



Orientation To Services

Phone: 269-966-1460

Fax: 269-966-2844

24/7 Crisis: 1-800-632-5449

TTY: 7-1-1 (MI Relay Service)



175 College Street
Battle Creek, MI 49037



SummitPointe.org



04.2025

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Welcome

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, braille, or large font) 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 more questions about the contents of this Guide to Services or if you need any assistance, we encourage you to contact Summit Pointe's Customer Services Department at **(269) 966-1460** or toll-free at **(877) 275-5887; TTY:711**. Customer Service is available between 8am and 5pm, Monday through Friday excluding holidays. If you call outside of these times, please leave a message and we will call you back on the next business day.

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 Contact Information

<p><u>Summit Pointe-First Step</u></p> <p>175 College St. Battle Creek, MI 49037 Phone: (269) 966-1460 Recovery Coach Line: (269) 441-6060 TTY: 711 (MRC)</p> <p><i>Business Hours:</i> 24 Hours Daily</p>	<p><u>Summit Pointe-College Street</u></p> <p>175 College St. Battle Creek, MI 49037 Phone: (269) 966-1460 TTY: 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></p> <p>3630 Capital Avenue S.W. Battle Creek, MI 49015 Phone: (269) 979-8333 TTY: 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></p> <p>301 E. Michigan Ave Albion, MI 49224 Phone: (517) 629-5531 TTY: 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></p> <p>155 Garfield Avenue Battle Creek, MI 49037 Phone: (269) 441-2700 TTY: 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></p> <p>215 E. Roosevelt Battle Creek, MI 49037</p> <p><u>Summit Pointe-Downtown</u></p> <p>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 representatives, 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 religion, 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**

Language Assistance

If you are a person who does not speak English as your primary language and/or who has a limited ability to read, speak or understand English, you may be eligible to receive language assistance.

If you are a person who is deaf or hard of hearing, you can use the Michigan Relay Center (MRC) to reach us. Please call 7-1-1 and ask MRC to connect you with the phone number you want.

If you need a sign language interpreter or if you do not speak English, contact the Customer Services line or main Summit Pointe phone number as soon as possible so we can make one available for you. We provide interpreters for free for both phone and in person communication. Written information in other formats (large print, audio, accessible electronic formats, braille) is also available.

[illegible]

Albanian	KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 877-275-5887 (TTY:711).
Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 877-275-5887 (TTY:711)번으로 전화해 주십시오.
Bengali	ল" # ক%নঃ যিদি 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 accommodation for yourself, a family member, or a friend, you can contact our Customer Services Department. You will be told how to ask for accommodation (this can be done over the phone, in person and/or in writing) and you will be told who at the provider's location is responsible for handling accommodation requests.

Community Electronic Health Record (CEHR)

A free, private, and easy to use customer portal that allows you and/or your guardian to communicate and share information with your Summit Pointe case holder wherever the internet is available.

Benefits Include:

- See your appointments online.
- Send messages to your Summit Pointe case holder or physician.
- Sign documents.
- Fill out forms.
- Download or email your health information to another provider.
- Check your lab results.
- View a list of your medications.
- View your history of vital signs.
- Access behavioral health resources shared by your case holder or physician.

Go to www.MyCEHR.com. First time logging in? A member of the support staff team or your case holder can help.

CARF Accreditation

Summit Pointe holds accreditation through the **Commission on Accreditation of Rehabilitation Facilities (CARF)** for the following programs:

- ACT (Assertive Community Treatment).
- Case Management (for Mental Illness and Developmental Disabilities).
- Crisis Intervention.
- Outpatient Therapy (for both Mental Health and Substance Use).



CARF is an independent, nonprofit accreditor of health and human services, with the goal to improve the lives of persons served all over the world. Getting and keeping CARF accreditation shows Summit Pointe's commitment to continue to improve services for our customers and add value to Calhoun County.



Certified Community Behavioral Health Clinic

Summit Pointe is increasing our support to fill the gap between physical and mental health. Summit Pointe is Certified Community Behavioral Health Clinic (CCBHC). As a CCBHC, Summit Pointe is able to provide individuals with the services they need when they need them, regardless of their age, insurance status, or ability to pay. Please ask your case holder or a member of our support staff team for more information.

Emergency and After-Hours Access to Services

Summit Pointe provides 24 hours a day, 7 days a week, emergency and crisis response services. These services are available to anyone in need that is in Calhoun County.

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 7 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 at 1-800-632-5449 or walk into First Step, Summit Pointe’s Psychiatric Emergency Center at: 175 College St, Battle Creek, MI 49037.

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 another way of transportation would put your health in danger. If you do not have Medicaid, you may have to pay for any costs associated with the treatment you receive. You can go to any hospital emergency room or other setting for emergency services.

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

Health and Safety

Summit Pointe is committed to providing a safe and healthy environment. Our staff, where required, are trained in first aid and CPR. All staff are trained in 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 use any seclusion or restraint practices. We work closely with the local authorities to promote the care, welfare, safety and security of all those we serve. Our goal is to prevent unsafe situations from happening and ask for your help in keeping a safe environment. If at any time you see or feel that there is something that is unsafe, please inform a Summit Pointe staff 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 staff immediately 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, it is expected that customers will follow all instructions and directions given by staff and leave the building (if needed) or go to another safe location as instructed by staff. Summit Pointe has safety drills for the following situations:

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

Each Summit Pointe building has a site map at the entrance that shows the closest exit, and where fire extinguishers and first aid kits are. 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 take the time to review these maps and ask any questions to Summit Pointe staff.

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 and/or Nicotine

Smoking is not permitted in any buildings or structures owned, leased, rented or operated by Summit Pointe (this includes vehicles and parking lots, sidewalks, etc.). Smoking is permitted outside in designated areas, and no closer than 30 feet from an entrance.

Smoking includes, but are not limited to, cigarettes or tobacco products, nicotine or vaping devices, smokeless tobacco, and all other tobacco or nicotine products. If you are interested, Summit Pointe can provide information on the effects of smoking, 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

We encourage you to think of Summit Pointe as a weapons free zone, meaning no staff or customer should bring or possess weapons at any Summit Pointe site. There are specific laws for having and carrying weapons, and since Summit Pointe encourages our sites to be weapons free, we ask that anyone coming to a Summit Pointe location leave weapons in their personal vehicle.

Legal and Illegal Drugs

Your 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 customers. 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 customers served. You will get information about events, behaviors or attitudes that might lead to a loss of privileges and how you can get back any privileges that may have been restricted or removed. Talk to your case holder for more information.

If you are ever terminated from services because of suspected or confirmed violations of program rules, you may be able to come back to services after a certain amount of time or after you can show you will no longer break the rule.-A program might ask you to sign paperwork that shows you agree to the rules when you start services. Talk to your case holder for more information.

No Show/Cancellation Policy

We know that sometimes events come up that make it so you have to cancel your appointment. We ask that you tell us at least 24 hours before 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 attempt to reach you will be a letter that lets you know your case will be closed. If your case with Summit Pointe is closed, you may be required to complete a new intake.

Summit Pointe knows that your time is very important, too. Your case holder 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

It is important to Summit Pointe that your ability to pay is not a barrier to getting the services you need. We can help you to figure out if your treatment will be covered. To start, it is important that you tell us of all the insurance coverage you currently have. This should also include any recent changes to your insurance. If you do not provide insurance information to us, you may be at risk of being charged for services that should be covered for you.

Summit Pointe offers a discounted sliding fee scale for all customers seeking services based on income and family size. Services will not be denied because of an inability to pay. At your first appointment, or as soon as possible after, we ask that you give us any insurance, income, and/or household information.

General Payment Guidelines, Ability to Pay/Sliding Fee Scale

If you are enrolled in Medicaid and meet criteria for specialty behavioral health and/or substance use disorder services, the total cost of your treatment will be covered.

If you are a Medicaid beneficiary with a deductible (“spend-down”) as determined by MDHHS (Michigan Department of Health and Human Services), you may be responsible for the cost of some of your services. In this case, there is an amount that must be paid before the services you receive can be covered by Medicaid. For this (and for those with private insurance co-pays and gaps in coverage), Summit Pointe uses a sliding fee scale. Our staff can discuss the sliding fee scale with you and answer any questions you may have.

If you do not have Medicaid or any type of insurance, Summit Pointe staff will work with you through our MDHHS (Michigan Department of Health and Human Services) staff to help determine if you are eligible for Medicaid or Healthy Michigan.

If you do not qualify for Medicaid or Healthy Michigan, or are uninsured or underinsured, payment is then based on what you can afford. Our staff will work with you to determine what your costs will be based on the sliding fee scale. If necessary, we can even help you set up a payment schedule that works for you.

The sliding fee scale is based on gross income and family size. Depending on where you fall on the scale, it will determine what your monthly ability to pay (ATP) will be, if eligible. Proof of gross income and other household information is required to determine your ATP. A copy of the sliding fee scale will be provided to you on request and is also available on Summit Pointe's website.

Veteran Navigator

Summit Pointe's Veteran Navigator is here to help Veterans with using resources and navigating services that are 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 treatment, mental health treatment, physical needs, 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.

Customer Satisfaction and Involvement

Your feedback is critical as Summit Pointe continues to improve and add value to our services. Summit Pointe uses an electronic survey system through Press Ganey. This survey is sent around two days after your service to get your feedback. You have the right to choose not to participate in any survey and your services and support will not change if you do not want to participate.

There are a number of ways that you can participate in activities that help Summit Pointe improve services, these include, but are not limited to, surveys (as mentioned above), direct feedback to your case holder or any other Summit Pointe staff, or participation in the Customer Advisory Committee which is described below. Please call Customer Service at any time if you have any questions or want to give feedback (877-275-5887).

Customer Advisory Committee (CAC)

The Consumer Advisory Committee (CAC) 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 give feedback and help to give guidance for Summit Pointe services, policies, and processes. There may be opportunities for participation in work groups with a more specific focus. Please contact Summit Pointe's Customer Services Department or ask your case holder and/or any other Summit Pointe staff for more information on the CAC.

Coordination of Care

To improve the quality of services, Summit Pointe wants to coordinate your care with any medical provider(s) who care for your physical health. If you are also getting 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" form so that information can be shared.

Health care that is coordinated with all health providers has shown improved consumer satisfaction and quality of care. Typically, we will contact your medical provider(s) when you start services, are hospitalized for a psychiatric emergency, have a change in the medications we prescribe, or have a change in the services we are providing to you. Please also look at our “Notice of Privacy Practices” document for more information about information that can be shared with other providers.

Your case holder, and/or other Summit Pointe staff working with you, will be responsible for your care 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.

Possible Wait Lists

Community Mental Health agencies must serve certain people first based on their mental health and/or substance use needs. 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.

Complaints, Grievances, Appeals, and Second Opinions

Grievances

Customers who are not happy about something that happens when getting services at Summit Pointe, or one of the other providers in the community that Summit Pointe has a contract with, have a right to file a grievance with Summit Pointe’s Customer Services Department by calling 1-877-275-5887.

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 an appeal with Summit Pointe’s Customer Services Department by calling 877-275-5887. A customer has a certain number of days from the date they get the notice letter that says their services were reduced, put on hold or are stopping:

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

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 877-275-5887.

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.

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 support. A mediator must not be involved in any manner with the dispute or with providing services or support 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 or have more questions about any of the information in this document, please contact:

**Summit Pointe
Customer Services Department
3630 Capital Ave SW
Battle Creek, MI 49015
Phone: (269) 966-1460
Toll Free: (877) 275-5887; TTY: 711**

Customer Rights and Responsibilities

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

Your Responsibilities

You can help us to provide you and others with the best quality care by:

- Providing to the extent possible, honest and complete information needed for person-centered planning and treatment and by actively participating in all areas of the treatment process.
- Follow plans and instructions for care that you have agreed to with your case holder or others involved in your care.
- Work to understand, to the degree possible, your health problems and the agreed upon plan of care.
- Providing complete information about 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, how you take it/them, and the possible side effects of that medication. Take your medications as prescribed. Tell our 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 are late, we ask that you contact Summit Pointe staff to tell them. We will do our best to see you if you do not come on time, but it might just be a quick check-in with a clinician.. If you cannot keep an appointment for any reason, we ask that you contact Summit Pointe staff at least 24 hours before your appointment so that we can use this time for another customer. We will help you to reschedule your appointment for the earliest available date. Please inform our staff of any barriers that you are having in coming to appointments, such as transportation, appointment times, childcare, interactions with other Summit Pointe staff, sensitive topic, etc., so we can help to address the barriers.
- Presenting your Medicaid card and/or other insurance coverage prior to receiving services.
- Paying all the charges that have been determined you 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 (including use of any smokeless tobacco products and nicotine vaping devices) 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 working cooperatively with others.
- Maintaining the privacy of other customers/group members
- Making sure that if you bring children to Summit Pointe they are accompanied and supervised by a parent/guardian
- Remaining on site 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 stay on site. Cancelled appointments will be rescheduled for a time when the parent/guardian is available to stay on site.

- 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 any staff member or your case holder. In the event of a drill or actual emergency situation, everyone is expected to cooperate with directions that are given.

Recipient Rights

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, neglect, and humiliation.
- The right to confidentiality.
- The right to be treated with dignity and respect.
- The right to treatment suited to condition.

More information about your 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 and find an electronic copy on the Summit Pointe website. The 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 Summit Pointe sites and by request through Summit Pointe’s Customer Service department and/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.

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

Privacy and Family Access to Your Information

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 behavioral health treatment kept private. You also have the right to look at your own clinical records or to request a copy of your clinical records. You have the right to ask us to amend or correct your clinical record if there is something with which you do not agree. Please remember, though, your clinical records can only be changed as allowed by applicable law.

Generally, information about you can only be given to others with your permission; however, there are times when your information is shared in order to coordinate your treatment or when it is required by law.

Family Access to Information:

Family members have the right to provide Summit Pointe with information about you. However, without a release of information signed by you or your guardian, Summit Pointe may not give information about you to a family member. For minor children under the age of 18 years, parents/guardians are provided with information about their child and must sign a release of information before information can be shared with others.

If you receive substance abuse services, you have rights related to confidentiality specific to substance abuse services.

Under HIPAA (Health Insurance Portability and Accountability Act), you will be provided with an official **Notice of Privacy Practices**. 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 feel your confidentiality rights have been violated, you can call the Recipient Rights Office as listed above. Summit Pointe's Notice of Privacy Practices is also available on our website. You can also request that we mail or email a copy to you by contacting our Customer Service Department or a member of our support staff.

We may use and share your information as we:

- Help manage the health care treatment you receive.
- Run our organization.
- Pay for your health services.
- Help with public health and safety issues.
- Do any research.
- Comply with the law.
- Respond to organ and tissue donation requests and work with a medical examiner or funeral director.
- Address workers' compensation, law enforcement, and other government requests.
- Respond to lawsuits and legal actions.

Limits to Confidentiality and Duty to Warn

There are situations when Summit Pointe can release information about you without your consent. Examples of these situations are:

- You report that you are going to harm yourself.
- If a Summit Pointe staff member learn of or suspects that child abuse or neglect is happening. A report must be made to Child Protective Services or local law enforcement.
- If a Summit Pointe staff member learns of or suspects that a vulnerable adult is being abused or neglected. In this case, Adult Protective Services must be called.

Under the Michigan Mental Health Code, Summit Pointe staff (specifically 'Mental Health Professionals') have a duty to warn potential victims of physical violence or disease. This would happen if:

- You report a threat of violence against a reasonably identifiable third party, demonstrate intent to carry out the threat, and have the ability to carry out the threat in the foreseeable future.

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*).

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 case holder you are working with will have you sign a form saying that you agree to contact you. If you do agree to allow your Summit Pointe case holder to follow up with you, but decide later you don’t want them to, you can take away this permission at any time.

Informed Consent to Audio and/or Video Tape

Because Summit Pointe is committed to ensuring we are providing you with 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 and/or the parent of a minor or legal guardian. If you do agree to allow your Summit Pointe case holder to audio or video record you, but decide later you don’t want them to, you can take away this permission at any time. The contents of these recordings are confidential and will only be used to provide supervision of the staff that is working with you.

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 show 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 and customers 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 Corporate Department at Summit Pointe. You can also call the confidential Compliance Hotline at 877-277-0005, send an email to c@summitpointe.org, or ask your case holder or a member of our support staff to help you speak to a Compliance staff.

Examples of Medicaid Fraud:

- Billing for medical services that were not actually performed.
- Providing unnecessary services.
- Billing for more expensive services.
- Billing for services separately should only 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 at: 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.

No customer who meets medical necessity criteria will be denied services, regardless of insurance type or lack of insurance.

Service Authorization and Types of Services

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. Authorization decision makers are not provided with any type of incentive to limit, deny, or stop services that are medically necessary. 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 and have a serious mental illness, or serious emotional disturbance, or developmental disabilities, or substance use disorder, you may be eligible for some of the Mental Health Medicaid Specialty Supports and Services listed in the available attachment to this handbook.

Before you start services, you will take part in an assessment and the person-centered planning process. Both are described in more detail below.

Assessments

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

This assessment process also allows you to identify what you want out of your services. After the initial assessment, a Summit Pointe clinician and other individuals you have chosen will meet to develop your Individual Plan of Service (IPOS), which will identify your goals and what services will be provided to help you reach them.

Person-Centered Planning

The process used to design your individual plan of service (IPOS), or treatment is called “Person-Centered Planning (PCP).” Person-Centered Planning is your right protected by the Michigan Mental Health Code.

The process begins with a pre-planning meeting, when you determine who, beside yourself, you want at the person-centered planning meetings, such as family members or

friends, and what staff you want 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 and get help to develop goals or outcomes you want to achieve. The people at this meeting will help you decide what support, services, or treatment you need, who you want 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 support, 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 support 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.

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.

Independent Facilitation

You have the right to “independent facilitation” of the person-centered planning process. This means that you can request that someone other than the staff working with you conduct your planning meetings. An Independent Facilitator is a person trained to lead meetings. You have the right to choose from independent facilitators available. The Independent Facilitator will meet with you to plan the meeting topics and to understand the types of things you want and do not want to talk about. If you are interested in Independent Facilitation, you can reach out to Summit Pointe’s Customer Service department.

Advance Directives

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

Medical Advance Directives

This is also referred to as Durable Power of Attorney for Health Care. A medical advance directive is a tool where you appoint another individual to make medical treatment decisions for you when you lose the ability to speak for yourself. The types of decisions

they can make include hospital care, medications, and organ donation. This person is also called a “Patient Advocate.”

Psychiatric Advance Directive

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.

If you choose to create a psychiatric advance directive, you should give copies to all providers caring for you, people you have named as a medical or mental health patient advocate, and family members or trusted friends who could help your doctors and behavioral health providers make choices for you if you cannot make those choices.

More about Psychiatric Advance Directives

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 plus another physician or psychologist, determine that you are “unable to participate in medical treatment decisions” and put the decision in writing.

What If I Change My Mind?

You can withdraw the patient advocate designation —at any time and in any manner that is “sufficient to communicate intent to revoke.” (MCL 700.5507)

How Can I Learn More About Psychiatric Advance Directives?

There are forms that you can use to write a psychiatric advance directive. Your case holder and/or a support staff member can help you get the forms needed. You can also contact Summit Pointe’s Customer Service department for help.

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 a provider did not follow your advance directive, please contact Summit Pointe’s Customer Services Department.

****You will not be denied psychiatric and/or medical care if you do not have an advance directive in place.***

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 directions 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 different tasks, are people you know, and they are not paid to help you.. Your friends and family are natural support, and we want you to use and get help from as many people as possible to make your life better. While you do have support from your Summit Pointe case holder, we want to help you increase your independence without having to rely on paid staff. Identifying natural support is an important step in the journey to recovery..

Self-Determination

Self-determination is an option for payment of medically necessary services you may request if you are receiving behavioral health services in Michigan. It is a process that helps you to have more control over your own treatment by taking a fixed amount of money that can be spent on your authorized supports and services, often known as an “individual budget.” You would also be supported in your management of providers, if you want to use self-determination services. If you would like more information about self-determination, please speak with your case holder or Summit Pointe’s Customer Services Department.

Discharge/Transfer/Transition and/or Follow Up Planning

“Discharge Planning” the process of developing a personalized plan to support your transition from a treatment setting to the general community. Your discharge plan will describe any community referrals and recommendations for continued care that is agreed to by you or your legal guardian at the end of your services. Planning for discharge begins when you first start services, and the plan is updated based on your needs at the time of stopping services.

Discharge can occur when:

- You have met your treatment plan goals and/or have 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 and are being maintained to the point that you don’t require appointments as frequently.
- You feel has worse and you require a higher level or more intense level of care; and
- You show a lack of motivation to participate in your treatment and work towards your goals. This can be 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 a punishment or retaliation for displaying any behavioral health symptoms.

“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 making a continuing care plan by coordinating with, giving information to or getting information from the new treatment provider and the customer.

Discharge/Transition/Follow Up Planning is considered an important part of treatment and helps 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 support needed for individual recovery.

In recovery, there may be relapses or setbacks. A relapse is not a failure, but 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 as 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 difficulties because wellness directly relates to the quality and longevity of your life. What makes us well differs from person to person.



Emotional/Psychological: Coping effectively with life and creating satisfying relationships	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
Financial: Satisfaction with current and future financial situations	Make conscious decisions regarding spending money and budgeting; plan and prepare for future circumstances

Social: Developing a sense of connection, belonging, and a well-developed support system	Make a 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
Spiritual: Expanding our sense of purpose and meaning in life	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
Occupational: Personal satisfaction and enrichment derived from one's work	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
Physical: Recognizing the need for physical activity, diet, sleep, and nutrition	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 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

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.laofmichigan.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



Support You Can Count On

Service Array

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

Assessment includes a comprehensive psychiatric evaluation, psychological testing, substance abuse screening, or other assessments conducted to determine an individual's level of functioning and behavioral health treatment needs. Physical health assessments are not part of this PIHP service.

Behavior Treatment Review If an individual's illness or disability involves behaviors that they or others who work with them want to change, their IPOS may include a plan that talks about the behavior. This plan is often called a "behavior treatment plan." The behavior treatment plan is developed during PCP and then is approved and reviewed regularly by a team of specialists to make sure that it is effective and dignified and continues to meet the individual's needs.

Behavioral Treatment Services/Applied Behavior Analysis are services for children under 21 years of age with Autism Spectrum Disorders (ASD).

Community Inpatient Services are hospital services used to stabilize behavioral health condition in the event of a significant change in symptoms, or in a behavioral health emergency. Community Inpatient services are provided in licensed psychiatric hospitals and in licensed Psychiatric units of general hospitals.

Community Living Supports (CLS) are activities provided by paid staff that help adults with either serious mental illness or developmental disabilities live independently and participate actively in the community. CLS may also help families who have children with special needs (such as developmental disabilities or SED).

Crisis Interventions are unscheduled individual, or group services aimed at reducing or eliminating the impact of unexpected events on behavioral health and well-being.

Family Support and Training provides family-focused assistance to family members relating to and caring for a relative with serious mental illness, SED, or developmental disabilities.

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

Fiscal Intermediary Services help individuals manage their service and supports budget and pay providers if they are using a "self-determination" approach. *

Health Services include assessment, treatment, and professional monitoring of health conditions that are related to or impacted by an individual's behavioral health condition. An individual's primary doctor will treat any other health conditions they may have.

Home-Based Services for Children and Families are provided in the family home or in another community setting. Services are designed individually for each family and can include things like behavioral health therapy, crisis intervention, service coordination, or other supports to the family.

Home and Community Based Services Rule (HCBS) Medicaid services that are funded through/identified by the HCBS Rule are required to meet specific standards developed to ensure waiver participants experience their home, work, and community environments in a manner that is free from restriction. Settings that provide HCBS must not restrict movement or freedoms related to choice and inclusion in the home and/or community and must be provided in a setting that is consistent with the settings and services non-Medicaid individuals frequent including home settings, employment opportunities and access to the greater community.

Intensive Crisis Stabilization is another short-term alternative to inpatient hospitalization. Intensive crisis stabilization services are structured treatment and support activities provided by a behavioral health crisis team in the individual's home or in another community setting.

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

Medication Review is the evaluation and monitoring of medicines used to treat an individual's behavioral health condition, their effects, and the need for continuing or changing their medicines.

Mental Health Therapy and Counseling for Adults, Children and Families includes therapy or counseling designed to help improve functioning and relationships with other people.

Nursing Home Mental Health Assessment and Monitoring includes a review of a nursing home resident's need for and response to behavioral health treatment, along with consultations with nursing home staff.

Peer-delivered and Peer Specialist Services Peer-delivered services such as drop-in centers are entirely run by consumers of behavioral health services. They offer help with food, clothing, socialization, housing, and support to begin or maintain behavioral health treatment. Peer Specialist services are activities designed to help individuals with serious mental illness in their individual recovery journey and are provided by individuals who are in recovery from serious mental illness. Peer mentors help people with developmental disabilities.

Personal Care in Specialized Residential Settings assists an adult with mental illness or developmental disabilities with activities of daily living, self-care, and basic needs, while they are living in a specialized residential setting in the community. *

Respite Care Services provide short-term relief to the unpaid primary caregivers of individuals eligible for specialty services. Respite provides temporary alternative care, either in the family home, or in another community setting chosen by the family. *

Skill-Building Assistance includes support, services, and training to help an individual participate actively at school, work, volunteer, or community settings, or to learn social skills they may need to support themselves or to get around in the community.

Supports Coordination or Targeted Case Management A Supports Coordinator or Case Manager is a staff person who helps write an IPOS and makes sure the services are delivered. His/her role is to listen to an individual's goals and to help find the services and providers inside and outside the local CMHSP that will help achieve the goals. A supports coordinator or case manager may also connect an individual to resources in the community for employment, community living, education, public benefits, and recreational activities.

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

Treatment Planning assists the individual and those of his/her choosing in the development and periodic review of the individual plan of services.

Wraparound Services for Children and Adolescents with SED and their families that include treatment and supports necessary to maintain the child in the family home.

Services for Only Habilitation Supports Waiver (HSW) and Children's Waiver Participants

Some Medicaid beneficiaries are eligible for special services that help them avoid having to go to an institution for individuals with developmental disabilities or nursing

home. These special services are called the Habilitation Supports Waiver and the Children's Waiver. To receive these services, individuals with developmental disabilities need to be enrolled in either of these waivers. The availability of these waivers is very limited. Individuals enrolled in the waivers have access to the services listed above as well as those listed here:

- **Goods and Services (for HSW enrollees)** is a non-staff service that replaces the assistance that staff would be hired to provide. This service, used in conjunction with self-determination arrangement, aids increase independence, facilitate productivity, or promote community inclusion.
- **Non-Family Training (for Children's Waiver enrollees)** is customized training for the paid in-home support staff who provide care for a child enrolled in the Waiver.
- **Out-of-home Non-Vocational Supports and Services (for HSW enrollees)** is assistance to gain, retain, or improve in self-help, socialization, or adaptive skills.
- **Personal Emergency Response devices (for HSW enrollees)** help an individual maintain independence and safety in their own home or in a community setting. These are devices that are used to call for help in an emergency.
- **Prevocational Services (for HSW enrollees)** include support, services, and training to prepare an individual for paid employment or community volunteer work.
- **Private Duty Nursing (for HSW enrollees)** is an individualized nursing service provided in the home as necessary to meet specialized health needs. *
- **Specialty Services (for Children's Waiver enrollees)** are music, recreation, art, or massage therapies that may be provided to help reduce or manage the symptoms of a child's mental health condition or developmental disability. Specialty services might also include specialized child and family training, coaching, staff supervision, or monitoring of program goals.

Services for Persons with Substance Use Disorders (SUD)

The substance abuse treatment services listed below are covered by Medicaid. Please note some of these services are only authorized through the Pre-Paid Inpatient Health Plan (PIHP), Southwest Michigan Behavioral Health (SWMBH).

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

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

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

If you receive Medicaid, you may be entitled to other behavioral health (certain SUD services authorized by SWMBH) and/or medical services not listed above. Services necessary to maintain your physical health are provided or ordered by your primary care doctor. If you receive services at Summit Pointe, we will work with your primary care doctor to coordinate your physical and behavioral health services. If you do not have a primary care doctor, Summit Pointe can help you find one.

Note: Home Help Program is another service available to Medicaid beneficiaries who require in-house assistance with activities of daily living and household chores. To learn more about this service, you may call your local MDHHS number or email at MDHHS-Home-Help-Policy@michigan.gov.

** Service offered by a contractual provider of Summit Pointe.*