

HURON BEHAVIORAL HEALTH

*HELPING PEOPLE . . .
. . . MAKING LIFE WORK*



*Your Guide to
Community Mental Health Services*

*You may ask for this guidebook in other formats,
such as audiocassette and other languages.*

Huron Behavioral Health...

Helping People...Making Life Work

Our Mission

The mission of Huron County Mental Health Services board is to ensure quality services to consumers and to achieve the best possible outcome for individuals, families and the community within the limits of our resources.



Welcome to Huron Behavioral Health... Where Quality Services and Caring Staff Make the Difference!

Huron Behavioral Health has been providing mental services in Huron County since 1971. The agency and programs have grown to meet the changing needs of the people living in our county.

Michigan Department of Community Health, and the Council of Accreditation (COA) regularly survey our agency. Huron Behavioral Health has scored many high ratings in areas of treatment quality of care and services to people.

But what is more important is what our consumers say about us. From time to time we ask them and always welcome their comments.

- In a recent survey over 88% of those asked said they were satisfied, or very satisfied with our service and staff.
- Over 85% of those asked said they would recommend us to family and friends.
- One consumer said “Doctor and staff are wonderful. Understanding and really helpful. Thanks for being there for us.”

***Huron Behavioral Health...
Helping People...Making Life Work***

Our Offices Are Located At...

MAIN OFFICE

1108 South VanDyke

Bad Axe, MI 48413

(989) 269-9293

Toll Free 1-800-356-5568

TTY (989) 269-8966

After Hours Emergency Services **1-800-356-5568**

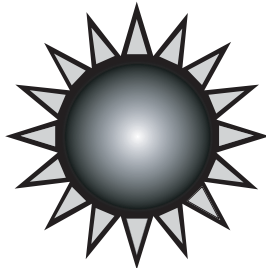


OFFICE HOURS

Monday–Friday

8:30 A.M. to 5:00 P.M.

Evening and Saturday appointments
available upon request.



Mental Health Matters

...Everyday!

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Keep this guidebook in a place where you can find it easily. You will find answers to most questions in here.

We are pleased to welcome you to our family of services. We are your local provider of mental health services. This Guide to Community Mental Health (CMH) Services has been given to you to help answer most of the questions you might have. We invite you to look it over and learn more about us. If you have any questions, please contact us. We are here to help you.

Who We Are...

We are a governmental non-profit Michigan Community Mental Health Authority that provides all public mental health services in your county. Under contract with and funded by the Michigan Department of Community Health, we serve adults, children and families who have serious mental illness and/or developmental disabilities.

Services are provided to people without regard to race, color, nationality, religion, political beliefs, gender, age, health status, disability, or ability to pay and as defined in Michigan's Mental Health Code.

Access Alliance of Michigan

We are a member of the Access Alliance of Michigan (AAM), a family of community mental health providers joined together to give you excellent, quality care.

Access Alliance of Michigan is a division of Bay-Arenac Behavioral Health Authority. The Access Alliance also includes Huron Behavioral Health, The Montcalm Center for Behavioral Health, Shiawassee County CMH Services, and Tuscola Behavioral Health Systems.

You may ask for more information on the structure and operations of Access Alliance of Michigan or Bay-Arenac Behavioral Health by contacting either of the following:

Access Alliance of Michigan
1-800-448-5498

Bay-Arenac Behavioral Health Authority
(989) 895-2300

How to Get Care...

If you think you may need help with a mental health problem, please call us. During regular office hours, (Monday through Friday, 8:00 a.m. to 5:00 p.m.) a staff person is here to help you and direct your calls to the right person.



Access Center
1-800-448-5498

You will speak with a professional in our Access Center who will help you decide if mental health services are what you need and how we can best help you. At this time you will be asked for some basic information. In order to get the best care possible, you need to tell us about past hospitalizations, treatment, medications and anything else about your health. You must also tell us about any insurance information. Once it is decided that you could benefit from mental health services, an appointment is made.

What to do in an Emergency

After regular office hours our Emergency Service is ready to help you with mental health emergencies. If you are in a life-threatening situation, you should call 9-1-1 right away, or you can go to your local hospital emergency room. Prior authorization (our approval) is not required for mental health emergency services. For all other emergencies, trained, caring staff are available 24-hours a day, 7-days a week including weekends and holidays to help you.

Coverage When Traveling

If you have a mental health emergency when you are away from home, you should go to the nearest hospital or contact the community mental health office where you are. The staff will contact Access Alliance of Michigan to arrange for your care. You may also call us and we will help you find the nearest services.

**You should always
carry your Medicaid
and/or insurance
cards with you.**

Language

English is the main language spoken by our staff. You can ask us for an oral interpreter, or an interpreter for other languages, including American Sign Language, free of charge. In addition, AAM has the ability to process service requests using TTY/TDD for hearing impaired/auditory challenged customers.

Transportation

If you need help getting to your mental health appointments, please let us know. We will do our best to help you find transportation.



Confidentiality & Your Rights...

Confidentiality

When you meet with your mental health worker, you often share personal information. You can feel safe that what you tell us will be private. As you may know, confidentiality is required by law. Your rights and other important information are outlined in *“Your Rights” - When Receiving Mental Health Services in Michigan.*

Your Rights

You have the right to get the care you need, which means you should expect to:

- Receive mental health care without discrimination.
 - Be treated with respect, dignity, and privacy.
 - Know the credentials of your mental health provider.
 - Know the details about your mental health care.
 - Have things explained to you so that you understand and receive information and services in a language you understand. Interpreters are available free of charge.
 - Be listened to by the people helping you.
 - Be involved in a Person Centered Planning process.
 - See and add information to your records.
 - Seek a second opinion.
 - Make a complaint without penalty.
 - Refuse care, without penalty, unless it is court ordered, or will endanger you or others.
 - Be protected from neglect, abuse, or being taken advantage of.
 - Ask for and get the information listed in this handbook at least once a year.
-

HIPAA Privacy Rights

The Health Insurance Portability Accountability Act is a federal law that protects your privacy. We are required to inform you of your rights under this law. This is a short summary of your rights. A longer version with more information is available upon request and a copy is given to you when you begin services with us. If you have questions or concerns, you may ask to speak to the Privacy Officer at your local CMH or at AAM at 1-800-448-5498.

- We will use or share your private information with others as necessary for treatment. We may also use or share your information to get paid for our services and to run our agency.
 - We may remind you of your appointment by sending a postcard or leaving a message on your answering machine. You may ask us not to do these things.
 - If we need to share your information for other reasons, we will ask you to sign a special form. If you change your mind and tell us, we will stop sharing the information.
 - You have the right to see the information we have about you and to get copies of that information. If we refuse your request we must tell you the reason.
 - If you think that the information you saw is wrong, you can write to us and ask us to change it. We do not have to agree to change the information. If we do not agree we have to tell you why.
 - You can get a list of the people we have shared your information with. If we shared the information to treat you, to receive payment, or to run our agency, it will not be on the list.
 - You can ask us not to use your information in a certain way. You may also ask us not to share your private information with certain people. We do not have to agree to these requests.
 - You can ask that we send your mail to a certain address or that we only call you at a certain time or place.
 - You have the right to complain to our Privacy Officer if you think that we did not follow these rules.
-

Resolving Concerns...

If you have Questions or Concerns

If you have questions, or are not happy with the services we provide, you need to tell someone. The quickest way is by talking with your mental health worker. You may contact our Customer Service Representative. This person is ready to answer questions and help solve problems. You may also file a complaint in writing at any time if you are not satisfied with any aspect of service. **We are committed to resolving your concerns as quickly as possible.**

If you think your Rights have been Violated

If you think your rights have been violated, you should contact our Recipient Rights Officer. Your rights are outlined in *“Your Rights” - When Receiving Mental Health Services in Michigan.* You can ask for this booklet and a copy is given to you when you begin services with us. Your complaint should include what the problem is and what you think will resolve your concern. The Recipient Rights Officer will determine if a Recipient Rights violation has occurred, and may make recommendations about what should be done to correct the problem. If the Rights Officer investigates your complaint and you disagree with the findings, you have the right to file an appeal.

**Rights protect you
from abuse, neglect,
and unfair treatment.**

Appeals, Grievances & Dispute Resolution Process

All consumers have the right to receive notice and file an appeal (a disagreement) regarding a decision to deny, suspend, terminate, or reduce services by contacting a Customer Services Representative at your local CMH or at Access Alliance of Michigan (1-800-448-5498). You also have the right to request and receive help from us with this process. A Customer Services Representative will explain your appeal options and assist you in accessing the local dispute resolution process.

Appeal process for persons without Medicaid Insurance

If you disagree with a decision made at the local dispute level, you may have the right to file a request with the Michigan Department of Community Health Alternative Resolution Process. A Customer Service Representative can help you access this process.

When writing to us, always include your name, birth date, address, phone number, and if you have Medicaid, your Medicaid number.



State Fair Hearings (for persons with Medicaid)

If you have Medicaid, you have the right any time you disagree with a decision to deny, suspend, terminate or reduce services to ask for a Medicaid Fair Hearing, at the same time or instead of using the local dispute resolution process. This hearing is conducted by an Administrative Law Judge from the Administrative Tribunal, a branch of the Michigan Department of Community Health. You may ask for a Fair Hearing Request form from us. If requested, we will also help you in completing the Fair Hearing Request form. Your services may continue if you file a request for a Fair Hearing before services are scheduled to change.

You may be responsible to pay the cost of services provided while the appeal is pending, if the final decision is not in your favor.

For more information on or help with any of these processes, please contact your local Community Mental Health or Access Alliance of Michigan.

Your Responsibilities...

- Treat your caregivers with respect.
- Please make every effort to keep scheduled appointments and arrive on time. If you cannot keep an appointment for any reason, we ask that you contact us at least 24 hours in advance so that we can use this time for someone else. We will help you reschedule your appointment for as soon as possible.
- Bring your Medicaid or insurance card and identification with you every time you visit.
- Because we want you to get the best service possible, we ask that if your children are not participating in services with you, you make arrangements for child care while you are receiving services. Our staff cannot take responsibility for supervising children.
- Participate in your care. Help develop your Person Centered Plan. Ask questions so you understand your care and any instructions you may be given. Take your medications as prescribed.
- Tell us of any problems, needs or suggestions you may have regarding services.

**We're working
together on your
behalf.**



Service Authorization

Services must be pre-authorized (approved) to assure payment. Only persons approved by this agency or your Medicaid HMO will be provided services. **We will not pay for services without proper authorization (our approval).**

- Your Medicaid HMO determines authorizations for Medicaid covered services. You may call our office or your Medicaid HMO for information regarding service authorization.
- For individuals with Medicare or without insurance, we will pre-authorize (pre-approved) services.
- If you have private insurance, you may need to contact your insurance company to obtain authorization (approval) for services. The insurance company will determine the amount and type of services for which you are eligible, based on your coverage.

Mental Health services must be medically necessary. This means that the services to be provided are needed to assure appropriate assessment and treatment of a mental illness. Individuals who meet the definition of having a developmental disability as defined in the Michigan Mental Health Code are also eligible for services. Services that are considered ineffective, experimental, or inappropriate will not be approved.

If you should disagree with a decision made, you have the right to ask for a second opinion and/or make a complaint. Please refer to the “Resolving Concerns” section in this guidebook.

Making Payment



At the time of your first scheduled visit with us, you will meet with a financial staff person who will review with you the financial and insurance information you have been asked to bring and will establish your Ability to Pay.

Your Ability to Pay is determined based on your income and family size. Fees are assessed on a sliding fee scale established by the Michigan Department of Community Health.

A new determination may be completed if we are informed of a significant change which may affect your Ability to Pay and / or insurance coverage. In addition, we will annually re-determine the insurance coverage and Ability to Pay of everyone who continues to receive our services.

You have the right to disagree with an Ability to Pay determination by contacting us in writing of your desire for a re-determination.

Mental Health Services...

Person Centered Planning

Everyone we serve has different needs. To make sure you benefit from the help we provide, we will work with you to design a Person Centered Plan.

Person Centered Planning is an opportunity for you to talk about your needs, preferences, and desires with those who care about you.

Person Centered Planning is a service planning process to help you identify and plan for present and future desires. When you create your plan, you will decide what you want to achieve as a result of receiving services. These are your desired outcomes. The plan will identify the supports and services you need and want and how to use them. The plan will include how often progress toward your desired outcomes will be reviewed.

Self-Determination

Self-determination is a belief that adults needing specialty services for a community mental health agency should have a voice and choices about who provides them with services.

Person Centered Planning and Self-Determination help to make sure you get the services and supports you want and need.

CMH Specialty Services

If you have Medicaid, the following services are covered by Medicaid when eligibility and prior approval requirements are met and when services are available in your area. If you have insurance other than Medicaid, or no insurance you may also receive these services based on eligibility, prior approval and availability.

- Assertive Community Treatment
 - Assessment & Testing
 - Health Assessment,
 - Psychiatric Evaluation,
 - Psychological Testing,
 - Other Assessments & Testing
 - Behavioral Management Review
 - Child Therapy
 - Clubhouse Psychosocial Rehabilitation
 - Crisis Interventions
 - Crisis Residential Services
 - Day Activity
 - Family Therapy
 - Health Services
 - Home-Based Services
 - Individual / Group Therapy
 - Inpatient Psychiatric & Partial Hospitalization
 - Intensive Crisis Stabilization Services
 - Medication Administration
 - Medication Review
 - Nursing Facility Mental Health Monitoring
 - Occupational Therapy
 - Personal Care in Specialized Setting
-

- Physical Therapy
- Psychiatric Consultation Services
- Speech, Hearing, & Language Services
- Substance Abuse Services
- Targeted Case Management
- Treatment Planning
- Information about the availability of Children's Home and Community Based Services Waiver and Habilitation/ Supports Waiver for Persons with Developmental Disabilities may be requested from us.

Alternative Services

If you have Medicaid, insurance other than Medicaid, or no insurance, you may be able to receive the following services based on eligibility, prior approval and availability.

- Community Inclusion and Integration Services
Community skill training & support
Skill building assistance
 - Crisis Response: Extended Observation Beds
 - Family Support Services
Family skills development, & Respite Care
 - Housing Assistance
 - Peer-Delivered or Operated Support Services
Drop-in Center
 - Prevention & Consultation Services
 - Specialized Behavioral Health Wraparound
Services for Children and Adolescents
 - Supported Employment
-

Services Not Covered by Medicaid:

- Services that are covered by another insurance program
- Services for which you are determined to be ineligible by the Access Center
- Psychological evaluation per court order (except for guardianship)
- Prescriptions

You can receive the following information about services by calling Customer Services at Access Alliance of Michigan at 1-800-448-5498:

- Names, locations, telephone numbers, and non-English languages spoken by current contract providers.
- The description, amount and duration of benefits available.
- Any limitations of freedom of choice among network providers.
- How to receive benefits, including family planning services, from out-of-network providers.

Advance Directives

Advance Directives are directions for what you would like to happen in case of a medical emergency. You can find more information about the Advance Directive law in Michigan and your rights under this law at your local community mental health agency or from your primary care physician.

Your Opinion...

We value you as our customer and welcome your comments and suggestions. Your opinions are voluntary, but important to us. We use the information you tell us to make sure we give you the very best care.

From time to time you may receive a survey from us asking you about your satisfaction with our services, or you can pick one up at our agency.

You can also be part of the decision-making process by becoming involved with our Consumer Advisory Council. The main goal of a Consumer Advisory Council is to get consumer input into the development and improvement of policies, procedures, and operations of Community Mental Health. To learn how you can become involved, by contacting your local Community Mental Health Agency.

Advocacy Groups...

Alliance for the Mentally Ill
921 North Washington
Lansing, MI 48906
1-800-331-4264

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

Association for Children's
Mental Health
1705 Coolidge Road
East Lansing, MI 48823
517-336-7222

Michigan Disability Rights
Coalition
241 W. Saginaw,
Suite 450
East Lansing, MI 48823
1-800-760-4600

Michigan Protection &
Advocacy Services, Inc.
106 W. Allegan
Suite 300
Lansing MI 48933
1-800-288-5923

Michigan Self Help
Clearinghouse
1-800-777-5556

Parent Helpline
1-800-942-4357

United Cerebral Palsy-
Michigan
320 N. Washington Square
Suite 60
Lansing, MI 48933
1-800-828-2714

Michigan Relay Center
155 Henrietta
Birmingham, MI 48009
1-800-432-5413
www.michiganrelay.com

Customer Services...

Please contact the **Access Alliance of Michigan**, Customer Service Department at **1-800-448-5498** or **Huron Behavioral Health**, Customer Service Specialist, at **(989) 269-9293** to find out more about:

- Covered Services
- Benefits
- Eligibility Requirements
- Your Rights
- Grievance and Appeal Process
- Other Questions or Concerns



Office of Recipient Rights

FOR ADDITIONAL ASSISTANCE CALL:

Sue Romzek
Recipient Rights Officer/Grievance and Appeals
Coordinator

Huron Behavioral Health
1108 South VanDyke
Bad Axe, MI 48413
(989) 269-9293

GUIDELINES FOR HBH CONSUMERS and WORKERS

We are responsible to:



- Work together as a team on all issues
- Treat each other with respect and dignity
- Maintain each other's confidentiality and privacy
- Be on time for appointments and activities or cancel at least 24 hours in advance, except in cases of an emergency
- Stay within your designated area
- Smoke only in designated smoking areas
- Respect HBH property, equipment, or facilities
- NEVER use threatening, intimidating, or dangerous behaviors, or inappropriate touching
- NEVER use profanity or vulgar language
- NEVER show up for work, appointments or group sessions under the influence of drugs or alcohol

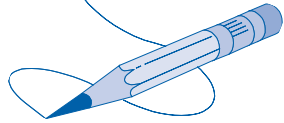
Consumers are responsible to:

- Pay fees as determined by the ability-to-pay fee schedule
- Tell staff of any language or physical barriers, or if you need any special accommodations (such as an interpreter)

***Consumers and Workers of HBH shall abide by
the above guidelines.
If guidelines are not followed, employment or services
may be suspended or terminated.***

Important Names and Phone Numbers

Please fill out and keep this where you can easily find it.



My Identification Number is: _____

My Mental Health Worker is: _____

Phone: _____

My Psychiatrist is: _____

Phone: _____

My Medical Doctor is: _____

Phone: _____

My Pharmacy is: _____

Phone: _____

I am allergic to: _____

I take the following medications on a regular basis: _____

In case of emergency call: _____

Phone: _____

Notes: _____

Huron Behavioral Health...

Helping People...Making Life Work



An Outpatient Mental Health and Substance Abuse Clinic focusing on Individual, Family, Group Therapies and Specialty Mental Health Services.

(989) 269-9293
After Hours 1-800-356-5568

Proud Partners of ***Access Alliance of Michigan***
1-800-448-5498

COA
Accredited



Council on Accreditation
Of Services For Families
And Children, Inc.

Community Mental Health Services are funded in part by the Michigan Department of Community Health and your local County Commission.

Published 10/2004. Information in this guide book is subject to change.