



CHAT Program

Comprehensive Health Assistance Team

 Helping you achieve your health and wellness goals

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**.

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.



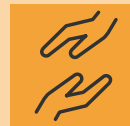
Transitional Care

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.



GET STARTED TODAY

CALL US
(231) 935-3657

A team member will be reaching out to you to discuss enrollment and how this will benefit you. If you have any questions, please call (231) 935-3657.

Frequently Asked Questions

Why do I want to be a part of the CHAT Program?

By being a member, you get:

- » **Safety net** – an extra layer of care to address your complete health and social needs, to feel better and avoid needing hospital care.
- » **Extra help and attention** » **Access to a Registered Nurse** – You can call our Information Line and talk about concerns and ask questions about your health.
- » **Extra coordination** – connecting all your healthcare providers for your benefit.

Why is the CHAT Program available? Are there costs?

The **CHAT Program** is being offered under different names in many places around the country with great results. Northern Lakes CMHA and one other Community Mental Health service program were chosen by the State of Michigan to test the project in two counties. The test showed that people got healthier and costs went down! As a result, the state expanded the program and it is now available across the region.

The **CHAT Program** is for a select group of people who live in the six counties served by Northern Lakes. The program is free and will not change your existing benefits in any way, except to add to them.

We are excited to be able to offer **this extra help and care** to those who qualify!

Do I have to change my primary care doctor in order to participate in the CHAT Program?

No. Anyone can participate in the **CHAT Program** while continuing ongoing treatment with their primary care doctor of choice.