



## Extra Help & Care

The **CHAT Program** “wraps an extra layer of help and care” around people who are enrolled.

It is for people who meet the qualifications, including living in one of Northern Lakes CMHA’s six counties.

The **CHAT Program** includes a **Comprehensive Health Assistance Team** who will work with you to coordinate, support, and help manage your health care and social needs.

With this extra support, you can take control of your care.

■ *For those already receiving Northern Lakes services, the CHAT Program will be **in addition to your current services with no extra charge.** Call (231) 935-3657 for information.*

## Whom to Contact

If an individual is at immediate risk of seriously harming themselves or someone else call 911

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For crisis call 1-833-295-0616 (TTY 711)

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To access services call (231) 922-4850 or 1-800-492-5742 or one of the four offices listed below

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To access Substance Use Disorders Services call NMRE 1-800-834-3393

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For Customer Services call 1-800-337-8598

OFFICE HOURS MONDAY-FRIDAY 8 AM-5 PM

### ADMINISTRATIVE OFFICE

105 Hall Street, Suite A  
Traverse City, MI 49684  
(231) 922-4850

2715 South Townline Road  
Houghton Lake, MI 48629  
(989) 366-8550

527 Cobb Street  
Cadillac, MI 49601  
(231) 775-3463

204 Meadows Drive  
Grayling, MI 49738  
(989) 348-8522

[northernlakescmh.org](http://northernlakescmh.org)

If you speak a language other than English, language assistance services, free of charge, are available to you. Call Customer Services 1-800-337-8598 (TTY 711). Northern Lakes Community Mental Health Authority (NLCMHA) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. NLCMHA is a member of Northern Michigan Regional Entity ([www.nmre.org](http://www.nmre.org)) and receives its principal funding from the Michigan Department of Health and Human Services.

This information was reviewed by consumers.

April 2022



## CHAT Program

Comprehensive Health Assistance Team

Helping you achieve your health and wellness goals



Extra Help & Care

[www.northernlakescmh.org](http://www.northernlakescmh.org)



### There are 6 main services provided:



#### **Comprehensive Care Management**

A Care Manager will help you identify and achieve your health and wellness goals.



#### **Care Coordination**

Coordinate with your current provider(s) or access new provider(s) including specialists, with care tailored to your specific needs.



#### **Health Promotion**

Access health education opportunities and resources.



#### **Transitional Care**

When you have a change in your care needs, such as leaving the hospital, our team can support you and make sure you have what you need to be safe and healthy.



#### **Individual and Family Support**

Community health workers, peer supports, peer recovery coaches, support groups, self-care programs are all available to you.



#### **Referral to Community and Social Support**

We will help you find resources closest to your home and help you access these resources.

## PROGRAM OBJECTIVES

Through the delivery of core services, the **CHAT Program** seeks to:

- Improve your health outcomes.
- Coordinate and provide all of your healthcare needs.
- Increase access to care.
- Increase hospital post-discharge follow-up.
- Reduce unnecessary hospital and emergency department visits.

## ELIGIBILITY

- You have Medicaid, Healthy Michigan Plan, or MICHild.
- You have a qualifying healthcare condition.
- You live in one of Northern Lakes' six counties (Crawford, Grand Traverse, Leelanau, Missaukee, Roscommon, Wexford).