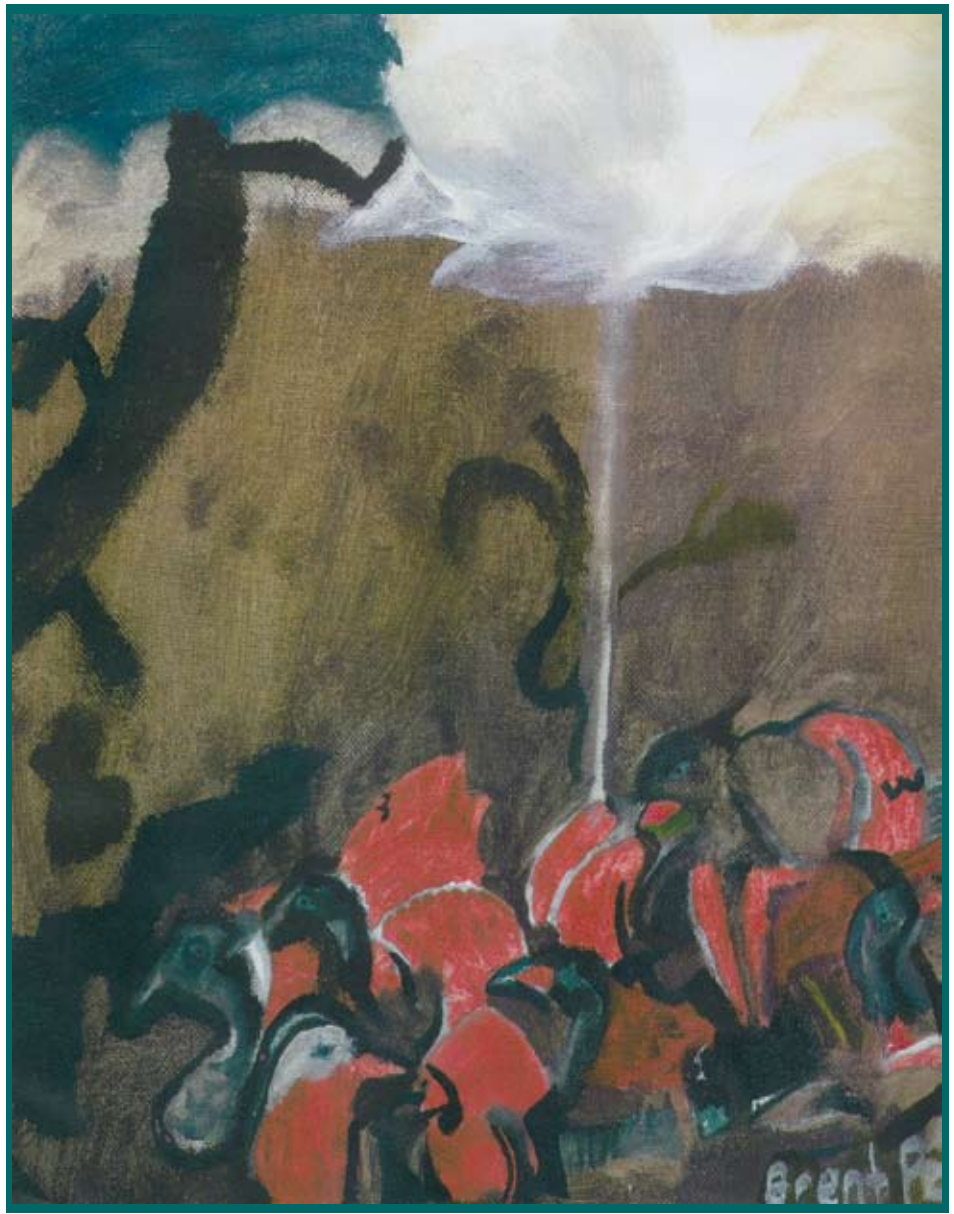


Member Handbook



Brent Pennell

The right care, at the right place, at the right time.

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Welcome to Northern Lakes Community Mental Health (CMH)

Everyone at some point in life needs a little help and support. That's why Northern Lakes Community Mental Health (NLCMH) provides many services for the care of individuals that are having emotional difficulty, or who have a mental illness, developmental disability or substance abuse problem.

If you or a family member are eligible for Medicaid benefits, and in need of behavioral health services, we promise that we will provide you with:

- Confidential care, 24 hours a day, 365 days a year.
- Help for your behavioral health needs. If we don't provide the service that can help you, we will help you find a resource that can.
- Person-Centered planning and the opportunity to ask questions, make choices, and help decide what your plan of care will be.
- A safe, clean and comfortable setting for receiving care.
- Respectful and dignified care at all times.

We want to make sure you and your family receive the right care at the right place and the right time. Reasonable accommodations to arrange appointments outside normal business hours can be arranged with your worker.

It is important to read this Handbook carefully. Please keep it to use as a reference. It will help you understand your benefits and responsibilities as a consumer of behavioral health services. This Handbook is also useful for contacting people that can help answer your questions.

TO REACH YOUR LOCAL CUSTOMER SERVICES STAFF

.....
in Crawford, Missaukee, Roscommon and Wexford Counties, call (231) 876-3246 [TDD-TTY: (231) 876-3281]
or in Grand Traverse and Leelanau Counties, call (231) 933-4907 [TDD-TTY: (231) 935-3871]
or toll free (800) 337-8598.

Customer Services

If you have any questions about the contents of this Handbook or need any assistance, we encourage you to contact your Customer Services staff. Customer Services staff are here to assist you in navigating the CMH system. They are available from 8:00 a.m. – 5:00 p.m. Monday through Friday. Arrangements can be made for staff to meet with you outside normal business hours. To request this, call the Customer Services staff nearest you. If you call outside business hours please leave a message and someone will return your call to make the arrangements.

Customer Services staff can...

- Orient new individuals to services and benefits available, including how to access them
- Help individuals with problems and questions regarding their benefits
- Handle individual complaints and grievances in an effective and efficient manner
- Track and report patterns of problem areas for the organization
- Forward suggestions from individuals to appropriate personnel



Northern Lakes CMH seeks to achieve the highest level of excellence possible in our system of care built upon a foundation of personal choice and self-determination. Through our services and supports we aim to support persons to realize true community membership, independence, opportunities for productive activity, and an overall enhanced quality of life. These are reflected in our...

Vision, Mission, Values

Our Vision

Communities of informed, caring people living and working together.

Our Mission

To promote the behavioral health of our individuals, families and communities through programs that promote recovery, build resilience, create opportunity, and improve quality of life.

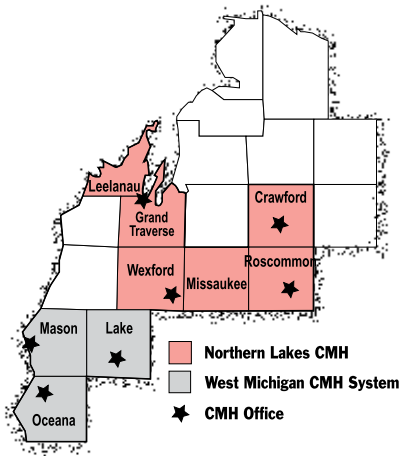
Our Values

We shall carry out our responsibilities consistent with our Values:

- In treating all people with compassion, dignity, and respect.
- In respecting diversity and individuality.
- In visionary public leadership, local decision-making, and accountability for our actions and decisions.

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Northwest COMMUNITY MENTAL HEALTH Affiliation

Welcome to Northwest Community Mental Health Affiliation (PIHP)

The Michigan Department of Community Health (www.michigan.gov/mdch) contracts with particular organizations to manage, within specific geographic areas, the mental health, developmental disability and substance abuse services for people with Medicaid.

Depending on the number of Medicaid enrollees in the area it services, this organization may be a “stand alone” Managed Care Organization (MCO), or, if the number of persons is below 20,000, organizations may join together in “Affiliations,” also called Prepaid Inpatient Health Plans (PIHPs).

In our area, the Northwest Community Mental Health Affiliation is this organization. It is one of 18 organizations in Michigan which manage the mental health, developmental disability and substance abuse services for people with Medicaid. You may visit the Northwest Community Mental Health Affiliation web site at www.nwcmha.org.

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The Northwest CMH Affiliation includes two local Community Mental Health Service Programs (CMHSPs). They are:

Northern Lakes CMH

(Serving Medicaid residents in Crawford, Grand Traverse, Leelanau, Missaukee, Roscommon, and Wexford Counties)

Phone: (231) 922-4850

Toll free: (800) 492-5742

TDD-TTY: (231) 935-3871

West Michigan CMH

(Serving Medicaid residents in Lake, Mason, and Oceana Counties)

Phone: (231) 845-6294 Rich VandenHeuvel, Chief Executive Officer

Toll free: (800) 992-2061 Dr. Sohail Ahmad, Medical Director

TDD-TTY: (800) 790-8326

The Northwest CMH Affiliation manages substance abuse services through a contract with **Northern Michigan Substance Abuse Services**. To access these services call: Northern Michigan Substance Abuse Services at (800) 686-0749 or TDD-TTY dial 711. You may also visit their web site at www.nmsas.net.

You are entitled to all information and reference material contained in this booklet. It has been created in order to help you understand the services to which you may be eligible to receive. You will be offered this information initially when you start services and at least annually thereafter, but you may ask your worker or Customer Services staff for it at anytime.

Additional information is available to you about our quality and performance; organizational structure of the Northwest CMH Affiliation; CMHSP annual reports, current organizational charts, CMHSP Board Member lists, meeting schedules and minutes; and consumer satisfaction. You can access this information by going to www.nwcmha.org (or for Northern Lakes CMH by visiting www.northernlakescmh.org). You may also get this information from your Customer Services staff.

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Important Contacts

Administrators:

Gregory Paffhouse
Chief Executive Officer

Dr. David Riddle
Medical Director

Jonathan Bennett
Recipient Rights Officer

Administrative Office:

105 Hall Street, Suite A
Traverse City, Michigan 49684
Phone: (231) 922-4850
Fax: (231) 935-3082

Pre-Admission Screening/Access Locations:

527 Cobbs Street
Cadillac, MI 49601
(231) 775-3463
TDD-TTY: (231) 876-3281

105 Hall Street, Suite A
Traverse City, MI 49684
(231) 922-4850
TDD-TTY: (231) 935-3871

204 Meadows Drive
Grayling, MI 49738
(989) 348-8522
TDD-TTY: (231) 876-3281

2715 Townline Road
Houghton Lake, MI 48629
(989) 366-8550
TDD-TTY: (231) 876-3281

24-hour Emergency Service:

(231) 922-4850 or (231) 775-3463 or (800) 492-5742 or
Third Level Crisis Intervention Services (after hours) at
(800) 442-7315 TDD/TTY

Customer Services:

(231) 876-3246 (Crawford, Missaukee, Roscommon, Wexford) or
(231) 933-4907 (Grand Traverse, Leelanau)
or (800) 337-8598

Emergency and After-Hours Access to Services

Northern Lakes Community Mental Health provides crisis intervention services 24 hours a day, 7 day per week for individuals who are located within our six counties, regardless of an ability to pay.

You have the right to receive emergency services at any time, without prior authorization for payment of care.

A “mental health emergency” is when a person is experiencing a serious mental illness, or a developmental disability, or a child is experiencing a serious emotional disturbance and can reasonably be expected in the near future to harm him/herself or another, or because of his/her inability to meet his/her basic needs is at risk of harm, or the person’s judgment is so impaired that he or she is unable to understand the need for treatment and that their condition is expected to result in harm to him/herself or another individual in the near future.

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

(231) 922-4850 TDD-TTY (231) 935-3871
(Grand Traverse, Leelanau)

(800) 492-5742 TDD-TTY (231) 876-3281
(Crawford, Missaukee, Roscommon, Wexford)

(800) 686-0749 TDD-TTY 711
(Northern Michigan Substance Abuse Services)

What is considered emergency services?

Emergency services means covered inpatient and outpatient services that are:

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or toll free **(800) 337-8598**.

- Furnished by a provider that is qualified to provide these services
- Needed to evaluate or stabilize an emergency medical condition

What about costs?

A person with Medicaid who has an emergency medical condition will not need to pay for the emergency services, or for tests or treatment needed to diagnose or stabilize the condition.

You also are not responsible for payment of ambulance services if other means of transportation would endanger your health.

The attending emergency room physician, or the provider actually treating you, is responsible for determining when you are sufficiently stabilized for transfer or discharge.

IF YOU ARE HAVING A MEDICAL EMERGENCY, GO TO THE CLOSEST HOSPITAL EMERGENCY ROOM OR CALL 911.

In addition to contacting your Community Mental Health organization (or Northern Michigan Substance Abuse Services in the case of a substance abuse emergency), you may also go to any hospital emergency room or other setting for emergency care. Permission from Medicaid or your insurance company is not needed.

Emergency rooms are located at:

CADILLAC

Mercy Hospital
400 Hobart St.
Cadillac, MI
(231) 876-7200

GRAYLING

Mercy Health Services North
1100 Michigan Avenue
Grayling, MI
(989) 348-5461

TRAVERSE CITY

Munson Medical Center
1105 Sixth St.
Traverse City, MI
(231) 935-5000

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.

Access to Mental Health Services

Contact your local CMH for services that are available to meet your needs. There are no set limits on the amount, scope (range), or duration (length) of services that are available to you. We also do not give incentives to any provider to limit your care. Instead, we work with you to decide how much of which services you need during your assessment and as part of your person-centered planning process. We have a directory of providers. The Provider Directory is available on our web site at www.northernlakescmh.org, or from Customer Services. You may ask for a copy of the Provider Directory at any time. It will be given to you during your initial assessment and will also be offered to you annually during the person-centered planning process. We will help you choose your provider(s). If you have a provider outside our network, we will work with them if they are willing to become part of our network and if they meet our guidelines for credentials, billing and other factors. You may request an out of network provider simply by asking your worker or you may contact Customer Services. If there is a significant change in the information contained within this booklet or in the choice of providers available, we will make reasonable efforts to notify those impacted in writing within 15 days.

Service Authorization

Services you request must be authorized or approved by Northern Lakes CMH. This agency may approve all, some, or

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none of your requests. You will receive notice of a decision within 14 calendar days after you have requested the service during person-centered planning, or within 3 business days if the request requires a quick decision. Any decision that denies a service you request or denies the amount, scope, or duration of the service that you request will be made by a health care professional who has appropriate clinical expertise in treating your condition. Authorizations are made according to medical necessity. If you do not agree with a decision that denies, reduces, suspends or terminates a service, you may file an appeal.

Three areas affect decisions about your treatment: 1) clinical condition, 2) therapeutic appropriateness, and 3) medical necessity. People receiving services need to meet eligibility guidelines to be eligible for services. We will take care of working with Medicaid to get authorization and arrange payment. In most cases, if you have Medicaid there will not be any costs to you for services. We will also coordinate services with your doctor to make sure you get efficient and cost-effective treatment.

Confidentiality and Family Access to Information

You have the right to have information about your mental health treatment kept private. You also have the right to look at your own clinical records and add a formal statement about them if there is something you do not like. Generally, information about you can only be given to others with your permission. However, there are times when your information is shared in order to coordinate your treatment or when it is required by law. Family members have the right to provide information to Northern Lakes CMH about you. However, without a Release of Information signed by you, the Northern Lakes CMH may not give information about you to a family

member. For minor children under the age of 18 years, parents are provided information about their child and must sign a release of information to share with others. If you receive substance abuse services, you have rights related to confidentiality specific to substance abuse services.

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

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

Coordination of Care

To improve the quality of services, Northern Lakes CMH wants to coordinate your care with the medical provider who cares for your physical health. If you are also receiving substance abuse services, your mental health care should be coordinated with those services. Being able to coordinate with all providers involved in treating you improves your chances for recovery, relief of symptoms, medication management 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 Customer Services or your worker and they will assist you in getting a medical provider.

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Grievance and Appeals Processes

Grievances

You have the right to say that you are unhappy with your services or supports or the staff who provide them, by filing a “grievance.” You can file a grievance any time by calling, visiting, or writing to the Customer Services office closest to you. Assistance is available in the filing process by contacting Customer Services at (231) 876-3246 (Crawford, Missaukee, Roscommon, Wexford) or (231) 933-4907 (Grand Traverse, Leelanau) or toll free (800) 337-8598. You will be given detailed information about grievance and appeal processes when you first start services and then again annually. You may ask for this information at any time by contacting the Customer Services Office. There is no time limitation on filing a grievance. You can file a grievance either orally or in writing. Northern Lakes CMH must respond to you in writing no later than 60 calendar days from the date you filed your grievance. If you do not receive a response within 60 days, you may request an Administrative Hearing.

Actions and Appeals

You will be given notice when a decision is made that denies your request for services or reduces, suspends or terminates the services you already receive. This is called an “action.”

Action (also called adverse action):

- ⊙ A decision by the CMH to deny or limit authorization of a requested service, including the type or level of service.
- ⊙ A decision by the CMH to reduce, suspend or terminate a previously authorized service
- ⊙ A decision by the CMH to deny payment for a service (in whole or in part)
- ⊙ A failure of the CMH to make a standard authorization decision and provide notice about the decision within 14 calendar days from the

- date of receipt of a standard request for service
 - ⊙ A failure of the CMH to make an expedited authorization decision within three (3) working days from the date of receipt of a request for expedited service authorization
 - ⊙ A failure of the CMH to provide services within 14 calendar days of the start date agreed upon during your person center planning meeting and as authorized.
 - ⊙ A failure to act within 45 calendar days from the date of a request for a standard appeal
 - ⊙ A failure to act within three (3) working days from the date of a request for an expedited appeal (when an expedited review is approved)
 - ⊙ A failure to provide disposition and notice of a local grievance/complaint within 60 calendar days of the date of the request
- **Adequate Notice:** A written statement provided by your CMH advising you of a decision to deny or limit authorization of Medicaid services requested. This notice must be provided to you on the same date of the “action” or when you sign your Individual Plan of Service.
- **Advance Notice:** A written statement provided by your CMH advising you of a decision to reduce, suspend or terminate a Medicaid service you are currently receiving. This notice must be provided to you no less than 12 calendar days before the proposed date the action is to take affect.

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 or toll free (800) 337-8598.

Appeals:

You have the right to file an “appeal” when you do not agree with such a decision. There are two ways you can appeal these decisions. There are also time limits on when you can file an appeal once you receive a decision about your services.

You may:

- Ask for a “Local Appeal” by contacting Customer Services either by phone at (231) 876-3246 or (800) 337-8598 or writing your local Customer Services office. You have a right to a Local Appeal up to 45 days from the date of the notice.

Your appeal will be completed quickly and you will have the chance to provide information or have someone speak for you regarding the appeal. You may ask for assistance from Customer Services to file an appeal. Northern Lakes CMH must provide you with a written notice of the resolution or results of your appeals no later than 45 days from the date the request for a Local Appeal was made.

- You can ask at any time for a Medicaid Fair Hearing, also called an Administrative Hearing, before an administrative law judge (a state appeal). You have a right to request an Administrative Hearing up to 90 days from the date of any notice of action that you receive. If you receive a notice of action, you will also receive a Request for Hearing form with a self-addressed, stamped envelope; which you may submit directly to the Administrative Tribunal Office in Lansing if you wish to request a hearing. You may also contact Customer Services to request a hearing.

You may request an Administrative Hearing and Local Appeal individually or at the same time. With your written permission, your provider may also request on your behalf, both; the Local Appeal or an Administrative Hearing.

If you receive an Advance Notice, you may request that your affected services be continued during the appeal or hearing process but you may be responsible for payment for these continued or reinstated services if it is determined that: 1) the original decision will be upheld (in favor of the CMH decision, or 2) if you or your representative do not appear for the hearing, or 3) if you withdraw your hearing. If you want your services to be continued, you must request this before the effective date of the Advance Notice by contacting your worker or your Customer Services staff.

You have the right to examine your case file including medical records and any other documents or records considered during this process and a reasonable opportunity to present evidence and allegations in person or in writing. You may choose anyone as a legal representative to assist you with your appeal or hearing. You may also request an expedited review if it is determined that your life, health, ability to maintain or regain maximum function is at risk. Results of an expedited review will be provided to you within three business days or within 24 hours for inpatient hospitalization.

Second Opinion

You have the right to a second opinion by a qualified health professional at no cost to you if you have been denied services or hospitalization. This may be provided to you within or outside of our provider network. A second opinion will be provided to you within 5 business days or within 3 business days for an inpatient denial. To request a second opinion, simply ask your worker or call Customer Services.

Customer Services staff are available to talk with you about what has occurred or is about to occur that you are unhappy about. Customer Services staff can help you determine what options you have available. They can advise you and help you resolve your concern, including helping you with any of the appeal rights you have.

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Language Assistance

If you use a TDD-TTY, please contact Northern Lakes CMH at the following TDD-TTY phone numbers: (231) 876-3281 (Crawford, Missaukee, Roscommon, Wexford) or (231) 935-3871 (Grand Traverse, Leelanau).

If you need a sign language interpreter, contact the Customer Services Office at (231) 876-3246 (Crawford, Missaukee, Roscommon, Wexford) or (231) 933-4907 (Grand Traverse, Leelanau) or toll free (800) 337-8598 as soon as possible so that one will be made available. Sign language interpreters are available at no cost to you.

If you do not speak English, contact the Customer Services Office at (231) 876-3246 (Crawford, Missaukee, Roscommon, Wexford) or (231) 933-4907 (Grand Traverse, Leelanau) or toll free (800) 337-8598 so that arrangements can be made for an interpreter for you. Language interpreters are available at no cost to you.

Information contained in your Member Handbook is also available in alternative formats that include video, audio and large print in English; and audio and video in Spanish.

Accessibility and Accommodations

In accordance with federal and state laws, all buildings and programs of the Northern Lakes CMH are required to be physically accessible to individuals with all qualifying disabilities. Any individual who receives emotional, visual, or mobility support from a service animal such as a dog will be given access, along with the service animal, to all buildings and programs of the Northern Lakes CMH. If you need more information or if you have questions about accessibility or service/support animals, contact Customer Services at (231) 876-3246 (Crawford, Missaukee, Roscommon, Wexford) or (231) 933-4907 (Grand Traverse, Leelanau) or toll free (800) 337-8598.

If you need to request an accommodation on behalf of yourself or a family member or a friend, you can contact Customer Services at (231) 876-3246 (Crawford, Missaukee, Roscommon, Wexford) or (231) 933-4907 (Grand Traverse, Leelanau) or toll free (800) 337-8598. You will be told how to request an accommodation (this can be done over the phone, in person and/or in writing) and you will be told who at the agency is responsible for handling accommodation requests.

Payment for Services

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

If you are a Medicaid beneficiary with a deductible (“spend-down”), as determined by the Michigan Department of Human Services (DHS), you may be responsible for the cost of a portion of your services.

State of Michigan law requires that people who use Northern Lakes Community Mental Health services pay for them. We will work with you, Medicaid and/or your insurance company to make payment arrangements and answer your questions about costs and payment.

Person-Centered Planning

The process used to design your individual plan of mental health supports, service, or treatment is called “Person-centered Planning (PCP).” PCP is your right protected by the Michigan Mental Health Code. The process begins when you determine whom, beside yourself, you would like at the person-centered planning meetings, such as family members or friends, and what staff from Northern Lakes CMH you would like to attend. You will also decide when and where the person-centered

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planning meetings will be held. Finally, you will decide what assistance you might need to help you participate in and understand the meetings.

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

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

You have the right to “independent facilitation” of the person-centered planning process. This means that you may request that someone other than the Northern Lakes CMH staff conduct your planning meetings. You have the right to choose from available independent facilitators. Your worker will ask you if you would like to have an Independent Facilitator present during the person-centered planning process. For a list of available Independent Facilitators, please refer to our Provider Directory. The Provider Directory is available on our web site at www.northernlakescmh.org, or from Customer Services. You may ask for a copy of the Provider Directory at any time. It will also be offered to you annually during the person-centered planning process.

Children under the age of 18 with developmental disabilities or serious emotional disturbance also have the right to person-centered planning. However, person-centered planning must

recognize the importance of the family and the fact that supports and services impact the entire family. The parent(s) or guardian(s) of the children will be involved in pre-planning and person-centered planning using “family-centered practice” in the delivery of supports, services and treatment to their children.

Some important information we’d like you to remember regarding your Person-Centered Plan (PCP):

- The amount, duration (length) and scope (range) of services you are receiving must be identified.
- You must be provided with an adequate notice at any time your plan is changed or amended.
- You have the right to review your Person-Centered Plan at any time. This must be provided to you within 30 days of your request.

Topics Covered during Person-Centered Planning

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

Psychiatric Advance Directive

Under Federal law, adults have a right to three kinds of medical advance directives: “Durable Power of Attorney for Health Care,” “Do-Not-Resuscitate Order (DNR),” or a “Living Will.” Under Michigan law, adults also have the right 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. You will be asked to sign an acknowledgement that you have received

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or in Grand Traverse and Leelanau Counties, call (231) 933-4907 [TDD-TTY: (231) 935-3871]
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information about your right to an advance directive and whether you have an advance directive or choose to create one. You may request additional information on Advance Directives by contacting your Customer Services staff or go to www.northernlakescmh.org/links and click on Psychiatric Advance Directives under State information.

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. For additional information, ask your worker or call our Customer Services Staff. You may also visit our web site at www.northernlakescmh.org.

Recipient Rights

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

- The right to be free from abuse and neglect
- The right to confidentiality
- The right to be treated with dignity and respect
- The right to treatment suited to condition

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

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

If you receive substance abuse services, you have rights protected by the Public Health Code. These rights will also be explained to you when you start services and then once again every year. You can find more information about your rights while getting substance abuse services in the “Know Your Rights” pamphlet.

You may contact 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. Customer Services can also help you make a complaint. You can contact the Office of Recipient Rights at: (231) 876-3251 (Crawford, Missaukee, Roscommon, Wexford) or (231) 935-4185 (Grand Traverse, Leelanau) or toll free (800) 337-8598.

TO REACH YOUR LOCAL CUSTOMER SERVICES STAFF

in Crawford, Missaukee, Roscommon and Wexford Counties, call (231) 876-3246 [TDD-TTY: (231) 876-3281]
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Freedom from Retaliation

If you use public mental health or substance abuse services, you are free to exercise your rights, and to use the rights protection system without fear 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.

Recovery & Resiliency

At Northern Lakes CMH, **recovery** is our organizing principle and is our expectation. Our overarching goal is to achieve a consumer- and family-driven mental health system based on **recovery** principles with a **recovery** environment of excellence and a culture of positive expectation and optimism among consumers, families, staff, providers and community.

“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” (National Consensus Statement on Mental Health Recovery, US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Center for Mental Health Services).

“**Recovery** is a personal journey of hope, purpose and growth. It is the process of setting our own directions in life. We accept the responsibilities of meeting challenges, using our own abilities, strengths and determination (Northern Lakes Community Mental Health definition).

Recovery is an individual journey that follows different paths and leads to different locations. **Recovery** is a process that we enter into and is a life long attitude. **Recovery** is unique to

each individual and can truly only be defined by the individual themselves. What might be **recovery** for one person may be only part of the process for another. **Recovery** may also be defined as wellness.

Mental health supports and services help people with mental illness in their **recovery** journeys. The person-centered planning process is used to identify the supports needed for individual **recovery**.

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

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

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Service Array

Mental Health Medicaid Specialty Supports and Services

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

Within our service array we also provide several evidence based services that can be considered during the person-centered planning process, e.g., Family Psychoeducation, Integrated Dual Diagnosis Treatment, and Parent Management Training - Oregon Model.

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 an asterisk * require a doctor's prescription.*

Note: the Michigan Medicaid Provider Manual contains complete definitions of the following services as well as eligibility criteria and provider qualifications. The Manual may be accessed at <http://www.mdch.state.mi.us/dch-medicaid/manuals/MedicaidProviderManual.pdf>.

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

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

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

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

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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 the impact of unexpected events on mental health and wellbeing.

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

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

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

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

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

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.

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.

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Intermediate Care Facility for Persons with Mental Retardation (ICF/MR) provide 24-hour intensive supervision, health and rehabilitative services and basic needs to persons with developmental disabilities. The state of Michigan has one ICF/MR called the Mt. Pleasant Center.

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

Medication Review is the evaluation and monitoring of medicines 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 Specialist Services are available to help you achieve your personal goals of community inclusion, membership, independence and productivity.

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, or community settings, or to learn social skills they may need to support themselves or to get around in the community.

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

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

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, and to help find the services and providers inside and outside the local community mental health services program that will help achieve the goals. A supports coordinator or case manager may also connect a person to resources in the community for employment, community living, education, public benefits, and recreational activities.

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

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 for 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:

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

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

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 supports, services and training to prepare a person for paid employment or community volunteer work.

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

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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.

Services for Persons with Substance Use Disorders

The Substance Abuse treatment services listed below are covered by Medicaid. These services are available through Northern Michigan Substance Abuse Services at (800) 686-0749.

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

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

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

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

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

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

Other Medical Services

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

If you do not have a primary care doctor, your local community mental health services program will help you find one.

Note: **Home Help Program** is another service available to Medicaid beneficiaries who require in-home assistance with activities of daily living, and household chores. In order to learn more about this service, you may call the local Michigan Department of Human Services (MDHS) number below or contact the Customer Services Office at (231) 876-3246 (Crawford, Missaukee, Roscommon, Wexford) or (231) 933-4907 (Grand Traverse, Leelanau) or toll free (800) 337-8598 for assistance.

Local Department of Human Services (DHS) Offices

(231) 779-4500 (Wexford, Missaukee)
(989) 275-5107 (Roscommon)
(989) 348-7691 (Crawford)
(231) 941-3900 (Grand Traverse, Leelanau)

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Medicaid Health Plan Services

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

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

If you already 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 including any cost sharing, and available transportation. If you are not enrolled in a health plan or do not know the name of your health plan, you can contact the Customer Services Office for assistance. This information is also available on our web site at www.northernlakescmh.org.

Medicaid Health Plan	Phone/E-mail	Counties Served
CareSource Michigan 2369 Woodlake Dr. Okemos, MI 48864	(517) 349-9922 (800) 390-7102 www.caresource-michigan.org	Crawford Grand Traverse Leelanau Missaukee Roscommon
McLaren Health Plan G3245 Beecher Rd., Ste. 200 Flint, MI 48532	(888) 327-0671 www.mclarenhealthplan.org	Crawford Roscommon
Molina Healthcare of Michigan 100 W. Big Beaver Rd., Ste. 600 Troy, MI 48084	(248) 925-1700 (888) 898-7969 www.molinahealthcare.com	Crawford Missaukee Roscommon Wexford
*ProCare 3956 Mt. Elliott Detroit, MI 48207	(313) 925-4607 (877) 255-3055	Crawford Roscommon
*Priority Health Gov't. Programs 1231 E. Beltline NE Grand Rapids, MI 49525-4501	(616) 942-0954 (888) 975-8102 www.priority-health.com	Grand Traverse Leelanau
Health Plan of Michigan 777 Woodward Ave., Ste. 600 Detroit, MI 48226	(313) 324-3700 (888) 437-0606 www.hpmich.com	Crawford Roscommon

* Awarded a contract by the Michigan Department of Community Health; not yet accepting enrollment.

Community Resources

Social Security	(800) 772-1213
MI-National Alliance on Mental Illness	(800) 331-4264
N. Michigan Disability Network	(231) 922-0903
NE Michigan Community Service Agency (Crawford)	(800) 633-3335
NW Michigan Community Action Agency (Grand Traverse, Leelanau, Missaukee, Roscommon, Wexford)	(800) 632-7334
Michigan Rehabilitation Services (Gr. Traverse, Leelanau, Missaukee, Wexford)	(877) 901-9179 (231) 922-5260 TTY
Michigan Rehabilitation Services (Crawford, Roscommon)	(877) 901-7398 (989) 732-6433 TTY
Legal Service Northern Michigan	(888) 645-9993
Michigan Protection and Advocacy	(800) 288-5923
Crawford County DHS	(989) 348-7691
Grand Traverse, Leelanau County DHS	(231) 941-3900
Missaukee, Wexford County DHS	(231) 779-4500
Roscommon County DHS	(989) 275-5107
Bay Area Transit Authority (BATA)	(231) 941-2324
Cadillac Wexford Transit Authority (CWTA)	(231) 779-0123
Crawford County Transportation Authority (CCTA) Dial-A-Ride	(989) 348-5409
Roscommon County Transit Authority (RCTA) (ROSCO Minibus)	(989) 366-5309

DHS – Department of Human Services

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Mental Health Glossary (Definition of Terms)

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

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

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

Applicant: An individual, or his/her legal representative, who makes a request for CMH or Substance Abuse services, including services provided by agencies under contract with Northern Lakes CMH.

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

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

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

Consumer/Recipient: An individual who is receiving CMH or Substance Abuse services, including services provided by agencies under contract with Northern Lakes CMH.

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

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

Fair Hearing: A state level review of beneficiaries' disagreements with health plans' denial, reduction, suspension or termination of Medicaid services. State administrative law judges who are independent of the Michigan Department of Community Health perform the reviews.

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

Individual Plan of Service: The plan that you develop through the “Person-Centered Planning” process with the people who you will be working with. This plan tells workers what you want, what service will be provided to help you, how it will be provided and how often, and any special instructions that they need to know.

Legal Representative: Guardian, parent of a minor, or other person authorized by law to represent an applicant/recipient.

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

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

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

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

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PIHP: An acronym for Prepaid Inpatient Health Plan. There are 18 PIHPs in Michigan that manage the Medicaid mental health, developmental disabilities, and substance abuse services in their geographic areas. All 18 PIHPs are also community mental health services programs.

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

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

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

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

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

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

Utilization Review: A process, in which established criteria are used to recommend or evaluate services provided in terms of cost-effectiveness, necessity and effective use of resources.

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or toll free (800) 337-8598.

A Note on Consumer Involvement

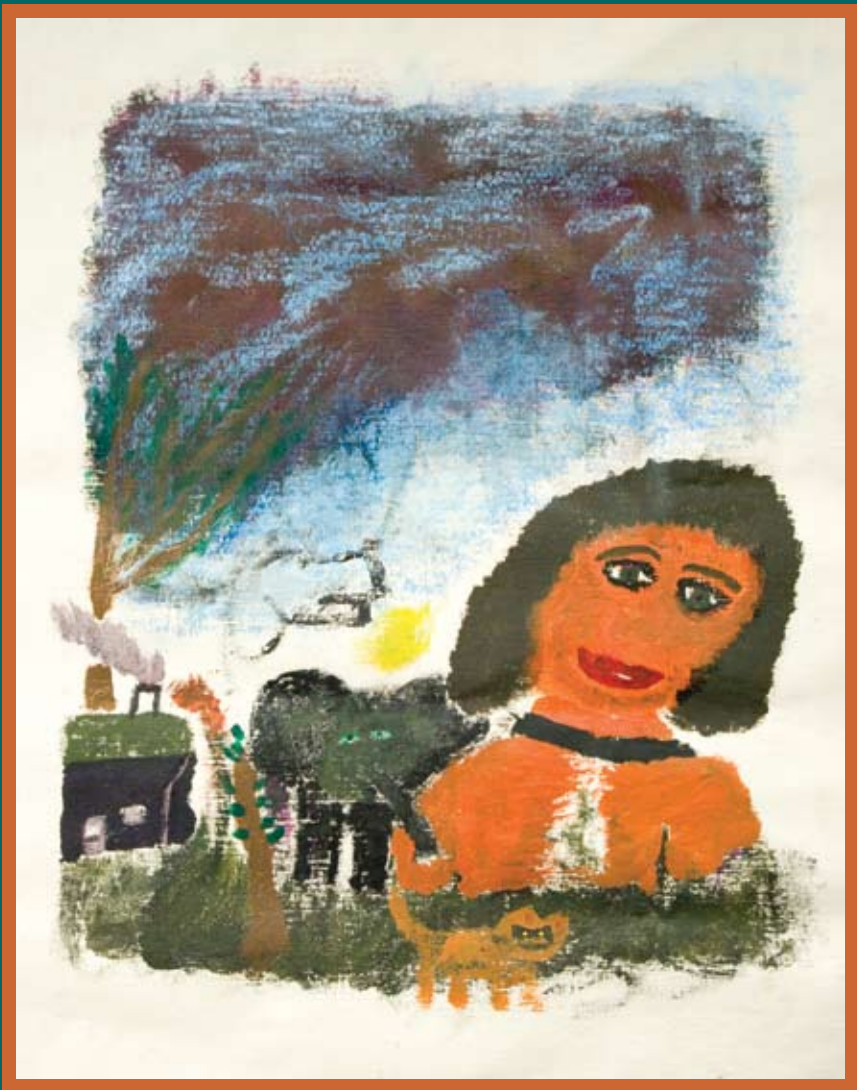
We encourage you to give us feedback on the services and/or supports you receive through Northern Lakes Community Mental Health and its providers. Please share your feedback through your case worker or Customer Services staff.

We also encourage you to participate in our system by attending board meetings and/or getting involved with a committee. Your worker or Customer Services staff can tell you about the options available for consumers to participate in our system.

Notes

TO REACH YOUR LOCAL CUSTOMER SERVICES STAFF

in Crawford, Missaukee, Roscommon and Wexford Counties, call **(231) 876-3246** [TDD-TTY: **(231) 876-3281**]
or in Grand Traverse and Leelanau Counties, call **(231) 933-4907** [TDD-TTY: **(231) 935-3871**]
or toll free **(800) 337-8598**.



Kimberly R. Robertson

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