way of these things, with the advice and support from others that you

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invited to the meeting.

- Building the plan begins with what you can do for yourself and what family, friends, significant others, and community members can do to help you with your plan.
- NSO services and other community support and services become the final pieces of the plan.
- This involvement is basic to creating your group of support and improving the quality of life for you.

4. The goals that you want to work on are then put into your Individual Plan of Service. The supports and services that will be provided to you are also described.

PCP does not guarantee that the supports and services or the amount of them you want can be provided by the public mental health system. What is provided will depend upon the available resources (such as funding and staffing), rules and regulations that govern the system, and the appropriateness and safety of the support or service.

Grievance and Appeals Processes

Grievances

You have the right to say that you are unhappy with your services or supports or the staff who provide them, by filing a “grievance.” You can file a grievance *any time* by calling, visiting, or writing to the Customer Service Department. Assistance is available in the filing process by contacting **Chris Forry** at **313-305-0315**. You will be given detailed information about grievance and appeal processes when you first start services and then again annually. You may ask for this information at any time by contacting the Customer Service Department.

Appeals

You will be given notice when a decision is made that denies your request for services or reduces, suspends or terminates the services you already receive. You have the right to file an “appeal” when you do not agree with such a decision. There are two ways you can appeal these decisions. There are also time limits on when you can file an appeal once you receive a decision about your services.

You may:

- Ask for a “Local Appeal” by contacting DWIHN , Office of Recipient Rights, 707 West Milwaukee, Detroit, Michigan 48201, or call (888)339-5595, or contact **Chris Forry** at **313-305-0315** at NSO.
- You can ask at any time for a Medicaid Fair Hearing before an administrative law judge a by contacting Administrative Tribunal, MDHHS, P.O. Box 30195, Lansing, Michigan 48909-7695, or call (517)335-9384.

Your appeal will be completed quickly, and you will have the chance to provide information or have someone speak for you regarding the appeal. You may ask for assistance from the Customer Service Department to file an appeal.

Language Assistance and Accommodations

Language Assistance

If you use a TDD, please contact DWIHN at the following TDD phone number: 711.

If you need a sign language interpreter, one will be made available. Sign language interpreters are available at no cost to you.

If you do not speak English, arrangements can be made for an interpreter for you. Language interpreters are available at no cost to you.

Accessibility and Accommodations

In accordance with federal and state laws, all buildings and programs of NSO are required to be physically accessible to individuals with all qualifying disabilities. Any individual who receives emotional, visual, or mobility support from a service animal such as a dog will be given access, along with the service animal, to all buildings and programs of NSO. If you need more information or if you have questions about accessibility or service/support animals, contact our Director of Compliance, **Chris Forry** at **313-305-0315**.

If you need to request an accommodation on behalf of yourself or a family member or a friend, you can contact **Chris Forry** at **313-305-0315**. You will be told how to request an accommodation (this can be done over the phone, in person and/or in writing) and you will be told who at the agency is responsible for handling accommodation requests.

Recovery and Resiliency

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

Recovery is an individual journey that follows different paths and leads to different locations. Recovery is a process that we enter into and is a life long attitude. Recovery is unique to each individual and can truly only be defined by the individual themselves. What might be recovery for one person may be only part of the process for another. Recovery may also be defined as wellness. Mental health supports and services help people with mental illness in their recovery journeys. The person-centered planning process is used to identify the supports needed for individual recovery.

In recovery there may be relapses. A relapse is not a failure, rather a challenge. If a relapse is prepared for, and the tools and skills that have been learned throughout the recovery journey are used, a person can overcome and come out a stronger individual. It takes time, and that is why **recovery** is a process that will lead to a future that holds days of pleasure and the energy to persevere through the trials of life.

Resiliency and development are the guiding principles for children with serious emotional disturbance. Resiliency is the ability to “bounce back” and is a characteristic important to nurture in children with serious emotional disturbance and their families. It refers to the individual’s ability to become successful despite challenges they may face throughout his/her life.

Service Authorization

Services you request must be authorized or approved by NSO. The 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, or within 3 business days 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. The appeals process is described on page 15 of this handbook.

Payment for Services

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

If you are a Medicaid beneficiary with a deductible (“spend-down”), as determined by the Michigan Department of Health and Human Services (MDHHS), you may be responsible for the cost of a portion of your services. You may, in some cases, be responsible for all the costs of your services. If you are a non-Medicaid consumer, you may be charged for some or all of the payment amount. If you are a nursing home resident you are not charged a deductible for services.

Emergency and After-Hours Access to Services

A “mental health emergency” is when a person is experiencing a serious mental illness, or a developmental disability, or a child is experiencing a serious emotional disturbance and can reasonably be expected in the near future to harm him/herself or another, or because of his/her inability to meet his/her basic needs is at risk of harm, or the person’s judgment is so impaired that he 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, 24-hours a day, seven days a week, without prior authorization for payment of care. If you have a mental health emergency, you should seek help right away. At any time during the day or night go to one of the following locations:

Detroit Receiving Hospital	Psychiatric Intervention Center
4201 St. Antoine	33505 Schoolcraft
Detroit, MI 49201	Livonia, MI 48150
(313) 745-3540	(734) 721-0200

Children’s Hospital of Michigan
3901 Beaubien Street
Detroit, MI 48201
(313)745-5437

Post-Stabilization Services

After you receive emergency mental health care and your condition is under control, you may receive mental health services to make sure your condition continues to stabilize and improve. Examples of post-stabilization services are crisis residential, case management, outpatient therapy, and/or medication reviews.

Service Array

MENTAL HEALTH MEDICAID SPECIALTY SUPPORTS AND SERVICES DESCRIPTIONS

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

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

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

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

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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.mdhhs.state.mi.us/dch-medicaid/manuals/MedicaidProviderManual.pdf.

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

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

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

Behavior Management Review: If individuals illnesses or disabilities involve behaviors that they or others who work with them want to change, their individual plan of services may include a plan that talks about the behavior. This plan is often called a "behavior management plan." The behavior

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management plan is developed during person centered planning and then is approved and reviewed by a team of specialists to make sure that it is effective and dignified, and continues to meet the person's needs.

Behavioral Health Home is a 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.

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

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

Community Living Supports (CLS) are activities provided by paid staff that help adults with either serious mental illness or developmental disabilities live independently and participate actively in the community. Community Living Supports may also help families who have children with special needs (such as developmental disabilities or serious emotional disturbance).

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Crisis Interventions are unscheduled individual or group services aimed at reducing or eliminating the impact of unexpected events on mental health and well-being.

Crisis Residential Services are short-term alternatives to inpatient hospitalization provided in a licensed residential setting.

Enhanced Pharmacy includes doctor-ordered nonprescription or over-the-counter items (such as vitamins or cough syrup) necessary to manage your health condition(s) when a person's Medicaid Health Plan does not cover these items.

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

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

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

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

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

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

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

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

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

Medication Review is the evaluation and monitoring of medicines

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cines used to treat a person's mental health condition, their effects, and the need for continuing or changing his/her medicines.

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

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

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

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

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

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by individuals who are in recovery from serious mental illness.

Permanent Supportive Housing is a program that helps people with disabilities and chronic health conditions who have experienced homelessness find long-term housing and wrap-around services to help them stay in their homes.

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 he/she is living in a specialized residential setting in the community.

***Physical Therapy** includes the evaluation by a physical therapist of a person's physical abilities (such as the ways he/she moves, uses his/her arms or hands, or holds his/her body), and treatments to help improve his/her physical abilities.

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

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

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

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

Substance Abuse Treatment Services (descriptions follow the mental health services)

Targeted Case Management: A service provided by a Case Manager who helps write an individual plan of service and makes sure the services are delivered. His or her role is to listen to a person's goals, and to help find the services and providers inside and outside the local community mental health services program that will help achieve the goals. A supports coordinator or case manager may also connect a person to resources in the community for employment, community living, education, public benefits, and recreational activities.

Supported/Integrated Employment Services provide initial and ongoing supports, services and training, usually provided at the job site, to help adults who are eligible for mental health services find and keep paid employment in the community.

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Transportation may be provided to and from a person's home in order for him/her to take part in a non-medical Medicaid-covered service.

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

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

Services for Only Habilitation Supports Waiver (HSW):

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

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

Non-Family Training (for Children's Waiver enrollees) is customized training for the paid in-home support staff who provide care for a child enrolled in the Waiver.

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Out-of-home Non-Vocational Supports and Services (for HSW enrollees) is assistance to gain, retain or improve in self-help, socialization or adaptive skills.

Personal Emergency Response devices (for HSW enrollees) help a person maintain independence and safety, in his/her own home or in a community setting. These are devices that are used to call for help in an emergency.

Prevocational Services (for HSW enrollees) include supports, services and training to prepare a person for paid employment or community volunteer work.

Private Duty Nursing (for HSW enrollees) is individualized nursing service provided in the home, as necessary to meet specialized health needs.

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

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Services for Persons with Substance Use Disorders

The Substance Abuse treatment services listed below are covered by Medicaid.

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

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

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

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

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

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

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

Note: **Home Help Program** is another service available to Medicaid beneficiaries who require in-home assistance with activities of daily living, and household chores. In order to learn more about this service, you may call the local Michigan Department of Human Services' number below or contact **Chris Forry** in the Customer Service Department at **313-305-0315** for assistance. Michigan Department of Health and Human Services (MDHHS) Help Line 800-642-3195

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
- Doctor Visits
- Health Check Ups
- Hearing & Speech Therapy
- Immunizations (shots)
- Nursing Home Care
- Medicine
- Physical Therapy
- Occupational Therapy
- Prenatal care and delivery
- Chiropractic
- Family Planning
- Hearing Aids
- Home Health Care
- Lab & X-Ray
- Medical Supplies
- Mental Health
- Surgery
- Vision
- Transportation

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If you already are enrolled in Medicaid Health Plans you can contact the health plan directly for more information about the services listed in this handbook. If you are not enrolled in a health plan or do not know the name of your health plan, you can contact **Chris Forry** at **313-305-0315** for assistance.

Some of the Supports and Services that NSO Offers:

- Advocacy Services
- Family Support Services
- Psychiatric Services
- Behavioral Support Planning
- Crisis Planning
- Crisis Intervention and Stabilization
- Nursing Services
- Specialized Residential Program Consultation Services
- Self-Determination Arrangements
- Substance Abuse Treatment Services
- Co-Occurring Disorders Treatment Services
- Occupational Therapy
- Hospital Screening
- OBRA Services
- Case Management
- Supports Coordination
- Evaluation and Planning
- Information and Referral
- Assistance with Guardianship and Alternatives to Guardianship
- Training Programs
- Customer Service (Recipient Rights Linking)

For more information, contact an NSO staff person at one of the units listed on the back cover.

If You are Dissatisfied...

At any time while you are getting services from NSO, if you are unhappy for any reason you may contact the NSO Director of Compliance, **Chris Forry** at **313-305-0315**. Your complaint will be handled in the following manner:

- The NSO Customer Service Department will respond in writing within 5 calendar days of getting your complaint.
- Within 30 calendar days you will receive a written summary of findings, resolutions, and your appeal rights if you are unhappy with the outcome of the investigation.

In addition to the above, your complaint will be given to the Detroit Wayne Integrated Health Network Office of Recipient Rights for review. The Detroit Wayne Integrated Health Network Office of Recipient Rights will respond to your complaint in writing within 5 calendar days, letting you know of the status of their investigation every 30 calendar days, and give you a summary report in writing no later than 90 days after the complaint is filed.

**ANY NSO STAFF PERSON CAN HELP YOU FILE
A COMPLAINT THROUGH NSO'S CONSUMER
PROTECTION & ADVOCACY DEPARTMENT.**

Still Dissatisfied? Here are Some Other Options...

If you are a Detroit Wayne Integrated Health Network consumer with NSO as your clinically responsible service provider, you may continue with your complaint by:

- Asking for a tribunal hearing with Detroit Wayne Integrated Health Network
and/or
- Ask for a tribunal hearing with The Michigan Department of Community Health Administrative Tribunal.

If you are asking for a local or state review, you must do so in writing, sign it yourself, and give it to NSO or the Michigan Department of Health and Human Services within 90 days of the date your Individual Plan of Service was signed.

You can complete the REQUEST FOR REVIEW BY LOCAL DISPUTE RESOLUTION PROCESS form. (You can get this form where you get services and mail to:

Detroit Wayne Integrated Health Network
Office of Recipient Rights
707 West Milwaukee
Detroit, Michigan 48201

If you want to know more about how the Local Dispute Resolution Process works, you may contact **Chris Forry**, NSO Director of Compliance at **313-305-0315**.

Help Us Help You

At NSO, we are always trying to improve our supports and services to make sure we are doing the best job that we can. We want to know how satisfied you are with our supports and services. We will try and find out from you how we are doing in a couple of ways:

- You may be asked to fill-out an anonymous Satisfaction Survey about the supports and services that you are getting.
- You may be asked to fill-out a questionnaire after you have left our supports and services so that we can learn how well we did and where we can do better.
- We have committees of people that get supports and services that provide us with feedback and suggestions and help each other. We encourage you to join the one in your program or give them suggestions.

Please do take the time to let us know how we can do a better job or how we are already doing a great job. Your opinion is very helpful and we value it. Your opinion can help us to improve our services.

Glossary or Definition of Terms

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

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

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

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

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

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

Fair Hearing: A state level review of beneficiaries’ disagreements with health plans’ denial, reduction, suspension or termination of Medicaid services. State administrative law

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judges who are independent of the Michigan Department of Health and Human Services perform the reviews.

Deductible (or Spend-Down): A term used when individuals qualify for Medicaid coverage even though their countable incomes are higher than the usual Medicaid income standard. Under this process, the medical expenses that an individual incurs during a month are subtracted from the individual's income during that month. Once the individual's income has been reduced to a state-specified level, the individual qualifies for Medicaid benefits for the remainder of the month.

Developmental Disability: Is defined by the Michigan Mental Health code means either of the following: (a) If applied to a person older than five years, a severe chronic condition that is attributable to a mental or physical impairment or both, and is manifested before the age of 22 years; is likely to continue indefinitely; and results in substantial functional limitations in three or more areas of the following major life activities: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, and economic self-sufficiency; and reflects the need for a combination and sequence of special, interdisciplinary, or generic care, treatment or other services that are of lifelong or extended duration; (b) If applied to a minor from birth to age five, a substantial developmental delay or a specific congenital or acquired condition with a high probability of resulting in a developmental disability.

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"

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the privacy and confidentiality of patient information. “Patient” means any recipient of public or private health care, including mental health care, services.

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

Medically Necessary: A term used to describe one of the criteria that must be met in order for a beneficiary to receive Medicaid services. It means that the specific service is expected to help the beneficiary with his/her mental health, developmental disability or substance use (or any other medical) condition. Some services assess needs and some services help maintain or improve functioning.

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

MIChild: A Michigan health care program for low-income children who are not eligible for the Medicaid program. This is a limited benefit. Contact Chris Forry in NSO’s Customer Relations Department for more information.

PIHP: An acronym for Prepaid Inpatient Health Plan. There are 18 PIHPs in Michigan that manage the Medicaid mental health, developmental disabilities, and substance abuse

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health, developmental disabilities, and substance abuse services in their geographic areas. All 18 PIHPs are also community mental health services programs.

Recovery: A journey of healing and change allowing a person to live a meaningful life in a community of his/her choice, while working toward his/her full potential.

Resiliency: The ability to “bounce back.” This is a characteristic important to nurture in children with serious emotional disturbance and their families. It refers to the individual’s ability to become successful despite challenges he/she may face throughout his/her life.

Specialty Supports and Services: A term that means Medicaid-funded mental health, developmental disabilities and substance abuse supports and services that are managed by the Pre-Paid Inpatient Health Plans.

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

Serious Mental Illness: Is defined by the Michigan Mental Health Code to mean a diagnosable mental, behavioral or emotional disorder affecting an adult that exists or has

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emotional disorder affecting an adult that exists or has existed within the past year for a period of time sufficient to meet diagnostic criteria specified in the most recent Diagnostic and Statistical Manual of Mental Disorders; and that has resulted in function impairment that substantially interferes with or limits one or more major life activities.

Substance Use Disorder (or substance abuse): Is defined in the Michigan Public Health Code to mean the taking of alcohol or other drugs at dosages that place an individual's social, economic, psychological, and physical welfare in potential hazard or to the extent that an individual loses the power of self-control as a result of the use of alcohol or drugs, or while habitually under the influence of alcohol or drugs, endangers public health, morals, safety, or welfare, or a combination thereof.

Advocacy Groups and Organizations

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

Association for Children's Mental Health

1705 Coolidge Road
East Lansing, MI 48906
517-336-7222

Alliance for the Mentally Ill

921 North Washington
Lansing, MI 48906
517-485-4049 or 1-800-331-4264

ARC Michigan

333 S. Washington Square, Suite 200
Lansing, MI 48933
1-800-292-7851

Citizens for Better Care

4750 Woodward Avenue, Suite 410
Detroit, MI 48201
313-832-6387 or 1-800-833-9548

Michigan Disability Rights Coalition

241 E. Saginaw, Suite 450
East Lansing, MI 48223
1-800-760-4600

Michigan Protection and Advocacy Services, Inc

106 W. Allegan, Suite 300
Lansing, MI 48933
1-800-288-5923

NSO Programs & Locations

Central Office

882 Oakman Boulevard
Suite C
Detroit, Michigan 48238
1-888-360-WELL

Monday-Friday, 8:30-5:00

Adult Services

OBRA Specialized & PASRR
882 Oakman Boulevard
Suite D
Detroit, Michigan 48238
1-888-360-WELL

Monday-Friday, 8:30-5:30

Northwest Activity Center
18100 Meyers
Detroit, MI 48235
1-888-360-WELL
313-397-8227

Monday-Friday, 8:30-5:00

Behavioral Health Services

Bell Clinic
882 Oakman Boulevard
Suite B
Detroit, Michigan 48238
1-888-360-WELL

Monday-Friday, 8:30am-5:00pm

Detroit Clinic
8600 Woodward Avenue
Detroit, Michigan 48202
1-888-360-WELL

Monday, Tuesday, Thursday and Friday, 8:30-7:30pm
Wednesday, 8:30am-5:30pm

Detroit Healthy Housing Center Clinic
3426 Mack Avenue
Detroit, Michigan 48207
1-888-360-WELL

Monday-Friday, 8:30am-5:00pm

NSO

Programs & Locations

Homeless Recovery Services

Detroit Healthy Housing Center
3426 Mack Avenue
Detroit, Michigan 48207
1-888-360-WELL
313-832-3100

Sunday-Saturday, 24 Hours

PATH & Street Outreach
3426 Mack Avenue
Detroit, Michigan 48207
1-888-360-WELL
313-832-3100

Monday-Friday, 8:30-5:00

Supportive Housing & Services
882 Oakman Boulevard
Suite B
Detroit, Michigan 48238
1-888-360-WELL
313-967-5950

Monday-Friday, 8:30-5:00

Bell Apartments
882 Oakman Boulevard
Suite B
Detroit, Michigan 48238
1-888-360-WELL
313-967-5950

Monday-Friday, 8:30-5:00

Clay Apartments
3364 Mack Avenue
Detroit, Michigan 48207
1-888-360-WELL
313-332-5434

Monday-Friday, 8:30-5:00

NSO Administration and Management

President / Chief Executive Officer	Linda Little
Chief Administrative Officer	Paris White
Chief Community Impact Officer	Katrina McCree
Chief Financial Officer (interim)	Ryan Kunzelman
Chief Information and Security Officer	Brad Bishop
Chief Human Resources Operations Officer	Kelly Thomas
Chief of Staff	Tonga Thompson
Associate VP of Revenue Cycle Management	Michelle Carey
Medical Director-Behavioral Health	Dr. Ashley Schumaker
Senior Director, Housing Solutions	Jessica Bembas
Senior Director, Organizational Effectiveness	Jessie Goergen
Director of Compliance	Chris Forry



NSO's clinical and behavioral health programs are accredited by the Commission on Accreditation of Rehabilitation Facilities and are funded by the Detroit Wayne Integrated Health Network and the Michigan Department of Health and Human Services.