

DETROIT WAYNE MENTAL HEALTH AUTHORITY



2015 - 2016 MEMBER HANDBOOK





Dear Enrollees:

On behalf of the Board Members and staff at Detroit Wayne Mental Health Authority (DWMHA), DWMHA is committed to becoming your premier community mental health provider. Our goal is to be customer focused ensuring the best possible care in a welcoming service environment that safeguards against stigma and promotes delivery of care with integrity, dignity and respect. We are also very proud to foster care that is evidenced-based and data driven to enhance the outcomes of your recovery and maintain quality of services rooted in integration of care. That is to embrace the healthcare model that works with your primary doctor for your physical care, as well as working with your treatment team that is a part of your behavioral health care.

As we begin, we want to make you a partner of your own healthcare experience. We encourage your feedback about your experiences, concerns, success and other issues that you may feel are important. Our success in delivering you services is not determined by our satisfaction, but yours. We encourage you to participate in the satisfaction surveys that may be administered in total confidentiality from time to time. We are dedicated to excellence and strive to deliver programs and care that exceed your expectations. Give us a call, drop us a note or send an email to let us know how you think we are doing.

Sincerely,

A handwritten signature in black ink that reads "Tom". The signature is written in a cursive style with a long horizontal stroke extending to the right.

Tom Watkins
President & CEO

Detroit Wayne Mental Health Authority (DWMHA)

Board of Directors

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Jeffrey DeLay, Chief Operating Officer
Carmen McIntyre, M.D., Chief Medical Officer
Stacie Durant, Chief Financial Officer
Corine Mann, Chief Strategic Officer
Bill Riley, Chief Information Officer
William J. Ward, Chief of Staff

Detroit Wayne Mental Health Authority

707 West Milwaukee
Detroit, MI 48201
1-313.344.9099

DWMHA Customer Service
(Toll Free) 1-888.490.9698 or 1-313.833.3232
TDD/TTY: 1-800.630.1044
Fax: 1-313.833.2217 or 1-313.833.4280

24-Hour Centralized Access Center
1-800.241.4949

24-Hour Crisis Information and Referral Help Line:
1-800.241.4949 or 1-313.224.7000
TDD/TTY Line: 1-866-870-2599

www.dwmha.com

Detroit Wayne Mental Health Authority Organizational Chart

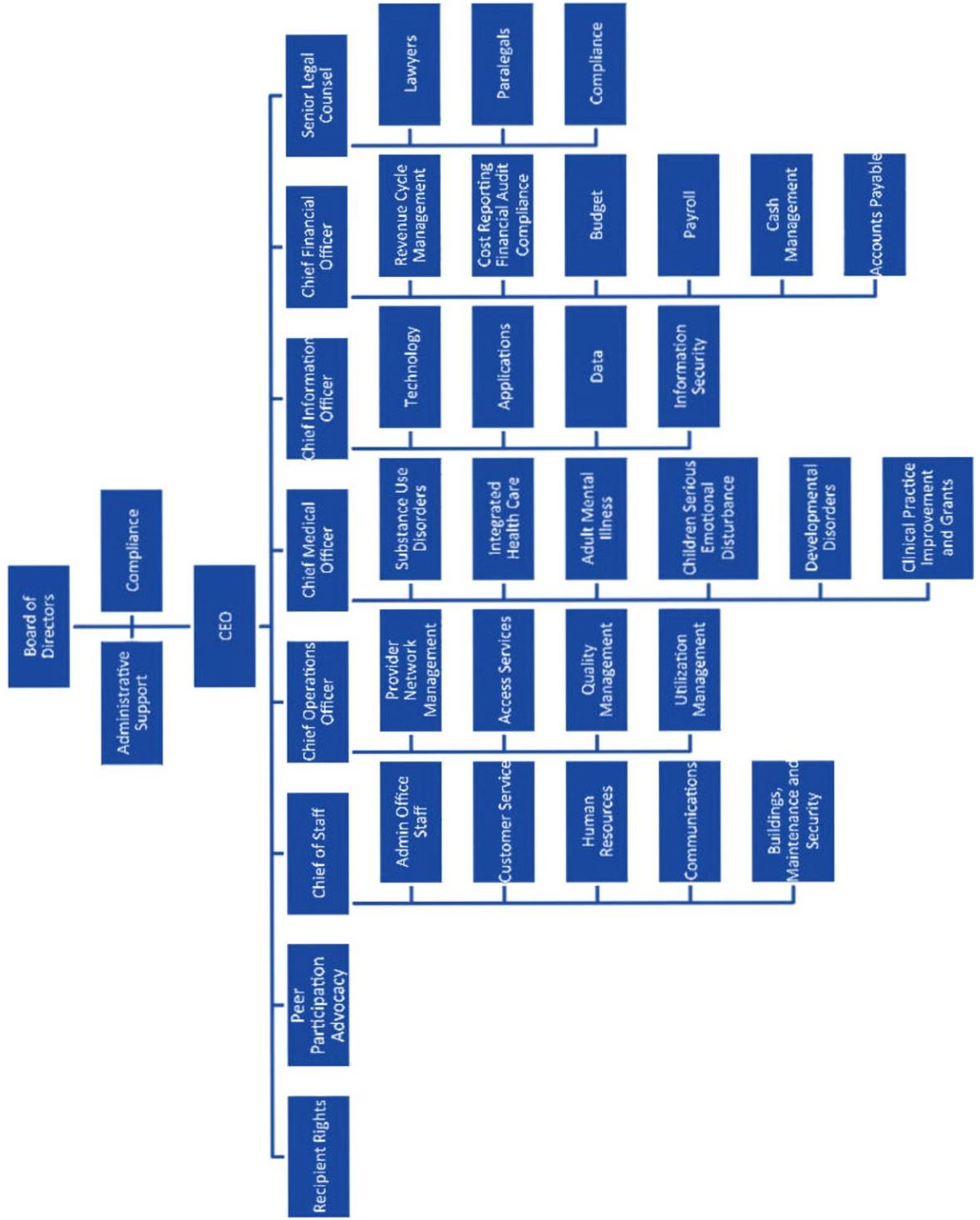


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Welcome New Member

The Detroit Wayne Mental Health Authority (DWMHA) is pleased to welcome consumers, family members and those called upon to assist consumers with the behavioral health services available through DWMHA. You will find DWMHA to be committed to providing quality behavioral health services to people of all ages and cultures. We pride ourselves on respecting your needs and protecting your rights as a consumer.

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

Should you need more information than what you can find in this handbook, please do not hesitate to contact Customer Service or the Access Center at the phone numbers listed below:

DWMHA Customer Service

Business Hours 8:00 am. – 4:30 pm.

Monday – Friday (Toll Free) 1-888.490.9698

Or 1-313.833.3232

24-Hour Access Center

1-800.241.4949

24-Hour Crisis Information and Referral Help Line:

1-800.241.4949 or 1-313.224.700

TDD/TTY: 1-866.870.2599

Staff will be happy to answer your questions and/or mail information to you about your services. Again, welcome to DWMHA. We are here to serve you.

Purpose of Handbook

This handbook was written to:

- Spread the word that there is HOPE for persons living with Serious Emotional Disturbances, Severe Mental Illness, Intellectual and Developmental Disturbances, and Substance Use Disorders.
- Make it easier for you to know how to access public behavioral health care services.
- Help you to make good choices about your behavioral health care.
- Tell you about resources to help you live, learn, work and participate fully in the community.
- Tell you what your rights and responsibilities are when you are getting public behavioral substance use services.
- Welcome your feedback on services or care received by you and/or a family member through DWMHA.

Overview

On June 6, 2013 the Wayne County Commission, pursuant to the Michigan Mental Health Code Public Act 258 of 1974, adopted a resolution creating the Detroit Wayne Mental Health Authority (DWMHA).

The mission of the DWMHA is:

- To determine need, plan, fund, implement, coordinate and monitor a full range of appropriate, accessible qualitative, efficient, effective, client-centered, and culturally competent mental health programs and services.
- To provide behavioral health services to Wayne County residents in a dignified and respectful manner in the least restrictive environment possible;
- To provide services within the resources available and within Local, State and Federal requirements.
- To promote anti-stigma of the mentally ill and encourage individuals to seek services.
- To promote community inclusion by eliminating isolation, discrimination, and other anti-stigma behaviors.

Consistent with Michigan Law, DWMHA has an executive director who is responsible for implementing all the functions of a Community Mental Health Authority as mandated by the Michigan Mental Health Code and the Public Health Code.

Currently, the Detroit Wayne Mental Health Authority serves more than 100,000 Wayne County consumers, including the uninsured and those with Medicaid, Medicare, MICHild, or Healthy Michigan. The Authority provides and manages an array of supports, services, care and treatments that honors choice and advances the quality of community life for adults with mental illness, individuals with intellectual and developmental disabilities, autism, persons with substance use disorders, children with serious emotional disturbance, individuals with co-occurring disorders, their families and the community.

DWMHA Vision, Mission and Core Beliefs

Mission: To lead and support a self-determined and recovery-oriented mental health system that provides and manages an array of supports, services, and treatment which honors choice, dignity and advances the quality of life for persons served, their families and the community.

Vision: To be recognized as an international leader focused on quality community care maximizing independence and human potential for persons served.

Populations Served: Adults with mental illness, children and adolescents with serious emotional disturbance, persons with developmental disorders, and persons with substance use disorders.

Core Beliefs Detroit Wayne Mental Health Authority:

D Data-driven and dedicated organization that supports the people we serve. We will treat everyone with dignity and respect, never losing sight that behind the numbers are real people with real needs. DWMHA values diversity knowing that together we are better. We create an environment where our differences are celebrated and help to make us stronger.

W Warmth, welcoming and wellness are the foundation for our individualized, person- centered, peer supported and strengths-based approach to those we serve, their families and the community.

M Measureable and meaningful outcome that are well-monitored, supports our mission of managing a vast array of services to persons served, their families and our community.

H Holistic and hope-inspiring services that empower optimal health for individuals, their families, and our community.

A Accountability to funding sources, and an accessible array of services are what the Authority will hold each provider partner and itself accountable for: effectively and efficiently manage public resources supporting the highest quality services for all.

For direct services provided by our Integrated Partnership Network call (800) 241-4949, 24 hours a day, 365 days per year.

See something that does not align with our mission, vision and core beliefs? Call the confidential compliance hotline at 1-313.833.3502.

Detroit Wayne Mental Health Authority

This document was created with the input of our community, consumers, providers and stakeholders. Please visit www.dwmha.com as it is under review by the DWMHA Board of Directors.

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 and add a formal statement about them if there is something with which you do not agree. 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 DWMHA about you. However, without a Release of Information signed by you, the DWMHA may not give 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 before information can be shared with others.

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

Office of Recipient Rights
1-888.339.5595
TDD/TTY: 1-888.339.5588

Customer Service

The DWMHA's Customer Service Office is here to serve you. We want to help you understand the services and benefits in which you are entitled. The Access Center is available to assist you with information on choice opportunities, access to services, providers and community resources.

Because your satisfaction is important to us, a Customer Service Representative is available to assist you with the Grievance, Recipient Rights, Appeals, Medicaid Fair Hearings and Local Dispute Resolution process.

Customer Service also wants to keep you informed. We routinely organize, coordinate, and/or support planned learning opportunities. Through the Authority's Monthly Consumer Meetings, education and training forums on topics that support recovery and self-determination are provided.

The Authority's Consumer Newsletter, "Persons Points of View," and educational materials are also provided by the Authority. Customer Service can help you learn more about your services and behavioral health issues. These educational materials may be made available in alternative languages at no additional cost to you.

As a consumer or family member of a consumer, there are ways in which you may become involved here at the Authority. Give Customer Service a call and we can give you details on Peer Support Specialists, Peer Mentors, Recovery Coaches, Consumer meetings, committees, advocacy programs, education forums and focus groups. We need your input, so give us a call.

DWMHA Customer Service

707 West Milwaukee
Detroit, MI 48202
1-888.490.9698 or 1-313.833.3232
TDD/TTY: 1-800.630.1044

Access Center

24-Hour Crisis Information and Referral Help Line:
1-800.241.4949
TDD: 1-866.870.2599

Language Assistance and Accommodations

Language Assistance

If you are a person who is deaf or hard of hearing, you can utilize the Michigan Relay Center (MRC) to reach DWMHA or 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 TTY, please contact DWMHA Customer Services at the following TTY phone number 1-800.630.1044.

Sign language interpreters are available at no cost to you. If you do not speak English, or have limited English proficiency contact Customer Service so that arrangements can be made for an interpreter. Various language interpreters are available at no cost to you.

If you need an accommodation of any nature, a request can be made by you or anyone else on your behalf. This request can be done in person, or in writing or by telephone, by contacting DWMHA Customer Service Unit at 1-888.490.9698 or the Access Center at 1-800.241.4949. You may also receive assistance free of charge to help you make your accommodation request.

Accessibility and Accommodations

In accordance with Federal and States laws, all buildings and programs of the Detroit Wayne Mental Health Authority 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 the DWMHA. If you need more information or if you have questions about accessibility or service/support animals, contact Customer Service at 1-888.490.9698.

If you need to request an accommodation on behalf of yourself, a family member, or a friend, you can contact Customer Service at 1-888.490.9698. You will be instructed how to request an accommodation (this can be done over the phone, in person and/or in writing) and you will be directed to whom at the DWMHA is responsible for handling accommodation requests.

If you need more information or if you have questions about accessibility or service/support animals, you may also contact your MCPN or the Access Center.

Joint Responsibilities

It is the DWMHA's responsibility to provide quality community behavioral healthcare services. It is a shared responsibility for everyone involved.

Our 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 receiving.
- To provide you with information about DWMHA 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 of it.
- You may ask for a Notice of Privacy Practices from where you receive services.
- 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 may 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.

Member 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 do as much as possible to identify and meet your own needs.
- To share with staff, your experience of our services, what we do well, and what we could do better.
- To request additional information including background about the Authority's structure and operation.

How to Access Services

The Detroit Wayne Mental Health Authority 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

1-800.241.4949 or 1-313.224.7000

Non-emergency Services

Through the DWMHA's contractual agreement with the Michigan Department of Health and Human Services, we provide a comprehensive array of behavioral health specialty and support services for those with mental illness, intellectual and developmental disabilities, serious emotional disturbances, substance use disorders and co-occurring disorders.

The DWMHA offers a culturally diverse network of community behavioral health programs, clinics, private therapists, psychologists and psychiatrists to provide behavioral health services. We do our best to match you with a service location close to your residence.

The Authority provides services in coordination and collaboration with over 80 contractors. This includes a centralized Access Center, Service Providers and five Managers of Comprehensive Provider Networks (MCPNs). The MCPNs are:

CareLink Network (MI) (SED/C)

1333 Brewery Park, Suite 300

Detroit, MI 48207

(Toll Free) 1-888.711-Link (5465)

TTD/TTY; 1-313.656.2587

Doreen Nied, Executive Director

Barbara Center, M.D., Acting Medical Director

After hours: (Toll Free) 1-888.711.5465

www.bhpi.org

ConsumerLink Network (I/DD)

1333 Brewery Park, Suite 300

Detroit, MI 48207

(Toll Free) 1-888 711-LINK (5465)

Dave Pankotai, Executive Director

Barbara Center, M.D., Acting Medical Director

After hours: (Toll Free) 1-888.711.5465

TDD/TTY: 1-313.656.2587

www.bhpi.org

Gateway Community Health (MI) (SED/C)

1333 Brewery Park, Suite 100
Detroit, MI 48207
(Toll Free) 1-800.973.4283
Dr. Radwan Khoury, President & CEO
Dr. Ali Amirsadri, M.D., Chief Medical Office
After hours: (Toll Free) 1-800.973.4283
TDD/TTY: 1-800.225.5254 or 1-313.871.1806
www.gchi.org

Community Living Services (CLS) (I/DD)

Town Square Plaza
35425 Michigan Ave. West
Wayne, MI 48184
James Dehem, President and CEO
Tony Kim, M.D., Medical Director
1-734.467.7600
After hours: 1-734.238.7246
TDD/TTY: 1-866.469.7600
www.comlivserv.com

Integrated Care Alliance (I/DD)

New Center One
3031 West Grand Blvd., Suite 555
Detroit, MI 48202
1-866.724.7544
Isadore King, President & CEO Debra Glitz, M.D.
Medical Director
After hours: (Toll Free) 1-866.724.7544
TDD/TTY: 1-866.227.1261
www.icarealliance.org

Emergency After-Hours Access to Services

A “mental health emergency” is when a person is experiencing symptoms and behaviors that can reasonably be expected in the near future to lead him/her to harm self or another; or because of his/her inability to meet his/her basic needs he/she is at risk of harm; or the person’s judgment is so impaired that he/she is unable to understand the need for treatment and that their condition is expected to result in harm to him/herself or another individual in the near future. You have the right to receive emergency services at any time, 24-hours a day, seven days a week, without prior authorization for payment of care.

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

24-Hour Crisis Information & Referral Help Line
(Toll Free) 1-800.241.4949
Or 1-313.224.7000
(Toll Free) 1-866.289.2641
TDD/TTY: 1-866.870.2599
(911 is also an option for obtaining assistance during an emergency)

Please note: If you utilize a hospital emergency room, there may be healthcare services provided to you as part of the hospital treatment that you receive 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 DWMHA emergency services you receive. Customer Service can answer questions about such bills.

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. Prior to the end of your emergency-level care, your local CMH will help you to coordinate your post-stabilization services.

The 24-hour Crisis/Information & Referral Help Line provides crisis intervention, suicide prevention, mental health information and referrals for services throughout Wayne County. You can be screened for emergency services at the following locations (see following page).

Crisis Centers/Hospitals

Crisis Services for Children

The Guidance Center
26300 W. Outer Drive
Lincoln Park, MI 48146
1-734.785.7705

The Children's Center Crisis Care

90 Selden
Detroit, MI 48201
1-313.342.8557
8 A.M. – 12:00 Midnight

New Oakland Child Adolescent Family Center-Mobile Crisis Stabilization

32961 Middlebelt Road
Farmington Hills, MI 48334
1-877.800.1650

Crisis Services for Adults

Detroit Receiving Hospital Crisis Center

4201 St. Antoine
Detroit, MI 48201
1-313.745.2836

Sinai-Grace Crisis

14230 W. McNichols
Detroit, MI 48235
1-313.966.4880

Neighborhood Service Organization (NSO)

1-313.961.7990

You have the right to use any hospital or other setting for emergency care.

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 remains stabilized and continues to improve. Prior authorization may be required for some post-stabilization services listed below.

Examples of post-stabilization services are:

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

Please contact your MCPN regarding services and assistance.

Continuum of Care and Non-Emergency Intakes

Now that your condition has been stabilized, you must follow-up with a provider associated with your MCPN. To enroll in one of five MCPNs, you must be a Wayne County resident. You may contact the Access Center to speak with a representative who will explain the steps of the enrollment process. A representative can be reached (Toll Free at 1-800.241.4949).

Intake Assessment Locations

Intake Key:

SMI/A: Serious Mental Illness/Adult

I/DD: Intellectual and Developmental Disability

SED/C: Serious Emotional Disturbance/Children

SUD: Substance use Disorder

<p>Adult Well-Being Services (I/DD) 4401 Conner Detroit, MI 48215-2201 1-313-273-4111 TDD/TTY: 1-313-921-9474 or 1-877-377-6162 www.awbs.org</p>	<p>Adult Well-Being Services (I/DD) (SUD) (SMI/A) 1413 Field Detroit, MI 48214 1-313-347-2070 TDD/TTY: 1-313-921-9474 or 1-877-377-6162 www.awbs.org</p>	<p>Adult Well-Being Services (I/DD) (SMI/A) 6700 Middlebelt Road Romulus, MI 48174-2039 1-734-595-3640 TDD/TTY: 1-313-921-9474 or 1-877-377-6162 www.awbs.org</p>
<p>Arab American & Chaldean Council (MI/A) (SED/C) 62 W. Seven Mile Road Detroit, MI 48203 1-313-893-6172 TDD/TTY: 1-800-649-3777 www.myacc.org</p>	<p>Arab American & Chaldean Council (MI/A) (SED/C) 16904 W. Warren Detroit, MI 48228 1-313-581-7287 TDD/TTY: 1-800-649-3777 www.myacc.org</p>	<p>The Children's Center (MI/A) (SED/C) 79 West Alexander Detroit, MI 48201 1-313-831-5535 or 1-313-831-5520 www.thechildrenscenter.com</p>
<p>Community Care Services (SMI/A) (SED/C) 26184 West Outer Drive Lincoln Park, MI 48146 1-313-389-7525 www.comcareserv.org</p>	<p>Community Care Services (SMI/A) 26650 Eureka Road, Suite A Taylor, MI 48180 1-734-955-3550 www.comlivserv.com</p>	<p>Community Living Services (I/DD) Town Square Plaza 35425 Michigan Avenue West Wayne, MI 48184-1687 1-734-722-6364 TDD/TTY: 1-866-469-7600 www.comliveserv.com</p>
<p>Detroit Central City (SMI/A) 10 Peterboro Detroit, MI 48201 1-313-831-3160 TDD/TTY: 1-800-649-3777 www.dcccmh.org</p>	<p>Detroit East Health Services (SMI/A) 6309 Mack Avenue, Suite 323 Detroit, MI 48207 1-313-921-4700 www.detroiteastcmh.org</p>	<p>Detroit, East Health Services (SMI/A) 3646 Mount Elliott, Suite A Detroit, MI 48207 1-313-921-4700 www.detroiteastcmh.org</p>

Development Centers (SMI/A) (SED/C) 24424 W. McNichols Detroit, MI 48219 1-313-531-2500 www.develctrs.org	Development Centers North Central (SMI/A) (SED/C) 17141 Ryan Road Detroit, MI 48212 1-313-733-4860 www.develctrs.org	Development Centers (MI/A) (SED/C) 17321 Telegraph Road Detroit, MI 48219 1-313-531-2500 www.develctrs.org
Goodwill Industries (SMI/A) (I/DD) 3111 Grand River Avenue Detroit, MI 48208 1-313-964-3900 www.goodwilldetroit.org	Goodwill Industries (SMI/A) (I/DD) A Place of Our Own Clubhouse 1401 Ash Detroit, MI 48201 1-313-931-0901 www.goodwilldetroit.org	The Guidance Center (SMI/A) (SED/C) (I/DD) 13101 Allen Road Southgate, MI 48195 1-734-785-7700 www.guidancecenter.org
The Guidance Center (SMI/A) (SED/C) (I/DD) 19275 Northline Road Southgate, MI 48195 1-734-785-7700 www.guidancecenter.org	Hegira Programs (SMI/A) 8623 North Wayne Road Suites 103, 220 & 310 Westland, MI 48185 1-734-742-0191 1-734-367-0469 (SED/C) (IDD) (SUD) under 18 years 1-734-425-0636 (SUD) www.hegira.net	Hegira Programs (SUD) ages 12+ Livonia Counseling Center 15370 Levan Road, Suite 2 Livonia, MI 48154 1-734-744-0170 www.livoniacounselingcenter.net
Hegira Programs (SMI/A) Oakdale Recovery Center 43825 Michigan Avenue, Suite 1 Canton, MI 48188 1-734-397-3088 www.oakdalerecoverycenter.net	Lincoln Behavioral Services (SMI/A) (SED/C) 9315 Telegraph Road Redford, MI 48239 1-313-450-4500 Adults 1-313-937-9500 Children www.lbscares.com	Lincoln Behavioral Services (SMI/A) 14500 Sheldon Road, Suite 160B Plymouth, MI 48170 1-734-459-5590 www.lbscares.com
MORC of Wayne County (I/DD) 19805 Farmington Road Livonia, MI 48152 1-248-536-5085 www.morcinc.org	Neighborhood Service Organization (SMI/A) (I/DD) 882 Oakman Blvd., Suite D Detroit, MI 48238 1-313-961-7990 www.nso-mi.org	New Center CMH (SMI/A) (SED/C) 2051 West Grand Blvd. Detroit, MI 48208 1-313-961-3200 TDD/TTY: 1-800-619-3777 www.newcentercmhs.org
Northeast Guidance Center (SMI/A) 2900 Conner, Building A Detroit, MI 48213 1-313-308-1400 Access Line: 1-877-242-4140 www.neguidance.org	Northeast Guidance Center (SMI/A) 12800 E. Warren Avenue Detroit, MI 48215 1-313-824-8000 Access Line: 1-877-242-4140 www.neguidance.org	NSO/Life Choices Program (I/DD) 8600 Woodward Avenue Detroit, MI 48202 1-313-875-7601 www.nso-mi.org
Psygenics, Inc. (I/DD) 11000 West McNichols, Suite 320 Detroit, MI 48221 1-313-340-4442 www.psygenics.org	Sinai Grace Hospital (SMI/A) 6071 West Outer Drive Detroit, MI 48234 1-313-966-4500 www.sinaigrace.org	Southwest Counseling Solutions (SMI/A) (SED/C) (I/DD) 1700 Waterman Detroit, MI 48209 1-313-841-8900 www.swsol.org
Southwest Counseling Solutions Family Center (SMI/A) 5716 Michigan Avenue Detroit, MI 48210 1-313-481-3100 www.swsol.org	Spectrum Community Services (I/DD) 28303 Joy Road Westland, MI 48185 1-734-458-8729 www.spectrumhuman.org	Starfish Family Services/Lifespan Clinical Services (I/DD) 35300 Nankin Blvd., Suite 601 Westland, MI 48185 1-734-261-1842 TDD/TTY: 1-800-649-3777

<p>Starfish Family Services/Lifespan Clinical Services (SED/C) (I/DD) 18316 Middlebelt Road Livonia, MI 48152 1-248-615-9730 TDD/TTY: 1-800-649-3777 www.starfishonline.org</p>	<p>STEP (Services to Enhance Potential) (SMI/A) (I/DD) 2941 South Gully Road Dearborn, MI 48124 1-734-718-0483 TTY: 1-800-649-3777 infor@stepcentral.org</p>	<p>STEP (Services to Enhance Potential) (SMI/A) (I/DD) 15431 Dix-Toledo Road Southgate, MI 48195 1-734-718-0483 TTY: 1-800-649-3777 infor@stepcentral.org</p>
<p>STEP (Services to Enhance Potential) (SMI/A) (I/DD) 35000 Van Born Road Wayne, MI 48184 1-734-718-0483 TTY: 1-800-649-3777 infor@stepcentral.org Wayne, MI 48184</p>	<p>Team Wellness Center (SMI/A) (SED/C) 14799 Dix-Toledo Southgate, MI 48195 1-734-324-8325 TDD/TTY: 1-313-396-4270 www.teamwellnesscenter.com</p>	<p>Team Wellness Center-Eastern Market (SMI/A) (SED/C) 2925 Russell Street Detroit, MI 48207 1-313-396-5300 TDD/TTY: 1-313-396-4270 www.teamwellnesscenter.com</p>
<p>University Psychiatric Group (SMI/A) (SUD) 3901 Chrysler Drive Detroit, MI 48201 1-313-577-1396 1-313-993-3964 (SUD) www.med.wayne.edu/psychiatry</p>	<p>University Psychiatric Group (SMI/A) (SED/C) 16836 Newburg Road Livonia, MI 48154 1-734-464-4220 www.med.wayne.edu/psychiatry</p>	<p>Wayne Center (I/DD) 100 River Place Drive, Suite 250 Detroit, MI 48207 1-313-871-2337 TDD/TTY: 1-313-871-6776 www.waynecenter.org</p>

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

Service Authorizations

Services you request must be authorized or approved by your MCPN. 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, or within three (3) business days if the request requires a quick decision.

Any decision that denies a service you request, denies the amount, scope or duration of the service 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.

Payment for Services

If you are enrolled in Medicaid and meet the criteria for the specialty mental health and substance use services, the total cost of your authorized behavioral healthcare treatment will be covered. No fees will be charged to you.

If you are a Medicaid beneficiary with a deductible (“spend-down”), as determined by the Michigan Department of Health and Human Service (MDHHS), you may be responsible for the cost of a portion of your services based on your financial assets and ability to pay.

Coordination of Care: Physical, Mental Health and Substance Use Disorders

To improve the quality of services, DWMHA wants to coordinate your behavioral healthcare with the medical provider who cares for your physical health. 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 the Access Center (Toll Free) 1-800.241.4949, the staff will assist you 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, besides yourself, you would like at the person-centered planning meetings, such as family members or friends; and what staff from the DWMHA. You also will 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 and/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. Also, at the time of person-centered planning and/or at least annually, your service provider shall ensure that you are given an itemized statement of the estimated cost to DWMHA for each covered support and service that you receive.

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

You have the right to “independent facilitation” of the person-centered planning process. This means that you may request that someone other than the Detroit Wayne Mental Health Authority staff conduct your planning meetings. You have the right to choose from available independent facilitators.

Children under the age of 18 with intellectual and 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 Under 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. If you do not believe you have received appropriate information regarding Psychiatric Advance Directives from your PIHP, please contact the Customer Service office to file a grievance.

For additional information, a brochure and a Handbook on Advance Directives are available in the Access Center. In addition, you may visit the Authority’s website: www.dwmha.com.

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.

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 lifelong attitude. Recovery is unique to each individual and can truly only be defined by the individual themselves. What might be recovery for one person may be only part of the process for another. Recovery may also be defined as wellness. Mental health supports and services help people with mental illness in their recovery journeys. The person-centered planning process is used to identify the supports needed for individual recovery.

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

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

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 Support Specialists are Consumers who have progressed in their own recovery and/or are in the process of leading self-determined lives. They have completed a State Peer Support Training and Certification program. Peer Support Specialists use their life experiences along with their training, to provide professional peer support guidance to mental health consumers.

Peer Support Specialists work collaboratively with the provider team to ensure that the peer support mission and goals are achieved.

In Detroit Wayne County, Peer Support Specialists have been employed in various areas of the service provider network. For more information on Peer Support, or on how to become a Peer Support Specialist, Peer Mentor, or Recovery Coach, please contact:

Detroit Wayne Mental Health Authority
Customer Service
(Toll Free) 1-888.490.9698
or
TDD/TTY: 1-800.630.1044

They are responsible for supporting, mentoring and helping consumers achieve community inclusion, participation, independence, recovery, resiliency and productivity.

Peer Services may include:

Vocational Assistance

- Help finding a job or starting your own business or enterprise
- Mentoring for getting a diploma or a degree
- Skill building training such as computers and public speaking

Housing Assistance

- Acquiring housing to achieve independent living
- Finding and choosing roommates
- Managing costs of room and board, utilizing an individual budget
- Purchasing a home, etc., utilizing short-term, interim, or one-time only financial assistance in order to transition from restrictive settings to independent, integrated living arrangements.
- Making applications for Section 8 Housing vouchers; managing costs of room and board

Peer Mentoring

Peer Mentoring is a model of Peer Support for individuals with developmental disabilities. It provides essential services that promote self-determination and allow peers to become the authors of their own lives.

A Peer Mentor is someone who has been trained and can relate through his/her own life experience. Peer Mentors have faced barriers related to employment, transportation, housing and person centered planning. They also understand the barriers in learning the system and know how to make it work for you in education, overall wellness and family relationships.

The essence of the Peer Mentor program is to guide you toward greater self-advocacy, empowerment and personal responsibility for your own success.

Recovery Coach

Peer Recovery Coaches are peers who have been specifically trained to provide advance peer recovery support services in Michigan. A Peer Recovery Coach works with individuals during their recovery journey by linking them to the community and its resources. They serve as a personal guide or mentor helping the individual overcome personal and environmental obstacles. A Peer Recovery Associate assists the Peer Recovery Coach by engaging in the designated peer support activities. These persons have been provided an orientation and brief training in the functional aspect of their role by the entity that will utilize them to provide supports. These individuals are not trained to the same degree as the Peer Recovery Coach.

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 intellectual developmental disabilities, or substance use disorder, you may be eligible for some of the Mental Health Medicaid Specialty Supports and Services listed below.*

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

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

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

Note: *The Michigan Medicaid Provider Manual contains complete definitions of the following services as well as eligibility criteria and provider qualifications. The Manual may be accessed at: www.mdch.state.mi.us/dch-Medicaid/manuals/MedicaidProvidermanual.pdf.* Customer Service staff can help you access the manual and/or information from it.

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 support needed to maintain wellness and participate in social, educational and vocational activities. ACT may be provided daily for individuals who participate.

Assessment includes a comprehensive psychiatric evaluation, psychological testing, substance abuse screening, or other assessments conducted to determine a person's level of functioning and mental health treatment needs. Physical health assessments are not part of this PIHP service.

***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 take better care of themselves or to better interact in the places where they live, work, and play.

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

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

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

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

Crisis Interventions are unscheduled individual or group services aimed at reducing or eliminating 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 non-prescriptions 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 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.

Family Support and Training provides family-focused assistance to family members relating to and caring for a relative with serious mental illness, serious emotional disturbance, or developmental disabilities. "Family Skills Training" is education and training for families who live with and or care for a family member who is eligible for the Children's Waiver program.

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

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

Healthy Michigan Plan is an 1115 Demonstration project that provides healthcare 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 mental health and substance abuse services. The Michigan Medicaid Provider Manual contains complete definitions of the available 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.

Customer Service staff can help you access the manual and/or information from it.

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

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

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

Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF) (I/DD) provide 24-hour intensive supervision, health and rehabilitative services and basic needs to persons with developmental disabilities.

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

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

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

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

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

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

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

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

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

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

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

Skill-Building Assistance includes supports, services and training to help a person participate actively at school, work, volunteer in community settings, or to manage swallowing or related conditions, and treatments to help enhance speech, communication or swallowing.

***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 help enhance speech, communication or swallowing.

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

Supports Coordination or Targeted Case Management: A Supports Coordinator or Case Manager is a staff person who helps write an individual plan of service and makes sure the services are delivered. His or her role is to listen to a person's goals 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.

Transportation may be provided to and from a person's home in order for them 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 that include treatment and supports necessary to maintain the child in the family home.

Services on Only Habilitation Supports Waiver (HSW) and Children's Waiver Participants

Some Medicaid beneficiaries are eligible for special services that help them avoid having to go to an institution for people with developmental disabilities or nursing home. These special services are called the "Habilitation Supports Waiver" and the Children's Waiver. In order to receive these services, people with developmental disabilities need to be enrolled in either of these "waivers." The

availability of these waivers is very limited. People enrolled in the waivers have access to the services listed above as well as those listed here:

Goods and Services (for HSW enrollees) are non-staff services that replaces the assistance that staff would be hired to provide. This service, used in conjunction with a self-determination arrangement, provides assistance to increase independence, facilitate productivity, or promote community inclusion.

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

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

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

Prevocational Services (for HSW enrollees) include support, 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.

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

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

The Children's Home and Community Based Services Waiver Program (CWP) provides services that are enhancements or additions to regular Medicaid coverage to children up to age 18 who are enrolled in the CWP.

The Children's Waiver is a fee-for-service program administered by the Community Mental Health Service Provider (CMHSP). The CMHSP is responsible for assessment of potential waiver candidates.

ELIGIBILITY

The following eligibility requirements must be met:

- The child must have a developmental disability (as defined in Michigan State law), be less than 18 years of age and in need of habilitation services.
- The child must have a score on the Global Assessment of Functioning (GAF) Scale of 50 or below.
- The child must reside with his birth or legally adoptive parent(s) or with a relative who has been named the legal guardian for that child under the laws of the State of Michigan, provided that the relative is not paid to provide foster care for that child.
- The child is at risk of being placed into an Intermediate Care Facility/Intellectual and Developmental Disability (ICF) (I/DD) facility because of the intensity of the child's care and the lack of needed support, or the child currently resides in an Intermediate Care Facility/Mental Retardation (ICF/MR) facility but, with appropriate community support, could return home.
- The child must meet, or be below, Medicaid income and asset limits when viewed as a family of one (the parent's income is waived).
- The child's intellectual or functional limitations indicate that he would be eligible for health, habilitative and active treatment services provided at the (ICF) (I/DD) level of care.

Habilitative services are 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 beneficiary to function with as much self-determination and independence as possible. The prevention or deceleration of regression or loss of current optimal functional status.

Covered Waiver Services

Covered Medicaid services that continue to be available to CWP beneficiaries are listed in the Covered Services Section of this chapter. Refer to the Children's Waiver Community Living Support Services Appendix of this chapter for criteria for determining number of hours. Services covered under CWP include:

Community Living Supports Enhanced Transportation

Community Living Supports (CLS) provides assistance to a family in the care of their child while facilitating the child's independence and integration into the community.

This service provides skill development related to activities of daily living, such as bathing, eating, dressing, personal hygiene, household chores and safety skills; skill development to achieve or maintain mobility, sensory-motor, communication, socialization and relationship-building skills, and participation in leisure and community activities.

Enhanced Transportation

Transportation costs may be reimbursed when separately specified in the individual plan of services and provided by people other than staff performing CLS, in order to enable a child served by the CWP to gain access to waiver and other community services, activities and resources. Transportation is limited to local distances, where local is defined as within the child's county or a bordering county parents of children served by the waiver are not entitled to enhanced transportation reimbursement.

Environmental Accessibility Adaptations (EAAs)

Environmental Accessibility Adaptations (EAAs) include those physical adaptations to the home, specified in the individual plan of service, which are necessary to ensure the health, welfare and safety of the child, or enable him to function with greater independence in the home and without which the child would require institutionalization.

Family Training (previously called Didactic Services)

This provides for training and counseling services for the families of children served on the CWP. For purposes of this service, "family" is defined as the people who live with or provide care to a child served on the CWP, and may include a parent or siblings.

Family does not include individuals who are employed to care for the child. Training includes instruction about treatment regimens and use of equipment specified in the plan of services, and must include updates as necessary to safely maintain the child at home. Family training is also a counseling service directed to the family and designed to improve and develop the family's skills in dealing with the life circumstances of parenting a child with special needs. All family training must be included in the child's individual plan of services and must be provided on a face-to-face basis.

Non-Family Training (previously called Psychological/Behavioral Treatment)

This service provides coaching, supervision and monitoring of CLS staff by professional staff (LLP, MSW, or Qualified Intellectual Disabilities Professional (QIDP)). The professional staff will work with parents

and CLS staff to implement the plan that addresses services designed to improve the child's social interactions and self-control by instilling positive behaviors in the place of behaviors that are socially disruptive, injurious to the child or others, or that cause property damage.

Fencing

Fencing may be approved with documentation that it is essential to achieve the outcomes specified in the child's individual plan of services 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. If it is determined that chain link fencing will not meet the child's health and safety needs, a standard stockade fence may be considered.

Respite Care

Respite care services are provided to the child on an intermittent or short-term basis because of the absence or need for relief of the parent. Respite is intended to support the parent who is the primary caregiver.

This service can be provided by a qualified provider under contract with the CMHSP in the child's home, foster home, group home, licensed respite care facility, licensed camp, or the home of a friend or relative. A parent or guardian may not be considered a provider, nor be reimbursed for this service. The maximum monthly respite allocation is 96 hours.

Specialized Medical Equipment and Supplies

Specialized medical equipment and supplies includes 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 Services

Include:

- Music Therapies
- Recreation Therapies
- Art Therapies
- Massage Therapies

Specialty Services may include the following activities: Child and family training; coaching and supervision of staff; monitoring of progress related to goals and objectives; and recommending changes in the plan. This may be used in addition to the traditional professional therapy model included in Medicaid.

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

- The Guidance Center 734.785.7718
- Neighborhood Service Organization (NSO) 313.875.7601
- Community Living Services (CLS) 734.467.7600

Habilitation/Supports Waiver (HSW) Programs

Beneficiaries with intellectual disabilities could be enrolled in Michigan's Habilitation/Supports Waiver (HSW) and receive the supports and services as defined in this section. HSW beneficiaries may also receive other Medicaid State Plan or additional/B3 services.

A HSW beneficiary must receive at least one HSW service per month in order to retain eligibility. Medical necessity criteria should be used in determining the amount, duration, and scope of services and supports to be used.

- The enrollment process must include annual verification that the beneficiary:
 - Is Medicaid-eligible
- Has a developmental disability (as defined by Michigan law)
 - Chooses to participate in the HSW in lieu of (ICF) (I/DD) services
- If not for HSW services, would require ICF/MR level of care services
 - Is residing in a community setting

Reimbursement for services rendered under the HSW is included in the PIHP capitation rate.

Beneficiaries enrolled in the HSW may not be enrolled simultaneously in any other 1915 (c) waiver.

Waiver Supports and Services

Community Living Supports (CLS)

Community Living Supports (CLS) facilitate an individual's independence, productivity, and promote inclusion and participation.

Enhanced Medical Equipment and Supplies

Enhanced medical equipment and supplies include devices, supplies, controls, or appliances that are not available under regular Medicaid coverage or through other insurances.

Enhanced Pharmacy

Physician-ordered, nonprescription "medicine chest" items as specified in the beneficiary's support plan.

Environmental Modifications

Physical adaptations to the home and/or workplace required by the beneficiary's support plan that are necessary to ensure the health, safety, and welfare of the beneficiary, or enable him/her to function with greater independence within the environments(s) and without which the beneficiary would require institutionalization. Adaptations may include:

Family Training

Training and counseling services for the families of beneficiaries served on the waiver.

Goods and Services

The purpose of Goods and Services 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 individual plan of services (IPOS) through achieving better value or an improved outcome.

Goods and Services are available only to individuals participating in arrangements of self-determination whose individual budget is lodged with a fiscal intermediary. This coverage may not be used to acquire goods or services that are prohibited by Federal or State laws or regulations, e.g., purchase or lease or routine maintenance of a vehicle.

Out-of-Home Non-Vocational Habilitation

Assistance with acquisition, retention, or improvement in self-help, socialization, and adaptive skills; and the supports services, including transportation to and from, incidental to the provision of that assistance that takes place in a non-residential setting, separate from the home or facility in which the beneficiary resides. Personal Emergency Response Systems (PERS) electronic devices that enable beneficiaries to secure help in the event of an emergency. PERS coverage should be limited to beneficiaries living alone (or living with a roommate who does not provide support), or who are alone for significant parts of the day; who have no regular support or service provider for those parts of the day; and who would otherwise require extensive routine support and guidance.

Pre-Vocation Service

Pre-Vocational Services involve the provision of learning and work experiences where a beneficiary can develop general, non-job-task-specific strengths and skills that contribute to employability in paid employment in integrated, community settings.

Private Duty Nursing (PDN)

Private Duty Nursing (PDN) services are skilled nursing interventions provided to individuals 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 his/her developmental disability. PDN includes the provision of nursing assessment, treatment and observation provided by licensed nurses within the scope of the State's Nurse Practice Act. It is consistent with physician's orders, and in accordance with the written healthcare plan which is part of the beneficiary's individual plan of services. This is for beneficiaries who require more individual and continuous care than periodic or intermittent nursing available through State Plan Services, e.g., Home Health. The individual receiving PDN must also require at least one of the following habilitative services, whether being provided by natural support or through the waiver.

- Community living support
- Out-of-home non-vocational habilitation
- Pre-vocational or supported employment

Respite Care

Respite care services are provided to a waiver eligible beneficiary on a short-term, intermittent basis to relieve the beneficiary's family or other primary caregiver(s) from daily stress and care demands during times when they are providing unpaid care.

Support Services

Supports Coordination

Supports coordination works with the waiver beneficiary to assure all necessary support and services are provided to enable the beneficiary to achieve community inclusion and participation, productivity, and independence in home and community based settings. Without the support and services, the beneficiary would otherwise require the level of care services provided in an (ICF) (I/DD).

Supported Employment

Supported employment is the combination of ongoing support services and paid employment that enables the beneficiary to work in the community.

Habilitation/Supports Waiver (HSW) MCPNs

Community Living Services – MCPN/Service Provider 35425 West. Michigan Avenue Wayne, MI 48184-1687 734.467.7600	ConsumerLink Network – MCPN 1333 Brewery Park, Suite 300 Detroit, MI 48207 313.656.0000
Integrated Care Alliance (ICA) MCPN 3031 West Grand Blvd, Suite 555 Detroit, MI 48202 313.748.7400	

ConsumerLink Service Providers

The Guidance Center 19275 Northline Road Southgate, MI 48195 734.785.7718 (IDD Services)	NSO-Life Choices 8600 Woodward Avenue Detroit, MI 48202 313.875.7601	PsyGenics, Inc. Integrated Behavioral Health Services 11000 W. McNichols Detroit, MI 48221 313.340.4442 //Fax: 313.340.4443
PsyGenics, Inc. Integrated Behavioral Health Services 6425 Schaefer, Suite 2 Dearborn, MI 48216 313.846.2606	MORC Human Services of Wayne County 19805 Farmington Road Livonia, MI 48152 1-866.986.2240	

Integrated Care Alliance Service Providers

Adult Well Being Services (AWB) 1423 Field Avenue Detroit, MI 48214-2321 313.825.2419	Goodwill Industries of Greater Detroit 3111 Grand River Detroit, MI 48208-2962 313.964.3900
Services to Enhance Potential (STEP) 2941 South Gully Road Dearborn, MI 48124-3160 313.278.3040	Wayne Center 7430 Second Avenue, Suite 20 Detroit, MI 48202 313.871.2337

Serious Emotional Disturbance (SED) Waiver

The Children's SED Waiver provides services that are enhancements or additions to Medicaid State Plan coverage for children through age 20 who have an SED. Michigan Department of Health and Human Services (MDHHS) operates the SEDW through contracts with the Community Mental Health Service Programs (CMHSP's). The SEDW is a fee-for-service program administered by the CMHSP in partnership with other community agencies.

SED Waiver services are intended for children with a Serious Emotional Disturbance (SED) who are at risk of hospitalization, had multiple placements or are youth/families who are in need of additional supports/services in order to maintain the young person in the home.

Eligibility

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 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 and meet inpatient psychiatric hospitalization criteria
- Have a primary DSM Axis I diagnosis
- At risk of inpatient hospitalization

The child must have at least one of the following:

- Severe psychiatric signs and symptoms
- Disruptions of self-care and independent function
- Harm of self or others
- Drug/medication complications or co-existing general mental condition requiring care
- Special consideration: If substance abuse, psychiatric condition must be primary
- Youth who have an Intellectual and Developmental Disability (I/DD) are not eligible for SED Waiver
- The child must demonstrate serious functional limitations that impair his/her ability to function in the community (functional criteria is identified using the Child and Adolescent Functional Assessment Scale [CAFAS] or Preschool and Early Childhood Functional Assessment Scale [PECFAS]) CAFAS score of 90 or greater for children 12 or younger; or CAFAS score of 120 or greater for children 13 to 18 PECFAS score that is elevated

Youth can remain in the SED waiver even if their CAFAS or PECFAS score drops during the one year commitment.

Covered SED Waiver Services

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

Wraparound Services

Wraparound services for children and adolescents is a highly individualized planning process facilitated by specialized supports coordinators. Wraparound utilizes a Child and Family team, with team members determined by the family often representing multiple agencies and informal supports. The Child and Family Team creates a highly individualized Wraparound plan with the child/youth and family that consists of mental health specialty treatment, services and supports covered by the Medicaid Mental Health State Plan, Waiver, B3 services and other community services and supports.

Community Living Supports

Community Living Supports (CLS) are used to increase or maintain personal self-sufficiency, thus facilitating a beneficiary's achievement of his/her goals of community inclusion and remaining in their home. The supports may be provided in the beneficiary's home or in community settings (including, but not limited to; libraries, city pools, camps, etc.)

Family Supports and Training

This service is provided by a peer-parent who has completed specialized training. It is a family-focused service provided to families (birth or adoptive parents, siblings, relatives, foster family, and other unpaid caregivers) of children with SED for the purpose of assisting the family in relating to and caring for a child with SED. The services target the family members who are caring for and/or living with a child receiving waiver services. The service is to be used in cases where the child is hindered or at risk of being hindered in their ability to achieve goals of: performing activities of daily living; improving functioning across life domain areas; perceiving, controlling or communicating with the environment in which they live; or improving their inclusion and participation in the community or productive activity, or opportunities for independent living.

Therapeutic Activities

A therapeutic activity is an alternative service that can be used in lieu of, or in combination with, traditional professional services. The focus of therapeutic activities is to interact with the child to accomplish the goals identified in the IPOS. The IPOS ensures the child's health, safety and skill development and maintains the child in the community. Services must be directly related to an identified goal in the IPOS. Providers are identified through the wraparound planning process and participate in the development of an IPOS based on strengths, needs and preferences of the child and family. Therapeutic activities may include the following: child and family training, coaching and supervision, monitoring of progress related to goals and objectives, and recommending changes to the IPOS. Services provided under Therapeutic Activities include music therapy, recreation therapy, and art therapy.

Respite

Respite care is services provided to beneficiaries unable to care for themselves that are furnished on a short-term basis because of the absence or need for relief of those persons normally providing the care.

Child Therapeutic Foster Care

Child Therapeutic Foster Care (CTFC) is an evidence-based practice. It provides an intensive therapeutic living environment for a child with challenging behaviors. Important components of CTFC include:

- Intensive parental supervision
- Positive adult-youth relationships
- Reduced contact with children with challenging behaviors
- Family behavior treatment skills

Therapeutic Overnight Camp

A group recreational and skill building service in a camp setting aimed at meeting the goal(s) detailed in the beneficiary's IPOS. A session can be one or more days and nights of camp. Room and Board costs are excluded from the SEDW payment for hi/her service.

Transitional Services

Transitional services is a one-time only expense to assist beneficiaries returning to their family home and community while the family is in the process of securing other benefits (e.g., SSI) or resources (e.g. governmental rental assistance and/or home ownership programs) that may be available to assume these obligations and provide needed assistance.

Home Care Training, Non-Family

This service provides coaching, training, supervision and monitoring of Community Living Supports (CLS) staff to implement the consumer's POS, with focus on services designed to improve the child's/youth's social interactions and self-control by instilling positive behaviors instead of behaviors that are socially disruptive, injurious to the consumer or others, or that cause property damage.



Medicaid and MICHild Autism Benefit



What is Autism Spectrum Disorder?

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

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

What are the Eligibility Requirements?

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

- Have an autism Spectrum Disorder (ASD) Diagnosis
- Are 18 months through 5 years of age
- Are Medicaid or MICHild Eligible

What is Applied Behavior Analysis?

Applied Behavior Analysis (ABA) is an intensive, behaviorally-based treatment that uses various techniques to bring about meaningful and positive changes in the communication, social interaction, and repetitive/restrictive behaviors that are typical of ASD. Each child will have an individualized ABA Treatment Plan that breaks down desired skills into manageable steps to be taught. Each ABA Plan is designed for the individualized needs of each child and will include an average of 5 to 20 hours of direct interventions per week depending on a medical necessity and parent/guardian agreement. These services are intensive and can be provided either in the home or in a clinic setting. ABA interventions involve parent/guardian training and participation. Parent/guardian involvement is critical to seeing noticeable progress.

Who are the ADS Benefit Providers?

- Centria Healthcare
- The Children's Center
- Connections
- The Guidance Center Neighborhood Service Organization
- Starfish Family Services
- PsychSystems
- University Pediatricians Autism Center

How to Access the Service?

To receive ABA services in Wayne County, a child will need to be screened. Either the child's Primary Care Physician or the Detroit Wayne Mental Health (DWMHA) Access Center can help start this process.

The DWMHA Access Center can be reached by calling: 1-800.241.4949.

Additional information on the DWMHA Autism Benefit can found at: www.dwmha.com.

MiChild

The MDHHS contracts with local Community Mental Health Services Programs (CMHSP) to provide mental health and substance use services to MiChild beneficiaries on a per eligible member per month capitation basis. Beneficiaries do NOT enroll with the CMHSP to receive services, but are referred to them by the health plans. The CMHSPs are responsible for:

- Provision of mental health services, as determined by the MDHHS,
- Reimbursement for direct care and subcontracted providers,
- Maintenance of records as determined by the MDHHS.

This includes specialized services for children with a serious emotional disturbance and/or an intellectual developmental disability. The Access Center (1-800.241.4949) will assist you with information to contact the MiChild Program.

The CMHSP will not make initial determinations of MiChild Eligibility.

Healthy Michigan

The Healthy Michigan Plan offers a behavioral health benefit that has specialty services that are available for mental health and substance use disorders. These supports and services are similar to what is currently offered in traditional Medicaid for behavioral health disorders. The Healthy Michigan Plan has expanded the availability of these supports and services to individuals with a substance use disorder resulting in a more comprehensive benefit.

Services for Persons with Substance Use Disorders

Services for Persons with Substance Use Disorders – The Substance Use treatment services listed below are covered by Medicaid. These services are available through the Detroit Wayne Health Authority at 1-888.490.9698.

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 therapy/counseling for the individual, and family and group therapy in an office setting.

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

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.

Co-Occurring Disorder (COD) is abuse or dependency and a mental disorder. The disorders have one or more disorders relating to the use of alcohol and/or other drugs of abuse as well as one or more mental disorders. A diagnosis of co-occurring disorder (COD) occurs when at least one disorder of each type can be established independent of the other and is simply a cluster of symptoms resulting from the one disorder.

Integrated Health Care Initiative for Detroit Wayne County

Mission

To facilitate coordinated and integrated mental health, substance use, and physical healthcare for persons with serious mental illness/co-occurring mental illness and substance use disorders, developmental disabilities, and serious emotional disturbances.

Consumer-Developed Vision

Integrated Healthcare is a holistic approach to the overall well-being of an individual, incorporating coordinated and integrated healthcare services for physical health, mental health, substance use, and developmental disabilities. In Detroit Wayne County, integrated healthcare will serve as a no-wrong door approach to the healthcare system, giving individuals and family members comprehensive and easy access to recovery-oriented supports and services from healthcare professionals who are welcoming and trained to deliver integrated healthcare that meet the individual's needs. By using a "whole body health and wellness" approach, medical and behavioral health professionals will work together as a team, to improve the overall health and well-being of each individual.

Guiding Principles and Characteristics for Integrated Healthcare

- Holistic Approach to Patient-Centered Care – Primary care and behavioral health providers assess all healthcare needs of consumers, including mental, physical, substance use, etc.
- Measurement-Based Treatment to Target – Each consumer's care plan clearly articulates personal goals and clinical outcomes that are routinely measured. Evidence-Based Care – Consumers are offered treatments that have credible research evidence to support their efficacy in treating the target issue Care Management – Behavioral Health Case Managers use their skill set to assist in addressing issues of chronic illness from a preventive, recovery-oriented approach.
- Financial Accountable Care – Providers are accountable to maximize use of resources reimbursed for quality care and outcomes. Prevention, Promotion, Wellness, and Recovery Programs – Self – Defined balance of health habits such as exercise, productivity, nutrition, social contact, and supportive relationships.
- Population-Based Care – Care team shares a defined group of consumers, using a health information exchange, for bi-directional pertinent information sharing. Practice track and reach out to consumers who are not improving; and mental health specialists provide caseload-focused consultation, not just ad-hoc advice.

**For more information on Integrated Health Care, contact our DWMHA
Customer Service Unit at 1-888.490.9698 or
313.833.3232 or our website www.dwmha.com**

Medicaid Health Plan Services

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

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

If you receive Medicaid, you may be entitled to other medical services not listed above. Services necessary to maintain your physical health provided or ordered by your primary care doctor. If you received community mental health services, DWMHA wants to coordinate the care that you receive with your medical provider. Being able to coordinate with all providers involved in treating you improves your chances for recovery, functioning and relief of symptoms. If you do not have a primary care doctor, your MCPN or service provider 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' (DHS) number below or contact the Access Center (Toll Free) 1-800.241.4949.

Michigan Department of Health and Human Services (MDHHS)
Help Line (Toll Free) at 1-800.642.3195
www.michigan.gov/mdch

Medicaid Health Plans in Wayne County

If you are enrolled already in one of the health plans listed below you can contact the health plan directly for more information about services. If you are not enrolled in a health plan or do not know the name of your health plan, you can contact the Access Center (Toll Free) 1-800.241.4949 for assistance.

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

<p>Blue Cross Complete of Michigan 20500 Civic Center Drive Southfield, MI 48076 1-800-228-8554 http://www.mibcn.com</p>	<p>United Healthcare Community Plan 26957 Northwestern Highway, Suite 400 Southfield, MI 48033 1-248-559-5656 / Toll Free 1-800-903-5253 http://www.uhccommunityplan.com</p>
<p>Meridian Health Plan of Michigan, Inc. 777 Woodward Avenue, Suite 600 Detroit, MI 48226 1-313-324-3700 / Toll Free 1-888- 437-0606 http://www.mhplan.com</p>	<p>HAP Midwest Health Plan, Inc. 4700 Schaefer Road, Suite 340 Dearborn, MI 48126 1-313-581-3700 / Toll Free 1-888-654-2200 http://www.midwesthealthplan.com</p>
<p>Molina Healthcare of Michigan 100 W. Big Beaver Road, Suite 600 Troy, MI 48084 1-248-925-1700 / Toll Free 1-888-898-7969 http://www.molinahealthcare.com</p>	<p>Aetna Better Health of Michigan 1333 Gratiot, Suite 400 Detroit, MI 48207 1-866-316-3784 http://aetnabetterhealth.com/michigan</p>
<p>Harbor Health Plan 4707 St. Antoine, Suite 5 South Detroit, MI 48201 1-800-543-0161 http://www.harborhealthplan.com</p>	<p>Total Health Care 3011 W. Grand Blvd., Suite 1600 Detroit, MI 48202 1-313-871-2000 / Toll Free 1-800-826-2862 http://www.totalhealthcareonline.com</p>

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

Federally Qualified Health Centers (FQHC)

Advantage Health Centers - Sliding Scale: Medicaid Accepted **Transportation:** Bus Tickets and Limited Cab Vouchers

<p>Advantage Family Health Center 4777 East Outer Drive Detroit, MI 48234 313-416-6200 M, T, Th, F: 8am- 5pm Wednesday: 11am-7pm <i>On-site internal medicine specialty clinic</i></p>	<p>Thea Bowman Community Health Center 15400 W. McNichols Detroit, MI 48235 313-835-5990 M, T, Th, F: 8:30am – 5pm Wednesday: 11am-7pm</p>	<p>Waller Health Care for the Homeless Center 60 E. Warren Avenue Detroit, MI 48201 313-416-6261 Monday-Friday: 8am-4:30pm</p>
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The Following Advantage sites are rotational

<p>Coalition on Temporary Shelter 26 Peterboro Detroit, MI 48201</p>	<p>Fort Street Presbyterian Church 631 W. Fort Street Detroit, MI 48226</p>	<p>Latino Family Services 3815 Fort Street Detroit, MI 48216</p>
<p>Operation Get Down 10100 Harper Avenue Detroit, MI 48213</p>	<p>Salvation Army 1527 W. Fort Street Detroit, MI 48216</p>	

Community Health & Social Services – Sliding Scale: Appointments Preferred

<p>CHASS Midtown Center 7436 Woodward Avenue Detroit, MI 48202 313-556-9907 M, T, Th: 12pm-8pm W, F: 8:30am-5pm</p>	<p>CHASS Southwest Center 5635 W. Fort Street Detroit, MI 48209 313-849-3920 Under 60 years old; walk-in; free M, W, Th, F: 8am-5pm; T: 8am-8pm</p>	<p>CHASS Western International Center 1500 Scotten Detroit, MI 48209 313-849-5504</p>
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Covenant Community Care – Sliding Scale: Appointments Preferred

<p>Covenant Community Care 559 W. Grand Blvd. Detroit, MI 48216 313-554-1095 M, W, Th: 8am-8pm T, F: 8am-5pm; Saturday: 8am-1pm</p>	<p>Southwest Solutions 1700 Waterman Detroit, MI 48209 313-841-1699 M, Th, F: 8am-4pm T, W: 8am-8pm</p>	
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Detroit Community Health Connection – Sliding Fee Scale: Appointments Preferred

<p>Bruce Douglas Health Center 6550 W. Warren Detroit, MI 48210 313-897-7700 Medical: Monday 10am-6pm T, W, Th, F: 8:30am-5pm Dental: T, W, Th, F: 8:30am-5pm</p>	<p>East Riverside Health Center 13901 E. Jefferson Detroit, MI 48215 313-822-0900 M, W, Th, F: 8:30am-5pm Tuesday: 10am-6pm</p>	<p>Eastside Health Center 7900 Kercheval Detroit, MI 48214 313-921-5500 Medical: M, T, Th, F: 8:30am-5pm Wednesday: 10am-6pm Dental: M, T, F: 8:30am-5pm Wednesday: 9:30am-6pm</p>
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Nolan Family Health Center 111 W. Seven Mile Road Detroit, MI 48203 313-369-2600 Medical: M, T, W, F: 8:30am-5pm Thursday: 10am-6pm Dental: M, Th, F: 8:30am-5pm	Woodward Corridor Family Medical Center 611 Martin Luther King Jr. Blvd. Detroit, MI 48201 313-832-6300 Monday-Friday: 8:30am-5pm	
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Health Centers Detroit Medical Group

HCD 7633 E. Jefferson, Suite 340 Detroit, MI 48214 313-822-9801 (Option #2) Monday-Friday: 8:30am-5:30pm	HDC – Advance Building 23077 Greenfield Road, Suite 400 Southfield, MI 48075 313-822-9801 (Option #3) Monday-Friday: 8:30am-5:30pm Alternating Saturdays: 8:30am-12:30pm	HCD – University Health Center 4101 St. Antoine 7-A Detroit, MI 48201 313-745-4091 Monday-Friday: 8:30am-5:30pm
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Wellness Plan Health Centers

TWP – East Area Medical Center 4909 E. Outer Drive Detroit, MI 48234 313-366-2000 Monday-Friday: 9am-5pm	TWP - Gateway Medical Center 2888 W. Grand Blvd. Detroit, MI 48202 313-875-4200 Monday-Friday: 9am-5pm	TWP – Northwest Medical Center 21040 Greenfield Oak Park, MI 48237 248-967-6500 Monday-Friday: 9am-5pm
Western Wayne Family Health Center – Inkster 2500 Hamlin Ct. Inkster, MI 48141 313-561-5100 M, T, W, Th: 9am-6pm Friday: 9am-1pm	Western Wayne Family Health Center – Taylor 26650 Eureka Road, Suite C Taylor, MI 48180 313-561-5100 Monday-Friday: 9am-5pm	

Grievance and Appeals Processes

Grievances:

You have the right to say you are unhappy with your services or supports or the staff that provide them, by filing a “grievance.” You can file a grievance *anytime* by calling, visiting, or writing to the DWMHA Customer Service Office. Assistance is available in the filing process by contacting **DWMHA Customer Service, 707 Milwaukee, Detroit, MI 48201 or (Toll Free) 1-888.490.9698 or 1-313.833.3232, TDD/TTY: 1-800.630.1044.** 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 DWMHA Customer Services Office.

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 have received a decision about your services.

You may:

- Ask for a “local Appeal” by contacting DWMHA Customer Service at 1-888.490.9698
- You can ask at any time for a “Medicaid Fair Hearing” before an administrative law judge. To be eligible for a hearing, you must submit your written request within 90 days from the date of the notice of action or notice of failure to resolve grievance within 60 days.

Your appeal will be completed quickly, and you will have the chance to provide information. In addition, someone may speak for you regarding the appeal. You may ask for assistance from the DWMHA Customer Service Office at 1-888.490.9698.

Written Medicaid Fair Hearing requests can be mailed to the following address: **Michigan Administrative Hearing System, P. O. Box 30763, Lansing, MI 48909-9951.**

You have the right to continue to receive benefits while your hearing is pending. However, you must put in a request within 12 days of the mailing of notice. Please note that you may be responsible for payment for these continued services.

Mental Health Code Protected Recipient Rights

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

- The right to be free from abuse and neglect.
- The right to confidentiality.
- The right to be treated with dignity and respect.
- The right to treatment suited to 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 has violated your rights. You can make a rights complaint either orally or in writing.

If you receive substance use services, you have rights protected by the Public Health Code. Those rights guaranteed to persons receiving mental health services by the Michigan Mental Health Code and 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 use services in the “Know Your Rights” pamphlet.

You may contact your local community mental health services program 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 Detroit Wayne Mental Health Authority’s Office of Recipient Rights (Toll Free) 1-888.359.5595.

Freedom from Retaliation

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

Enrollee Rights

By State requirement, Enrollees have a Right to the following:

Enrollees have a right to information about the Provider Network, Grievances, Appeals and Fair Hearing process with time frames, receiving benefits from out-of-network providers, emergency services, advance directives, availability of information on PIHP's structure, physician incentives, and requirements for annual notification of availability of recipient information.

1. **Enrollees have a right to** receive benefits, services and instructional materials in a manner that may be easily understood.
2. **Enrollees have the right to** receive information that describes the availability of covered services and supports and how to access them.
3. **Enrollees have the right to** receive information in prevalent non-English languages.
4. **Enrollees have a right to** receive interpreter services free-of-charge for non-English languages.
5. **Enrollees have a right to** be provided with written materials in alternative formats and how to obtain them for those who are visually and/or are hearing impaired to have limited reading proficiency.
6. **Enrollees have the right to** receive information within a reasonable time after enrollment.
7. **Enrollees have the right to** be provided freedom of choice among network providers.
8. **Enrollees have the right to** receive information on the Grievance, Appeal and Fair Hearing processes.
9. **Enrollees have a right to** receive information on the amount, duration and available benefits to which you are entitled.
10. **Enrollees have a right to** receive information that provides information on how to obtain benefits from out-of-network providers.
11. **Enrollees have a right to** receive information on how to access 911 emergency, and post-stabilization services.
12. **Enrollees have a right to** receive information on how to obtain referrals for specialty care and other benefits that are not provided by the primary care provider.
13. **Enrollees have a right to** be made aware of those services that are not covered and may involve cost sharing if any.

14. **Enrollees have the right to** receive an itemized statement from your service provider for service and/or supports received.
15. **Enrollees have a right to** receive information on advance directives.
16. **Enrollees have a right to** be provided with information on the structure and operation of the Authority.
17. **Enrollees have a right to** be provided with timely written notice of any significant State and provider network related changes.
18. **Enrollees have a right to** be provided with information annually about enrollee rights and protections.
19. **Enrollees have a right to** be treated with respect, dignity, privacy, confidentiality, and non-discrimination.
20. **Enrollees have a right to** receive information on available treatment options.
21. **Enrollees have a right to** participate in decisions regarding healthcare, the refusal of treatment and preferences for future treatment decisions.
22. **Enrollees have a right to** be provided with information on services that are not covered on moral/religious basis.

Family Support Subsidy 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 who are 17 years of age and younger, reside in the family home and have severe disabilities. A child must have one of the following diagnoses:

Cognitive Impairment (serve); 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 a DWMHA Customer Service Representative at 1-888.490.9698 or 1-313.833.3232.

You also have the right to appeal the decisions of the Authority 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 Family Support Subsidy Appeals Officer, 707 West Milwaukee, 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 the DWMHA Access Center and referral for other healthcare.

Out-of-Network Services

When you make a request to receive services outside of your assigned MCPN or require a service that is not available in the provider community of your MCPN, you must contact your MCPN's 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.

Advocacy Groups

Constituents Voice (CV) is an Independent Advisory Group for DWMHA. CV voices concerns of consumers, family members, and advocates regarding mental health related issues, i.e. specifically as they relate to people with intellectual and developmental disabilities, serious mental illness and substance use. CV is also responsible for informing the Executive Director of DWMHA about its concerns. CV make recommendations to the CEO and the Board of Directors.

Constituents Voice's primary goals are: Outreach, Education, and Communication. These goals consist of hosting consumer forums that encourage participation and offer support on issues that affect the everyday lives of consumers. For more information on CV, you may contact the **Office for Peer Participant Advocacy (OPPA) at 1-313.344.9099.**

The National Alliance on Mental Illness (NAMI) is a group of family members of those with serious mental illness. Its mission is three-fold:

- To support those with mental illness and their families and
- To provide coping mechanisms in the daily struggle with the devastating consequences of those illnesses
- To educate the general public and those with mental illness and their families about mental illnesses.

NAMI's goals are to dispel the ignorance and pervasive stigma relating to these brain disorders and to advocate for more research and an improved system of mental health services across the nation.

NAMI is a non-profit organization dedicated to improving the lives of all people. To obtain information regarding annual events, contact **NAMI Michigan Conference (Toll Free) at 1-800.331.4264.**

Local Advocacy Groups

<p>Alzheimer's Association 25200 Telegraph Road, Suite 100 Southfield, MI 48033 1-248-351-0280 www.alz.org/index.asp</p>	<p>American Indian Services 1110 Southfield Road Lincoln Park, MI 48146 1-313-388-4100 www.nfrmi.com/ais.htm</p>	<p>Arab Chaldean Council 62 West Seven Mile Road Detroit, MI 48203 1-313-893-6172 www.myacc.org</p>
<p>Disability Network 5555 Conner Detroit, MI 48213 1-313-923-1655 www.dnwayne.org</p>	<p>Latino Family Services 3815 West Fort Street Detroit, MI 48216 1-313-841-7380 www.latinofamilyservices.org</p>	<p>Michigan Disabilities Rights Coalition 3498 East Lake Lansing Rd, Suite 10 East Lansing, MI 48823 1-800-760-4600 or 1-517-333-2477 www.copower.org/mdrc/MDRC</p>
<p>The Arc Dearborn/Dearborn Heights 22450 Park Street Dearborn, MI 48127 1-313-562-1787 www.thearcdearborn.org</p>	<p>The Arc Downriver 1028 Oak Street Wyandotte, MI 48192 1-734-283-0710 arciver@sbcglobal.net</p>	<p>The Arc Western Wayne County 2257 South Wayne Road Westland, MI 48186 1-734-729-9100 www.thearcww.org</p>
<p>The Arc Detroit 51 Hancock Detroit, MI 48201 313-831-0202 Arcdetroit.org</p>	<p>The Arc Northwestern Wayne 26049 Five Mile Road Redford, MI 48239 1-313-532-7915 www.thearcnw.org</p>	<p>The Arc Grosse Pointe/Harper Woods 20475 Sunningdale Park Grosse Pointe Woods, MI 48236 1-586-457-8588 www.thearcgphw.org</p>

Michigan Advocacy Groups

Advocacy Groups and Organizations

<p>Alcoholics Anonymous 4750 Woodward Avenue Detroit, MI 48201 Detroit Wayne County Office 1-313-831-5550 www.aa.org <i>Support groups for persons with substance use disorders</i></p>	<p>ARC/Michigan 1325 S. Washington Avenue Lansing, MI 48910 1-800-292-7851 www.arcmi.org <i>Persons & Families with a Developmental Disability</i></p>	<p>Association for Children's Mental Health (ACMH) 941 Abbott Road East Lansing, MI 48823 1-517-336-7222 1-800782-0883 www.acmh-mi.org <i>Families of children/youth with Emotional Disturbance</i></p>	<p>Association for Children's Mental Health (ACMH) 6017 W. St. Joseph Hwy., Suite 200 Lansing, MI 48917 1-517-372-4016 1-888-226-4543 www.acmh-mi.org <i>Families of children/youth with Emotional Disturbance</i></p>
<p>Autism Society of Michigan 2178 Commons Parkway Okemos, MI 48864 1-517-882-2800 www.autism-mi.org <i>Support group for persons and families with Autism Spectrum Disorders</i></p>	<p>Citizens for Better Care 3490 Bell Chase Way, Suite 50 Lansing, MI 48911 1-517-394-3027 (Ingham, Eaton, Clinton Counties)</p>	<p>Epilepsy Foundation of Michigan 25200 Telegraph Road, Suite 110 Southfield, MI 48033 1-248-351-7979 1-800-377-6226 www.epilepsymichigan.org</p>	<p>Michigan Disabilities Rights Coalition 3498 E. Lake Lansing Road, Suite 100 East Lansing, MI 48823 1-517-333-2477 1-800-760-4600 www.coower.org/mdrc/MDRC <i>Persons & Families with a Developmental Disability</i></p>
<p>Michigan Protection and Advocacy Services, Inc. 4096 Legacy Parkway, Suite 500 Lansing, MI 48911 1-800-288-5923 TDD/TTY: 1-517-487-1755 www.mpas.org <i>Advocate for all disability groups</i></p>	<p>Narcotics Anonymous 726 Livernois Ferndale, MI 48220 1-248-543-7200 1-800-467-2452 www.na.org <i>Locations of meetings for Family of Persons with a narcotic addiction (including prescription drugs)</i></p>	<p>National Alliance for Mental Illness (NAMI Michigan) 401 S. Washington Square, Suite 104 Lansing, MI 48933 1-517-485-4049 1-800-331-4264 Fax: 1-517-485-2333 www.nami.org <i>Persons & families of Persons with Mental Illness</i></p>	<p>United Cerebral Palsy-Michigan 3496 E. Lake Lansing Road, Suite 170 East Lansing, MI 48823 1-517-203-1200 www.ucp.org <i>Persons & Families with Cerebral Palsy</i></p>
<p>United Way for Southeastern Michigan 660 Woodward Avenue, Suite 300 Detroit, MI 48226 1-313-226-9200 www.uwsem.org</p>			

Services Not Covered Under DWMHA

For a complete list of services to community organizations that are not covered by the DWMHA, contact the Access Center (Toll Free) 1-800.241.4949 for information on additional agencies not listed below. Examples of non-covered services are as follows:

Cat Scans

Chest X-Rays

Chiropractic

Dental

Family Planning

Hearing Aids

Home Health Care

Immunizations

Lab and X-Ray

Medical Supplies

Nursing Home Care

Physical and Occupational Therapy

Pre-natal Care & Delivery

Surgery

Vision

Community Resources

Disability Network Wayne County 313.923.1655

info@dnwayne.org

Michigan Department of Health and Human Service

1-517.373.3740

TDD/TTY: 1-800.649.3777

info@dnwayne.org

Michigan Department of Human Services

www.michigan.gov/dhs

Michigan Rehabilitation Services/Michigan Works

1-517.335.5858

TDD/TTY: 1-888.605.6722

Salvation Army

www.salvationarmyusa.org

Social Security Administration

1-800.772.1213

TDD/TTY: 1-800.325.0778

www.ssa.gov

The DWMHA Anti-Stigma Campaign

Detroit Wayne Mental Health Authority continues its effort in eliminating Stigma through its Anti-Stigma Campaign in collaboration with Michigan Department of Health and Human Services, Managed Comprehensive Provider Networks, 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 Every Consumer Should Know About Stigma

Did you know that...

- 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 consumers.

What you Can Do?

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

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



If you would like more information about DWMHA's Anti-Stigma Campaign, please Contact DWMHA Customer Service at 313.833.3232 or 313. 833.3606

Glossary or Definition of Terms

Access Center: The entry point for guidance and support to customers, and the gatekeeper of services. The Access Center is also known as Well Place or Pioneer. Their function includes informing enrollees about services, making initial behavioral healthcare appointments and other screenings.

Adequate Notice: Consumers have the right to receive an Adequate Notice of Action, which is a written statement advising the consumer to deny or limit authorization of Medicaid services requested.

Advance Notice of Action: A written notice advising the beneficiary of a decision to reduce, suspend or terminate services currently provided. Advance Notice is to be provided or mailed at least 12 calendar days prior to the proposed date the action is to take effect on.

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

Anti-Stigma: To eliminate the social stigma or discrimination associated with mental illness.

Autism Spectrum Disorder (ASD): Is 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: The term is often interchangeable in the context of this handbook, it means your mental health services, either for mild, moderate or severe and persistent care or treatment. Behavioral health services can also refer to care or treatment for persons with intellectual or developmental disabilities, as well as treatment and care for persons with substance use disorders. It is often a broad term describing various mental health services.

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

CMHSP: Is an acronym for Community Mental Health Services Program. There are 46 CMHSPs in Michigan that provide services in their local areas to people with mental illness and developmental disabilities. May also be referred to as CMH.

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

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

Deductible (or Spend-Down): A term used when individuals qualify for Medicaid coverage even though their 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 application and deductible determination are managed by the Michigan Department of Health and Human Services.

Detroit Wayne Mental Health Authority (DWMHA): 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.

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

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 he or she is discharged to another community-based outpatient service or admitted to the hospital.

Fair Hearing: A State level review of beneficiaries' disagreements with CMHSP, or PIHP denial, reduction, suspension or termination of Medicaid services.

Health Insurance Portability and Accountability Act of 1996 (HIPAA): Is aimed, in part, at protecting the privacy and confidentiality of patient information. "Patient" means any recipient of public or private healthcare, including mental healthcare services.

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

Integrated Health Care (IHC): IHC is 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. DWMHA welcomes persons with both disorders and provides co-occurring capable treatments throughout the networks and at every level of care.

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

MCPN: Is an acronym for Manage Comprehensive Provider Network, a care company that has a group of providers under it. You will need to use providers under the MCPN to help with your Person Centered Plan continued 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: Is 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: Is 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: Is a Michigan healthcare program for low-income children who are not eligible for the Medicaid program. This is a limited benefit. Contact the Customer Services Unit for more information.

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

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

Potential Member: A Person who may voluntarily elect to enroll in a given managed care program, but is not yet an enrollee.

Public Health Code: An act to protect and promote the public health; to codify, revise, consolidate, classify, and add to the laws relating to public health; to provide for the prevention and control of

diseases and disabilities; to provide for the classification, administration, regulation, financing, and maintenance of personal, environmental, and other health services and activities.

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

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

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

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

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

Specialized Medical Equipment and Supplies: Specialized medical equipment and supplies includes 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: is a term that means funded mental health, developmental disabilities and substance use supports and services that are managed by the Pre-Paid Inpatient Health Plans.

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

Substance Use Disorder (or substance use): Is defined in the Michigan Public Health Code, 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.

IMPORTANT PHONE NUMBERS

Manager of Comprehensive Provider Network (MCPN)

Name: _____ Phone: _____

Address: _____

Counselor/Therapist or Support Coordinator

Name: _____ Phone: _____

Primary Care Provider

Name: _____ Phone: _____

Address: _____

Medication List & Dosage

1. _____ 2. _____

3. _____ 4. _____

Type of Allergies

1. _____ 2. _____

Emergency Contacts

First Contact

Name: _____ Phone: _____

Address: _____

Second Contact

Name: _____ Phone: _____

Address: _____

THANK YOU

Thank you for your interest in Detroit Wayne Mental Health Authority. We look forward to delivering mental health services that demonstrate:

- Staff Competency
- Respect
- Dignity and Fairness for all DWMHA Consumers

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

November 2015

***This consumer Handbook is available in English, Spanish and Arabic.
Other language translations available upon request through the
Access Center by call (Toll Free) 1-800.241.4949.***

***The Consumer Handbook is made available during the
New Enrollee Orientation process and during the Enrollee's annual IPOS.***



Detroit Wayne Mental Health Authority

707 West Milwaukee
Detroit, MI 48202
313-344.9099

DWMHA Customer Service

(Toll Free) 888-490.9698 or 313-833.3232
TDD/TTY: 800-630.1044
Fax: 313-833.2217 or 313-833.4280

24-Hour Crisis Information and Referral

800-241.4949
TDD: 866-870.2599

www.dwmha.com

