



Orientation to Services

24-Hour Access & Crisis Line: (800) 632-5449

Customer Services: (877) 275-5887

Compliance Hotline: (877) 277-0005

Recipient Rights: (269) 441-5999

www.summitpointe.org

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WELCOME TO SUMMIT POINTE

This Guide to Services has been prepared for you to provide important information about the services available to residents of Calhoun County, how to request services, and about your rights and responsibilities as a customer of mental health services. We believe it is important that customers of community mental health services have information available that will help them make informed choices about the services and supports they will receive.

Your Orientation to Services handbook can be made available in languages other than English or in other formats (such as audio) free of charge. Keep your Orientation to Services handbook in a place where you can find it easily. This book has the answers to most of the questions you may have. If you have additional questions about the contents of this Guide to Services or if you need any assistance, we encourage you to contact Summit Pointe Customer Services Department at (269) 966-1460 or toll-free at (877) 275-5887. Customer Service is available between 8am and 5pm, Monday through Friday excluding holidays.

GUIDING PRINCIPLES AND VALUES

At Summit Pointe, we share a common goal of providing quality and compassionate mental health, developmental disability, and substance use disorder services to the community we serve. To achieve this, we are committed to these five core principles and values:

1. **Strive to Deliver the Highest Quality in Customer Services.** Our highest priority is caring for the customers we serve, their families, and their advocates- each and every day.
2. **Build a Workplace of Excellence.** We are committed to providing employees with an environment based on mutual respect and one that encourages personal and professional growth
3. **Bring Innovation to Work.** We encourage employees to use their entrepreneurial and creative side to help develop better solutions to meet the needs of our customers, our community, and our organization.
4. **Act with Fiscal Responsibility and Confidentiality.** As an entity entrusted with public funds, we are fiscally responsible and only submit claims for services that were

reasonable and necessary. We also respect and guard our customers' privacy and protect against the disclosure of personal health information.

5. **Create Community Value.** We take pride in being the community mental health services program for the county of Calhoun, and as such, a vital resource to the community we serve.

Locations and Hours of Operation:

<p><u>Summit Pointe-First Step</u> 175 College St. Battle Creek, MI 49037 Phone: (269) 966-1460 Recovery Coach Line: (269) 441-6060 TYY: 711 (MRC)</p> <p><i>Business Hours:</i> 24 Hours Daily</p>	<p><u>Summit Pointe-College Street</u> 175 College St. Battle Creek, MI 49037 Phone: (269) 966-1460 TYY: 711 (MRC)</p> <p><i>Business Hours:</i> Monday and Wednesday: 8:00am-8:00pm Tuesday: 8:00am-7:00pm Thursday and Friday: 8:00a-5:00pm</p>
<p><u>Summit Pointe-South</u> 3630 Capital Avenue S.W. Battle Creek, MI 49015 Phone: (269) 979-8333 TYY: 711 (MRC)</p> <p><i>Business Hours:</i> Monday-Thursday: 8:00am-8:00pm Friday: 8:00am-5:00pm</p>	<p><u>Summit Pointe-Albion</u> 301 E. Michigan Ave Albion, MI 49224 Phone: (517) 629-5531 TYY: 711 (MRC)</p> <p><i>Business Hours:</i> Monday: 8:00am-8:00pm Tuesday-Friday: 8:00am-5:00pm</p>
<p><u>Summit Pointe-Autism Center</u> 155 Garfield Avenue Battle Creek, MI 49037 Phone: (269) 441-2700 TYY: 711 (MRC)</p> <p><i>Business Hours:</i> Monday-Thursday: 8:00am-8:00pm Friday: 8:00am-5:00pm</p>	<p><u>Summit Pointe-Roosevelt</u> 215 E. Roosevelt Battle Creek, MI 49037</p> <p><u>Summit Pointe-Downtown</u> 140 W. Michigan Ave Battle Creek, MI 49037</p>

STANDARDS OF PROFESSIONAL CONDUCT

At Summit Pointe, we take pride in our shared vision to provide high quality and professional mental health, developmental disability, and substance use disorder services to our customers. To make that vision a reality, and to achieve the orderly and efficient operation of our organization, employees must maintain discipline and proper personal standards of conduct at all times. Every employee is required to follow our code of ethics and conduct, which covers respectful and dignified treatment of all customers, their family members, guardians, and representative, privacy of customer information, ethical behavior and documentation, professional relationships with customers and co-workers, amongst other things.

CULTURAL SENSITIVITY

The goal of Summit Pointe is to provide culturally sensitive services to all customers of all our services. We recognize that cultural issues are not limited to ethnicity, but may also include religious, disabilities, rural, or other issues. Our staff members are trained to respect the unique values and norms that shape individuals seeking treatment. If you feel that a provider is not being sensitive to your culture and you would like to file a grievance, please contact Summit Pointe's Customer Services Department.

NON-DISCRIMINATION

Summit Pointe complies with applicable Federal and State civil rights laws and does not discriminate on the basis of race, national origin, color, sex, disability, religion, age, height, weight, familial status, partisan considerations, or genetic information. Sex-based discrimination includes, but is not limited to, discrimination based on sexual orientation, gender identify, gender expression, sex characteristics, and pregnancy. Summit Pointe does not exclude people or treat them differently because of any of these categories. If you believe that Summit Pointe, or one of the providers we contract with, has discriminated in any way based upon race, color, national origin, age, disability, or sex, you can file a grievance with our Customer Services Department.

If you are a person who is deaf or hard of hearing and would like to file a grievance, you may contact our Customer Services Department. MI Relay Service can also assist in connecting you to our Customer Services Department by calling 7-1-1. You can file a grievance in person, by mail, fax or email. If you need help in filing a grievance, Customer Service is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

You may also file a grievance electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

**U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building Washington, D.C. 20201
Toll-free: 1-800-368-1019**

Bengali	ল" # ক%নঃ যিদ আপিন বাংলা, কথা বলেত পােরন, তাহেল িনঃখরচায় ভাষা সহায়তা পিরেষবা উপল< আছ। ?ফান ক%ন ১-877-275-5887 (TTY ১-711)
Polish	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 877-275-5887 (TTY:711).
German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer 877-275-5887 (TTY:711).
Italian	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 877-275-5887 (TTY:711).
Japanese	注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。 。877-275-5887（TTY:711）まで、お電話にてご連絡ください
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 877-275-5887 (телетайп 711).
Serbo-Croatian	OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 877-275-5887 (TTY Telefon za osobe sa oštećenim govorom ili sluhom 711).
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 877- 275-5887 (TTY: 711).

ACCESSIBILITY AND ACCOMMODATIONS

In accordance with federal and state laws, all Summit Pointe buildings and programs are required to be physically accessible to all individuals with 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. If you need more information or if you have questions about accessibility or service/support animals, contact Summit Pointe's Customer Services Department.

If you need to request an accommodation on behalf of yourself or a family member or a friend, you can contact our Customer Services Department. 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 provider location is responsible to handle accommodation requests.

Community Electronic Health Record (CEHR)

A free, confidential, and easy to use customer portal that allows for yourself and/or your guardian to communicate and share information with your Summit Pointe case holder wherever Internet is available.

Benefits Include:

- Viewing your appointments online.
- Sending messages to your Summit Pointe Provider or physician.
- Signing documents.
- Filling out forms.
- Download or email your health information to another provider.
- Checking your lab results.
- Viewing a list of your medications.
- Viewing your history of vital signs.
- Accessing behavioral health resources shared by your provider.

Go to www.MyCEHR.com. First time logging in? Contact your provider or support staff for instructions on how to set up for account.

CARF ACCREDITATION

Summit Pointe is accredited through the **Commission on Accreditation of Rehabilitation Facilities (CARF)**. At Summit Pointe we want to include you in every step of your treatment. The CARF standards are centered on a person-first philosophy. By implementing CARF standards, Summit Pointe continues to strengthen our person-centered focus on services to enhance the quality of life of the individuals we serve.

Throughout the next year, you will hear of opportunities to provide us with feedback on how we are doing. We hope you will take the opportunity to join us in completing customer satisfaction surveys but please feel free to provide us feedback at any time.

Certified Community Behavioral Health Clinic (CCBHC)

Summit Pointe is providing more support to fill the gap between physical and mental health. Summit Pointe is a Certified Community Behavioral Health Clinic (CCBHC) standards enhance Summit Pointe services for all persons at every stage of their lives regardless of their age, insurance status, or ability to pay.

EMERGENCY AND AFTER-HOURS ACCESS TO SERVICES

Summit Pointe provides 24 hour a day emergency services and crisis response. Services are designed to meet the mental health crisis needs of current consumers as well as the general public who reside in Calhoun County. The standard for whether or not a crisis exists is a "prudent layperson" standard. That means that a prudent layperson would be able to determine from the individual's symptoms that crisis services are necessary.

A "behavioral health emergency" is:

- when a person is experiencing symptoms and behaviors that can reasonably be expected in the near future to lead him/her to self-harm another; and/or

- Because of his/her inability to meet his/her basic needs they are at risk of harm; and/or
- The person's judgment is so impaired that he/she is unable to understand the need for treatment and that their condition is expected to result in harm to him/herself or another individual in the near future.

You have the right to receive emergency services at any time, 24-hours a day, and seven days a week, without prior authorization for payment of care. If you have a behavioral health emergency, you should seek help right away.

At any time during the day or night, you can call Summit Pointe's 24-hour crisis line or walk into Summit Pointe First Step 24-hour crisis line: 1-800-632-5449

You can also call 911 or go to your nearest hospital emergency room.

In a "medical emergency," if you have Medicaid, you will not need to pay for emergency services, or for tests or treatment needed to diagnose or stabilize the emergency medical condition. You are also not responsible for payment of ambulance services if other means of transportation would endanger your health. If you do not have Medicaid, you may be responsible for costs associated with the treatment you receive. You may go to any hospital emergency room or other setting for emergency services.

Please note: If you utilize a hospital emergency room, there may be health care services provided to you as part of your hospital treatment for which you may receive a bill and may be responsible for, depending on your insurance status. These services may not be part of the PIHP emergency services you receive.

HEALTH AND SAFETY

Summit Pointe is committed to providing a safe and healthy environment. Staff are trained in first aid, CPR, workplace safety, non-violent crisis intervention and emergency procedures. First aid kits are located at the front desk at each Summit Pointe site, as well as multiple other areas around the buildings. Summit Pointe does not employ seclusion or restraint practices. We work closely with the local authorities to promote the care, welfare, safety and security of all persons.

Our goal is to prevent unsafe situations from occurring and ask for your assistance in maintaining a safe environment. The staff of Summit Pointe has a primary responsibility for the safety and well-being of all customers, co-workers and the public and will work towards maintaining a safe and healthy environment. If at any time you see or feel that there is something that is unsafe, please inform someone and it will be taken care of as soon as possible.

MEDICAL EMERGENCIES

For medical emergencies please call 911

You are not expected to help if there is a medical emergency. Your responsibility is to notify the staff immediately of the nature of the emergency and the staff will take any and all appropriate action.

THREATENING OR VIOLENT EMERGENCY SITUATIONS

In the event of threatening or violent emergency situations, it is Summit Pointe's policy to contact law enforcement and to take steps to ensure the safety of staff and customers.

EMERGENCY DRILLS

For fires and other disasters, including fire drills, it is expected that customers follow all instructions and directions given by staff and leave the building by the emergency exits or as instructed by staff. Customers are required to respond promptly to all emergency drills including:

- Fire.
- Bomb.
- Violence.
- Medical Emergency.
- Natural Disaster.
- Utility: Power/Water Outage or Failure.

Each Summit Pointe building has a site map at each entrance that shows the closest exit, the location of fire extinguishers and first aid kits. These maps also show the area to go to in the event of severe weather, if there is no time to evacuate to a shelter. You should be aware of these maps and the information that they provide.

INFECTIOUS DISEASE PREVENTION

It is the intent of Summit Pointe to address the needs and protect the rights of the customers, staff and visitors with regard to infectious disease. In order to control the spread of infectious disease, we ask that all customers, staff and visitors wash their hands; after eating, using the bathroom, or smoking; and as often as necessary to keep hands clean.

USE OF TOBACCO

Smoking, smokeless tobacco products and tobacco use, a recognized health and safety hazard, is not permitted in any of the Summit Pointe vehicles, throughout the Summit Pointe facilities or within 20 feet of the main entrance of any building. Smoking is permitted outside in designated areas. These items include, but are not limited to cigarettes or tobacco products, smoking, nicotine or vaping devices, smokeless tobacco, and all other tobacco products. The agency's interest in establishing these policies are not based on moral judgments, or with the specific intent to deny one group of individuals' rights over others, but to establish such controls and safeguards to be in the best interest of the public. Summit Pointe will provide, upon request, information regarding the effects of smoking, smokeless tobacco products, tobacco use and the availability of smoking cessation programs.

SECLUSION AND RESTRAINT

Summit Pointe does not use any methods of seclusion, restraint, restriction of rights or special treatment interventions.

WEAPONS POLICY

Weapons of any sort are prohibited inside any building or on any property owned, leased or rented by Summit Pointe, including vehicles. This policy applies to all personnel, customers and visitors, and will be strictly enforced.

LEGAL AND ILLEGAL DRUGS

Your personal medications are prescribed for you only. Please keep them with you at all times when you are in the building or riding in one of our vehicles. Do not share your medications with anyone else, including any over-the-counter medications.

Illegal substances, drug paraphernalia, and alcohol are prohibited inside any Summit Pointe building or vehicle. If a customer is under the influence of drugs or alcohol, Summit Pointe will take appropriate actions to ensure the safety of staff and customer. This may include but is not limited to contacting emergency services or the customer's emergency contact.

PROGRAM SPECIFIC RULES

Some programs may place restrictions on persons served. You will receive information about events, behaviors or attitudes that may lead to loss of privileges and the means by which you may regain rights or privileges that have been restricted. Talk to the staff providing your services for more information.

If you are ever terminated from services as a result of a suspected or substantiated violation of program rules, you may be able to return to service after a certain period of time or after you have demonstrated you will no longer violate the rule. Each program may have different criteria for reinstatement, and many have agreements that you will be asked to sign when you start services or after an incident occurs. The staff working with you can answer questions about program rules.

NO SHOW/CANCELLATION POLICY

We understand that sometimes situations arise that make it necessary to cancel your appointment. We ask that you give us at least 24 hours' notice prior to your scheduled appointment of the need to cancel. After your first no show, we will try and contact you by phone to re-schedule. We will continue to try and reach you with a letter. Our final outreach attempt will be to send you a notice that your case will be closed. If your case with Summit Pointe is closed, you will be required to complete a new intake.

Summit Pointe understands that your time is very important, too. Your therapist or doctor may need to cancel your appointment. You will be contacted as soon as possible. Summit Pointe staff will help you schedule another appointment.

PAYMENT FOR SERVICES

At the time of your first scheduled visit with your provider, you will meet with an agency 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 (ATP).

Ability to Pay

In a community mental health agency, no one may be denied services because they cannot afford to pay for the service. At your initial appointment and periodically throughout the time you receive services, you will be asked to review your financial information to determine your ability to pay.

Your ability to pay is determined based on your income and family size. Fees are assessed on a sliding scale established by the Michigan Department of Health and Human Services. Any deductible or co-pay you may be responsible for will not exceed your ability to pay. If you disagree with the amount you are asked to pay, you have the right to appeal the amount or ask that it be reduced. If you wish to make an appeal, contact our Reimbursement Team or the Customer Services Department.

Please read your payment agreement thoroughly for additional details related to your ability to pay. It is your responsibility to immediately notify Summit Pointe of any changes in status, income, or insurance. If you do not provide the information needed to determine your ability to pay, or you fail to provide insurance information, you are at risk for being charged the full amount for services.

**Any customer with a mental health or substance use disorder (SUD) ICD-10 diagnosis is eligible for CCBHC services. Customers with a dual diagnosis of intellectual disability/development and mental health and/or SUD are eligible for CCBHC services.*

Medicaid/Medicaid Spend-Down Customers

If you are enrolled in Medicaid and meet the criteria for the specialty behavioral health services, the total cost of your authorized behavioral health treatment will be covered. No fees will be charged to you. If you are a Medicaid beneficiary with a deductible (“spend-down”), as determined by the Michigan Department of Health and Human Services (MDHHS) you may be responsible for the cost of a portion of your services. Only the cost of your authorized mental health or substance use disorder treatment will be covered.

Should you lose your Medicaid coverage, Summit Pointe may need to re-evaluate your eligibility for services. A different set of criteria may be applied to services that are covered by another funding source such as the General Fund, a Block Grant, or a third-party payer.

Uninsured Customers

If you are uninsured or do not have enough insurance coverage, we will help you apply for Medicaid through the local MDHHS office. If you need help with the application, please discuss this with the staff you are working with or call Summit Pointe’s Benefits

Coordinator, and they will assist you and/or link you to someone that can help you. You can also get help at your local MDHHS office. If you are denied Medicaid and would like to appeal the decision, MDHHS has an appeal process that you will be asked to follow.

Private Insurance Coverage Customers

If you have private insurance, the benefit plan from that insurance company will determine your covered benefits services. Support staff will be able to assist you with questions about deductibles and co-pays. The charge for the deductible or co-pay will not exceed your ability-to-pay amount and will not exceed the actual cost of the service to be provided.

Veteran Navigator

Summit Pointe's Veteran Navigator is here to assist Veterans with utilizing resources and navigating services made available throughout Calhoun County, the State of Michigan and the Department of Veterans Affairs. The Veteran Navigator can connect and link Veterans and their families to resources for substance abuse, mental health treatment, physical needs, and housing and food resources. There is no charge for this service for the Veteran and their families and they do not have to be enrolled in any other Summit Pointe program. Summit Pointe's Veteran Navigator can be reached at (269) 441-6051.

HOW TO GIVE INPUT INTO SERVICES

Summit Pointe is dedicated to continuous quality improvement. Your feedback is important to us and is used to monitor our services, develop services, and improve the agency. Our goal is to assist you in achieving your treatment goals for recovery. We want to measure our progress, and your input guides this process. Our tools for obtaining and using your input include satisfaction surveys (both online and paper), staff education, and outcomes management.

Our staff is also available to hear any suggestions, comments, or ideas you have on how we can continue to strive for excellence. You may also call our Customer Services Department at (269) 966-1460 or send an email to customerserviceline@summitpointe.org.

CUSTOMER ADVISORY COMMITTEE

The Consumer Advisory Committee is a group of individuals living with a mental illness and/or intellectual/developmental disability and/or substance use disorder (as a primary or secondary customer) who provide feedback and guidance for community mental health services and supports policies, processes, and service delivery. There may be opportunities for participation in work groups with a more specific focus. Please contact Summit Pointe's Customer Services Department for more information.

COORDINATION OF CARE

To improve the quality of services, Summit Pointe wants to coordinate your care with the medical provider(s) 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 your care with all of the providers involved in treating you improves your chances for recovery, relief of symptoms, and improved functioning. Therefore, you are encouraged to sign a “Release of Information” so that information can be shared.

Health care that is coordinated among all health providers has consistently demonstrated improved consumer satisfaction and quality of care. Typically, we will contact your medical doctors when you start services, are hospitalized for a psychiatric emergency, have a change in medications we prescribe, or have a change in the services we are providing to you.

Your therapist, case manager, nurse, peer support, and/or other staff working with you, will be responsible for your service coordination. If you do not have a medical doctor and need one, discuss this with the staff you are working with so they can help you. Or you can contact our Complex Care Team who can assist you in finding a medical provider.

POSSIBLE WAIT LISTS

Community Mental Health must serve the people with the most serious problems first and give care to the people who need it most. Substance use disorder provider must serve certain populations first. Summit Pointe may use a waiting list to keep track of those who are next to receive service. If you are put on a waiting list for the help you need, we will find other ways to help you while you wait. When it is your turn, you will get services.

CUSTOMER RIGHTS & RESPONSIBILITIES

Summit Pointe is committed to providing you the best service based upon your needs. As a customer, you have certain rights and responsibilities, and it is important that you understand them.

YOUR RESPONSIBILITIES:

You can assist us in providing you and other individuals with the best quality care by:

- Providing to the extent possible, honest and complete information needed for person-centered planning and treatment and actively participate in all aspects of the treatment process.
- Follow plans and instructions for care that you have agreed to with your practitioners.
- Working to understand, to the degree possible, your health problems and the agreed upon plan of care.
- Providing complete information regarding any medications being prescribed by other medical professionals or any medications being taken over the counter (including herbal supplements). Let us know what medications you are taking, why you are taking it/them, the proper way to take it/them, and possible side effects of that medication. Take your medications as prescribed. Tell your support staff and/or psychiatrist how medications are affecting you (whether good or bad)
- Making every effort to keep scheduled appointments and arrive on time. If you will be delayed, we ask that you contact the staff person to inform them and to explore if it is still feasible to attend. If you cannot keep an appointment for any reason, we ask that you contact your staff person at least 24 hours in advance so that we can use this time

for another individual. We will assist you in rescheduling your appointment for the earliest available date. Please inform your support staff of any barriers that you are encountering in attending appointments, such as transportation, appointment times, childcare, staff/customer rapport, sensitive topic, etc., so he/she may help brainstorm options to address these barriers

- Presenting your Medicaid card and/or other insurance coverage prior to receiving services.
- Paying all charges that have been determined they may owe and make payments for services on time.
- Letting us know of a change in name, address, phone number, emergency contact, or insurance coverage
- Expressing your opinions, concerns, and complaints in a constructive manner.
- Smoking only in designated areas. Summit Pointe buildings and vehicles are smoke free. Smoking areas are identified, and staff will show you where those designated areas are.
- Treating others with respect and work cooperatively with others.
- Maintaining the confidentiality of other customers/group members
- Ensuring that if you bring children to the agency they are accompanied and supervised by a parent/guardian
- Remaining on the premises when your child is receiving services. Exceptions may include adolescents, 16 and over, that have permission to drive themselves to and from appointments. Summit Pointe reserves the right to cancel any child's appointment when the parent/guardian is unable to remain on the premises. Cancelled appointments will be rescheduled for a time when the parent/guardian is available to remain on the premises.
- Not bringing weapons, illegal drugs or alcohol into a Summit Pointe building or vehicle.
- For the health and safety of customers each program site has evacuation maps, fire extinguishers, and first aid kits available if they are needed. If you have any questions, please ask the staff working with you. In the event of a drill or actual emergency situation, everyone is expected to cooperate with directions that are given.

RECIPIENT RIGHTS:

You have rights when receiving public behavioral health services and or public substance use disorder services. You have the right to get the care you need, which means you should expect to:

- Receive services in a safe, clean, and caring place.
- Be treated with respect and dignity.
- Convenient and timely access to services.
- Get help fast and in a respectful way.
- Use any hospital or other setting for emergency care.
- Be given information about any cost that you will have to pay.
- Be involved in deciding what services you will receive and to decide whether family members and others should be involved.
- Have assistance in locating and obtaining additional available community resources

- Receive behavioral health and substance use disorder services without discrimination.
- Receive information about Summit Pointe, our services, our practitioners and providers.
- Know the credentials of your service provider.
- Know the details about your behavioral health and substance use disorder services.
- Know what you can expect from program staff during your sessions.
- Be informed about your diagnoses and how they relate to your life situation/behaviors.
- Choose who will provide your service(s), as well as to request a change in your service provider(s) if you are not satisfied.
- Have things explained to you so that you understand and receive information and services in a language you understand.
- Have interpretation services provided for you at no cost if English is not your chosen language or you have hearing impairments.
- Receive information on available treatment options, alternatives, as well as expected treatment outcomes.
- Know what your responsibilities are while you are receiving services.
- Have the option to refuse care, without penalty, unless it is court ordered, or will endanger you or others.
- Express preferences about future treatment decisions
- Be aware of and use advocates, (people who will help you make your opinions known) whenever you feel they are needed
- Be free from restraint or seclusion as coercion, discipline, provider convenience, or retaliation.
- Receive the information listed in this handbook at least once a year or when requested
- Know who to contact if you think your rights have been violated.
- Have the option to seek a second opinion (this standard does not apply to SUD Community Grant services).
- Express a complaint/file a grievance Summit Pointe and/or the quality of care that you receive and to have that grievance addressed in a timely manner.
- Personally review mental health information in your record, if you have not been appointed a guardian. If a part of the information in your record would be harmful to you or others, the information believed to be harmful may be withheld and you will be told this has been done. You can appeal this decision. You have the right to access all information in your record entered after March 28, 1996. If you or your legal representative believes that your record contains incorrect information, you may insert a statement to clarify the information. You may not remove what is already in the record.
- Customer who is a child has the right to be represented by a parent, legal guardian, or custodial agency in the development or revision of the plan of care.
- Have all of your needs handled in a confidential way. Your written permission will always be needed to release any information about you, except when:
 - There is suspected abuse or neglect (child or adult), as mandated by State law.
 - You or someone else is determined to be in immediate danger.

- Medicaid or the State asks for clinical information, as applicable.

Your Rights for Behavioral Health Services:

Every person who receives public behavioral 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” and/or “Know Your Rights” brochure. 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. This recipient rights information is also available in other languages and formats.

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. A complaint form is available at all service sites and upon request through your local customer service office or Recipient Rights office.

Your Rights for Substance Use Disorder Services:

If you receive substance use disorder 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 use disorder services in the “Know Your Rights” pamphlet.

Freedom from Retaliation:

If you use public behavioral health or substance use disorder 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 behavioral health system use seclusion or restraint as a means of coercion, discipline, convenience, or retaliation.

*****Additional customer rights can be found in the “Your Rights” booklet you were given*****

CONFIDENTIALITY AND PRIVACY

The agencies authorizing and/or providing services to you must follow laws and requirements about confidentiality and privacy. These laws and other requirements include:

- Michigan Mental Health Code for Mental Health Services
- Rule 42 of the Central Federal Register (42 CFR Part 2) for Substance Abuse Services
- Health Insurance Portability and Accountability Act (HIPAA)

Confidentiality:

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. If you receive mental health services, you may add a formal statement about them if there is something with which you do not agree. Generally, information about you can only be given to others with your permission; however, there are times when your information is shared in order to coordinate your treatment or when it is required by law. If you receive substance abuse services, you have rights related to confidentiality specific to substance abuse services.

Legally Required Appointments:

Summit Pointe works in collaboration with the legal system when appropriate. If you are seeking services as a result of a court order, please let us know. We will not communicate with court staff without your written authorization or unless we are required by law. It is your responsibility to comply with any court ordered treatment. If we have authorization from you, we will report and/or follow up with court staff to inform them of your progress, or lack of progress (*if you are mandated to services*).

Under HIPAA (Health Insurance Portability and Accountability Act), you have been provided with an official **Notice of Confidentiality and Privacy Practices**. This notice tells you all the ways that information about you can be used or disclosed. It also includes 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 Think Your Rights Have Been Violated:

You may contact Summit Pointe's Recipient Rights Office and speak to a Recipient Rights Officer with any questions you may have about your rights or to get help to make a complaint in relation to behavioral health services. You can contact the Office of Recipient Rights at the phone number listed below.

To file a Recipient Rights Complaint with the Office of Recipient Rights you can call:

Summit Pointe Office of Recipient Rights
Recipient Rights Officer: Kent Rehmann
#recipientrights@summitpointe.org
(269) 441-5999
(269) 966-1460 Ext. 1582

CONSENT FOR TREATMENT

You must give informed consent in order to receive treatment. In order to be able to give informed consent you must have:

KNOWLEDGE: You must be told about the risks, benefits, and available alternatives to a course of treatment or medication.

UNDERSTANDING: You must be able to reasonably understand the information you are given including the risks, benefits, available options or alternatives, or other consequences.

Your decision to provide consent must be voluntary. You should not be forced or pressured into a decision. Unless you are a minor or have a guardian, the choice you make should be yours and yours only. It will be requested that the customer or legal guardian sign the “Consent for Treatment” document at the start of services and every year. Consent for treatment can be withdrawn at any time.

Individuals who are court ordered to receive mental health services are not required to consent for treatment. Customers who are minors, 14 years of age or older, may get services without the consent or knowledge of his/her parent but it is limited to twelve (12) outpatient therapy sessions or four (4) months of therapy sessions.

CONSENT FOR FOLLOW-UP

While you are in treatment at Summit Pointe, you may be asked if we can follow up with you after you are done receiving services here. If you are ok with us contacting you after you no longer come here, the provider you are working with will have you sign a form saying that you agree for us to contact you. If you do agree to allow your Summit Pointe provider to follow up with you, but decide later you don’t want them to, you can withdraw this permission at any time.

INFORMED CONSENT TO AUDIO AND/OR VIDEO TAPE

Because Summit Pointe is committed to ensuring we are providing you high quality treatment, you may be asked by your therapist or caseworker to audiotape and/or videotape sessions that are conducted with you. The purpose of audio/video recording sessions is for use in advanced training and supervision. Customers will never be audio/video taped without prior written permission, signed by the customer, parent of a minor or legal guardian. If you do agree to allow your Summit Pointe provider to audio or video record you, but decide later you don’t want them to, you can withdraw this permission at any time. The contents of these recording are confidential and will only be used to provide supervision of the staff that is working with you.

DUTY TO WARN

Under Michigan Mental Health Code, Summit Pointe staff have a duty to warn potential victims of physical violence or disease. This would occur in the event a customer:

- Has communicated the threat of violence against a reasonably identifiable third party, and.
- Demonstrates there is apparent intent; and
- Has the ability to carry out the threat in the foreseeable future.
- Law enforcement authorities will be notified when:
 - Crimes or acts of violence occur against agency personnel or other customers on agency property.
 - Staff, other customers, or the general public are threatened with violence on agency property.

CORPORATE COMPLIANCE

Summit Pointe believes that an effective compliance program provides a way for reducing fraud and abuse while improving operational quality, improving the quality of health care, and ensuring healthcare dollars are spent efficiently. Through Summit Pointe's compliance program, we can effectively demonstrate our strong commitment to honest and responsible conduct; the increased likelihood of identification and prevention of criminal and unethical conduct; and a program that educates and encourages employees to report potential problems.

If you suspect any violation of state or federal laws by Summit Pointe or one of our contracted providers, or if you want more information regarding the compliance program, you are asked to contact the Compliance Officer at Summit Pointe. You can also call the confidential Compliance Hotline at 877-277-0005.

Examples of Medicaid Fraud:

- Billing for medical services not actually performed
- Providing unnecessary services
- Billing for more expensive services
- Billing for services separately that should legitimately be one billing
- Billing more than once for the same medical service
- Dispensing generic drugs but billing for brand-name drugs
- Giving or accepting something of value (case, gifts, services) in return for medical services (i.e. kickbacks)
- Falsifying cost reports

Your report will be confidential, and you may not be retaliated against.

You may also report concerns about fraud, waste, and abuse directly to Michigan's Office of Inspector General (OIG):

Online: www.michigan.gov/fraud

Call: 855-MI-FRAUD (643-7283) (voicemail available for after hours).

Send a Letter: Office of Inspector General
PO Box 30062
Lansing, MI 48909

When you make a complaint, make sure to include as much information as you can, including details about what happened, who was involved (including their address and telephone number), Medicaid identification number, date of birth (for beneficiaries), and any other identifying information you have.

MEDICAL NECESSITY

Services authorized for treatment of a behavioral health and/or substance use disorder concern must be medically necessary. You will participate in a screening of your needs to identify the type of services you might be eligible to receive. This means the services

to be provided are needed in order to ensure there is appropriate screening, referral, and treatment of mental illness, substance abuse disorder, serious emotional disturbance or developmental disability.

Medical necessity also means that the amount (how much of a service you get), scope (who provides the service and how), and duration (how long the service will last) of your services are enough to meet your needs.

Medicaid recipients are guaranteed to receive services that are medically necessary. For people who have no insurance, the services that may be provided depends upon the amount of general fund dollars the agency has available. Sometimes people will be placed on a waiting list if there is not enough money to provide services and they do not qualify for Medicaid.

SERVICE AUTHORIZATION

For customers with Medicaid, Healthy Michigan Plan or are uninsured, the services you request must be authorized or approved by Summit Pointe or Southwest Michigan Behavioral Health Pre-Paid Inpatient Health Plan. For customers with commercial insurance, your insurance company will determine what services are authorized. That authorizing agency may approve all, some or none of your requests. You will receive notice of a decision within 14 calendar days after you have requested the service during person-centered planning, or within 72 hours 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. Compensation for UM activities is structured so as to not provide incentives for UM reviewer(s) to deny, limit or discontinue medically necessary services. If you do not agree with a decision that denies, reduces, suspends or terminates a service, you may file an appeal.

If you have Medicaid:

- You are eligible for a specific set of services based on medical necessity.
- The list of Medicaid services available is explained in the Southwest Michigan Behavioral Health (SWMBH) Customer Handbook, which you were given at the time you began services and will continue to receive annually. You may also find this handbook on SWMBH's website at www.swmbh.org
- You cannot be put on a waiting list for a service considered "medically necessary" unless you agree.

If you do not have Medicaid (General Fund and Block Grant):

- The list of services is not as large as it is for those who have Medicaid. The services you may be eligible for will be explained to you at the time you begin services.
- For individuals who do not have Medicaid, there is a Wait List for services when the agency does not have enough General Fund or Block Grant dollars.

ASSESSMENT OF NEEDS

A Summit Pointe clinician will meet with you for an initial assessment to discuss biological, psychological, and social factors that are contributing to current problems. This assessment will focus on current symptoms and needs and will also address health treatment history.

This assessment process allows you to identify what outcomes are important to you. After the initial bio-psychosocial assessment, a Summit Pointe clinician and other individuals you have chosen will meet to develop your Individual Plan of Service, which will identify these outcomes and what services will be provided to help you reach them.

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 document created is called an Individual Plan of Service (IPOS). If you are receiving services for a substance use disorder, your IPOS may be titled an “Individual Treatment Plan.”

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 you would like to attend. You will also decide when and where the person-centered planning meetings will be held. Finally, you will decide what assistance you might need to help you participate in and understand the meetings.

During person-centered planning, you will be asked what your hopes and dreams are, as well as 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.

Children under the age of 18 with intellectual/developmental disabilities, serious emotional disturbance, and SUD 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.

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

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 below). You have the right to choose to develop any, all or none of these.

ADVANCE DIRECTIVES

Adults have the right, under Michigan law (42 CFR 422.128), 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 decide 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.

“Advance Directives” are special instructions for a medical or behavioral health emergency. You make this plan before anything happens.

Sometimes in a medical or behavioral health emergency, a person cannot talk or give informed consent. So, before anything happens, you agree to let another person make medical or behavioral health decisions for you in such a situation. Then, if you are unable to tell what you want done and qualified professionals determine that you are unable to do so, the person that you chose to be your advocate will tell the doctors or others the type of care you want. You can change your wishes or patient advocate at any time, as long as you are of sound mind, by updating the appropriate legal forms. The decision to have any type of advance directive, if one at all, is completely up to you.

More about Psychiatric Advance Directives

Why Should I Create a Psychiatric Advance Directive?

It is your choice whether to create a psychiatric advance directive. Summit Pointe staff can assist you in developing a plan. In a psychiatric advance directive, you will name a patient advocate who will help manage your mental health care needs when you cannot do so. The psychiatric advance directive will not qualify for any physical illnesses, accidents, or terminal illness.

When Would My Patient Advocate Make Decisions for Me?

A patient advocate may exercise the power to make mental health treatment decisions only if a physician and a mental health practitioner both certify, in writing and after examination of the patient, that the patient is unable to give informed consent to mental health treatment.

What If I Change My Mind?

The patient’s withdrawal of the patient advocate designation — **subject to Section 5515** —even if the patient is unable to participate in medical treatment decisions, a patient may revoke a patient advocate designation at any time and in any manner by which he or she is able to communicate an intent to revoke the patient advocate designation.

How Can I Learn More About Psychiatric Advance Directives?

If you would like more information on advance directives, please speak with the provider you are working with or contact Summit Pointe’s Customer Services Department. There

are forms available for both types of advance directives. A copy of the form should be kept in your medical/behavioral health records, at your doctor's office, in your home, and with your patient advocate.

If you do not believe you have received appropriate information regarding advance directives from Summit Pointe or one of our providers, or you feel that your provider did not follow your advance directive, please contact Summit Pointe's Customer Services Department.

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.

NATURAL SUPPORTS

A natural support is someone that may help you with a variety of tasks and are people that you know that are not paid to help you. Your friends and family are natural supports, and we want you to use and obtain help from as many people as possible to make your life better. While you do have support from your Summit Pointe provider, we want to help you improve your life without having to rely on paid staff. This will allow you to become more independent and able to function in your everyday life. Identifying natural supports is an important step in the journey to recovery and to a self-determined life.

SELF-DETERMINATION

Self-determination is an option for payment of medically necessary services you might request if you are receiving behavioral 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. If you would like more information about self-determination, please speak with your provider or Summit Pointe's Customer Services Department.

DISCHARGE/TRANSFER/TRANSITION/FOLLOW UP PLANNING

"Discharge Planning" is a process for defining treatment goals and implementing appropriate interventions related to referrals, linking and follow-up through the entire treatment period which will result in the customer's well-being after discharge. This plan will describe the community referrals and recommendations regarding continuing care planning agreed to by you or your legal guardian at the time of termination. Planning for discharge begins when you first start services, and the plan is based on your reassessed needs at the time of termination.

The eventual goal is to transition your treatment to your community physician/psychiatrist.

Discharge occurs when:

- You have achieved the agreed upon treatment goals and identified a relapse prevention plan that is necessary for successful discharge from treatment.
- Your symptoms and level of functioning in the home, community and work have improved to the point that you don't require as frequent appointments to maintain your improved functioning.
- Your clinical condition has worsened such that you require a higher level or more intense level of care; and
- You demonstrate lack of motivation to participate in the agreed-upon plan of treatment as shown by poor attendance at scheduled appointments, poor record of completion of homework assignments, not following-through with referrals to community-based support groups, or not taking medications as agreed upon and prescribed.

On occasion, a discharge will occur for a reason other than completion of the treatment plan. Discharge will not take place as punishment retaliation for displaying symptoms of a disorder.

“Transfer” is the process for moving from one level of care to another level of care or moving between providers within Summit Pointe or to an external contracted Summit Pointe provider. “Transition/Follow-up” is the process of developing a continuing care plan by coordinating with, providing information to or obtaining information from the accepting program/agency and customer.

Discharge/Transition/Follow Up Planning is considered an important part of treatment and intends to improve the quality of your care by having all of your behavioral health and physical health providers acting together to develop a complete aftercare plan.

RECOVERY AND RESILIENCY

“Recovery is a journey of healing and transformation enabling a person with a mental illness and/or intellectual/developmental disability: and/or a substance use disorder to live a meaningful life in a community of his or her choice while striving to achieve his or her potential.”

Recovery is our guiding principle when providing services to empower individuals on their journey toward wellness. Recovery is an individual journey that follows different paths and leads to different locations. Your path to recovery and wellness is a journey because it is about the lifelong process that you enter into; it is not a destination. 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. Behavioral health and/or substance use disorder supports and services help people living with a mental illness and/or intellectual/developmental disability and/or substance use disorder 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 or setbacks. A relapse is not a failure, rather a challenge or an opportunity. 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.

LIFE AND WELLNESS

Wellness means overall well-being. It incorporates the mental, emotional, physical, financial, occupational, intellectual, environmental, and spiritual aspects of a person’s life. Each aspect of wellness can affect overall quality of life, so it is important to consider all aspects of health. This is especially important for people with behavioral health and substance use disorder problems because wellness directly relates to the quality and longevity of your life. What makes us well differs from person to person.

As you read this, see how the eight Dimensions of Wellness apply to you:

<p>Emotional/Psychological: Coping effectively with life and creating satisfying relationships</p>	<p>Be aware of your feelings; express feelings to others; learn coping mechanisms to overcome troubling emotions; do meditation, yoga, relaxation, or deep breathing; use humor; get a pet</p>
<p>Financial: Satisfaction with current and future financial situations</p>	<p>Make conscious decisions regarding spending money and budgeting; plan and prepare for future circumstances</p>
<p>Social: Developing a sense of connection, belonging, and a well-developed support system</p>	<p>Make short list of family, friends, and peers who are supportive and positive; make at least one connection per day with a friend or family member by calling, emailing, visiting, or reaching out by social media; join a book club; volunteer</p>
<p>Spiritual: Expanding our sense of purpose and meaning in life</p>	<p>This can mean different things to different people such as religion/church or nature. For many people, spirituality can provide meaning and purpose in their lives</p>
<p>Occupational: Personal satisfaction and enrichment derived from one’s work</p>	<p>We don’t always think about our jobs or careers as part of our overall health. Personal satisfaction and a sense of purpose often enters one’s life through work or school or volunteering</p>
<p>Physical: Recognizing the need for physical activity, diet, sleep, and nutrition</p>	<p>Stay active! Take the stairs, walk instead of drive, or join a local sports league; make healthy food choices; sleep is as important as diet and</p>

	exercise; see your primary care doctor regularly; stay informed about your medications and ask your doctor about possible side effects; don't smoke; avoid the use and abuse of substances, such as alcohol, drugs, and caffeine
Intellectual: Recognizing creative abilities and finding ways to expand knowledge and skills	Creative and stimulating activities add another dimension to wellness. Learning new things and pursuing personal interests are part of a healthy lifestyle such as finding new hobbies, taking school classes, taking community education courses, reading, writing poetry, painting, scrap booking, doing arts/crafts
Environmental: Good health by occupying pleasant, stimulating environments that support well-being	Find pleasing surroundings that encourage good physical and mental health, such as rooms with light, rooms with soothing colors, soothing music, or soothing indoor waterfall

COMPLAINTS, GRIEVANCES, APPEALS, AND SECOND OPINIONS

Grievances

Customers who are not happy about something that happens while receiving services at Summit Pointe, or one of the other providers in the community that Summit Pointe uses, have a right to file a grievance with Summit Pointe's Customer Services Department by calling the number listed below.

You can file the grievance at any time either verbally or in writing. That grievance will be resolved within:

- Medicaid Customers- 90 calendar days
- Non-Medicaid Customers- 45 calendar days

Local Appeals

Customers who are not happy because they were denied a service they want, or a service they were getting was put on hold/suspended, reduced or stopped, have the right to file appeal with Summit Pointe's Customer Services Department by calling the number listed below. A customer has a certain number of days from the date they receive the notice letter that says their services were reduced, put on hold or stopping.

- Medicaid Customers- 60 calendar days
- Non-Medicaid Customers- 30 calendar days

State of Michigan Hearing/Dispute Resolution Processes

If you are not happy with the outcome of the local appeal you may request a review of your case with the state of Michigan.

- Medicaid Customers- have 120 calendar days from the date they get the decision about the local level appeal, to request a State Fair Hearing by an Administrative Law Judge. More information about your appeal rights, and how you can request

this hearing, can be found in the SWMBH Customer Handbook that was offered or provided to you today.

- Non-Medicaid Customer- have 10 calendar days from the date they get the decision about the local level appeal/dispute resolution process, to request an Alternative Dispute Resolution from Michigan Department of Health and Human Services (MDHHS). More information about how to access this right will be provided to you once a decision is made at the local level.

Second Opinions

All customers who have been denied initial access to on-going community mental health services, or admission for psychiatric hospitalization have the right to request a Second Opinion. This is provided at no cost to the customer. A decision about this request will be made within 3 days, excluding Sundays and legal holidays. You can request this second opinion by telling the staff that made the decision that you want a Second Opinion, or by contacting Summit Pointe's Customer Services Department at the number listed below.

Mediation

All customers/guardians have the right to request and access mediation to resolve a dispute between the customer/representative and the PIHP/CMH or other service provider under contract with the CMHSP related to planning a providing service or supports to the customer. Mediation services will be provided by a neutral third party contracted through and paid for by the Michigan Department of Health and Human Services. A mediator must be an individual trained in effective mediation technique and mediator standard of conduct. A mediator must be knowledgeable in the laws, regulations and administrative practices relating to providing behavioral health services and supports. A mediator must not be involved in any manner with the dispute or with providing services or supports to the customer. A request for mediation must be recorded by a mediation organization and must begin within 10 business days of the request. Mediation must be completed within 30 days after the date of the mediation request, unless the parties agree in writing to extend the mediation period for up to an additional 30 days. The mediation process must not exceed 60 days.

If you have questions, or need to file a Grievance, Appeal or Request for Second Opinion, please contact:

**Summit Pointe
Customer Services Department
3630 Capital Ave SW
Battle Creek, MI 49015
Phone: (269) 966-1460**

ADVOCACY ORGANIZATIONS AND RESOURCES

The following chart provides contact information for local, state, and national advocacy agencies and organizations. If you would like more information about specific resources that may be available in your local community, contact Summit Pointe's Customer Services Department.

You can also contact 2-1-1's Community Information and Referral Service for information about help with food, housing, employment, health care, counseling, and more.

Agency/Organization	Website	Phone Number
Alcoholics Anonymous	www.aa.org	Visit website for local meeting information
American Red Cross	www.redcross.org	(800) 382-6382
ARC Michigan	www.arcmi.org	(800) 292-7851
Association for Children's Mental Health	www.acmh-mi.org	(800) 782-0883
Autism Society of Michigan	www.autism-mi.org	(800) 223-6722
Brain Injury Association of Michigan	www.biami.org	(800) 444-6443
Bureau of Services for Blind Persons	www.michigan.gov/lara	(800) 292-4200
Childhelp USA: National Child Abuse Hotline	www.childhelpusa.org	(800) 422-4453
Depression and Bipolar Support Alliance	www.dbsalliance.org	(800) 826-3632
Emotions Anonymous	www.emotionsanonymous.org	(651) 647-9712
Eating Disorders Anonymous	www.eatingdisordersanonymous.org	Visit website for local meeting information in your area
Epilepsy Foundation of Michigan	www.epilepsymichigan.org	(800) 377-6226
Learning Disabilities Association of Michigan	www.ladaofmichigan.org	(888) 597-7809
Medicaid Helpline	www.medicaid.gov	(800) 642-3195
Medicare Helpline	www.medicare.gov	(800) 642-3195
Michigan Disability Rights Coalition	www.copower.org	(800) 760-4600
Michigan Protection & Advocacy Service	www.mpas.org	(800) 288-5923
Michigan Rehabilitation Services	www.michigan.gov/mrs	(800) 605-6722
Michigan Statewide Independent Living Council	www.misilc.org	(800) 808-7452
Narcotics Anonymous Hotline	www.michigan-na.org	(800) 230-4085
National Alliance on Mental Illness of Michigan	www.namimi.org	(800) 950-6264
National Down Syndrome Society	www.ndss.org	(800) 221-4602
National Empowerment Center	www.power2u.org	(800) 769-3728
National Multiple Sclerosis Society	www.nationalmssociety.org	(800) 344-4867
National Parent Helpline	www.nationalparenthelpline.org	(855) 427-2736

National Rehabilitation Information Center	www.naric.com	(800) 346-2742
National Suicide Prevention Lifeline	www.suicidepreventionlifeline.org	(800) 273-8255
Schizophrenics and Related Disorders Alliance of America	www.sardaa.org	(866) 800-5199
Social Security Administration	www.ssa.gov	(800) 772-1213
United Cerebral Palsy Association of Michigan	www.ucpmichigan.org	(800) 828-2714
Veterans Administration <ul style="list-style-type: none"> • Benefits Hotline • Crisis Hotline • Women Veterans Hotline 	www.va.gov	(800) 827-1000 (800) 273-8255 (855) 829-6636