NorthCare Network Customer Service Handbook

Your Guide to Behavioral Health Services



1230 Wilson Street
Marquette, MI 49855
Customer Service: 888-333-8030 or (906) 225-7254
www.northcarenetwork.org

Revised: **9/25/26**

Language Assistance

English: If you speak English, language assistance is available for free. In addition, due to special needs, you have the right to receive information in different formats, such as audio, Braille or large print, at no additional cost. Call 1-888-333-8030 (Michigan Relay TTY: 7-1-1).

Albanian: Nëse flisni shqip, shërbimet e asistencës gjuhësore janë në dispozicion për ju pa pagesë. Gjithashtu, ju keni të drejtë të merrni informacion në një format tjetër, si audio, Braille ose font të madh, për shkak të nevojave të veçanta pa kosto shtesë. Telefononi (1-888-333-8030) (Michigan Relay TTY: 7-1-1)

Arabic: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك مجانًا. كما يحق لك تلقي ت المعلومات بتنسيق مختلف، مثل الصوت أو طريقة برايل أو الخط الكبير، بسبب احتياجاتك الخاصة دون أي تكلفة إضافية. اتصل على الرقم
(1-888-333-8030) (ميشيغان ريلاي تي تي واي TTY: 7-1-1)

Bengali: আপনি যদি বাংলা বলেন, তাহলে বিনামূল্যে ভাষা উপলব্ধ আছে। এছাড়াও, প্রয়োজনের কারণে, আপনার বিশেষ খরচ ছাড়াই অডিও, ব্রেইল বা বড় অক্ষরের মুদ্রের মতো বিভিন্ন বিন্যাসে তথ্য রয়েছে। (1-888-333-8030) নম্বরে ফোন করুন (মিশিগান রিলে টিটিওয়াই: 7-1-1)

Chinese: **如果您會**說中文，可以免費獲得語言説明。此外，由於特殊需要，您有權免費接收不同格式的資訊，例如音訊、盲文或大字體。致電
（1-888-333-8030）（**密歇根州中**继 TTY7-1-1）

German: Wenn Sie Deutsch sprechen, steht Ihnen der Sprachassistenzdienst kostenlos zur Verfügung. Aufgrund Ihrer besonderen Bedürfnisse können Sie Informationen auch in einem anderen Format erhalten, z. B. als Audio, in Blindenschrift oder in Großdruck, ohne dass zusätzliche Kosten entstehen. Rufen Sie an (1-888-333-8030) (Michigan Relay TTY: 7-1-1)

Italian: Se parli italiano, i servizi di assistenza linguistica sono disponibili gratuitamente. Puoi anche ricevere informazioni in un formato diverso, come audio, Braille o caratteri grandi, in base alle tue esigenze speciali, senza costi aggiuntivi. Chiama (1-888-333-8030) (Servizio di trasmissione telefonica per non udenti del Michigan TTY: 711).

Japanese: 日本語を話せる方は、言語支援サービスを無料でご利用いただけます。また、特別なニーズに応じて、音声、点字、拡大文字などの異なる形式で情報を受け取ることもできます。追加料金はかかりません。ミシガン リレー (1-888-333-8030)(ミシガン州リレーサービス TTY: 711)

Korean: 한국어를 구사하는 경우 언어 지원 서비스를 무료로 이용할 수 있습니다. 특별한 요구 사항에 따라 오디오, 점자 또는 대형 인쇄와 같은 다른 형식으로 정보를 추가 비용 없이 받을 수도 있습니다. (1-888-333-8030) (미시간 릴레이 TTY: 711)

Polish: Jeśli mówisz po polsku, usługi pomocy językowej są dostępne bezpłatnie. Możesz również otrzymać informacje w innym formacie, takim jak audio, brajl lub duży druk, ze względu na Twoje szczególne potrzeby bez dodatkowych kosztów. Zadzwoń (1-888-333-8030) (Michigan Relay TTY: 7-1-1).

Russian: Если вы говорите по-русски, вам доступны бесплатные услуги языковой поддержки. Вы также можете получить информацию в другом формате, например, аудио, шрифтом Брайля или крупным шрифтом, в соответствии с вашими особыми потребностями без дополнительной платы. Позвоните (1-888-333-8030) (Служба ретрансляции звонков штата Мичиган TTY: 7-1-1)

Croatian: Ако говорите српско-хрватски, услуге језичке помоћи доступне су вам бесплатно. Такође можете добити информације у другом формату, као што су аудио, Брајево писмо или крупно писмо, због својих посебних потреба без додатних трошкова. Позовите (1-888-333-8030) (Michigan Relay TTY: 7-1-1)

Spanish: Si habla español, tiene a su disposición servicios de asistencia lingüística gratuitos. También puede recibir información en un formato diferente, como audio, Braille o letra grande, según sus necesidades especiales, sin costo adicional. Llame al (1-888-333-8030) (Servicio de retransmisión de Michigan TTY: 711)

Syriac/Latin: Ita d'netqor syriaque, ḥekmā d-lashon ḥadā b'ḥalā b'ḥulḳā. W'naḥḳit d'khanukh ḥaḳḳā ḥadīr, ʿallā d'librah ḥebrew mā b-inan d-bāzā d-laghan dakhlat l-noḳṭā, keda d'ītad, b-áudiō, b'braille aw b-lārg l-nashiqā, b-la ʿal qurbān. Tʿala (1-888-333-8030) (Michigan Relay TTY: 7-1-1)

Filipino: Kung nagsasalita ka ng Filipino, ang mga serbisyo ng tulong sa wika ay magagamit mo nang walang bayad. Maaari ka ring makatanggap ng impormasyon sa ibang format, tulad ng audio, Braille o malaking print, dahil sa iyong mga espesyal na pangangailangan nang walang karagdagang gastos. Tumawag (1-888-333-8030) (Michigan Relay TTY: 7-1-1)

Vietnamese: Nếu bạn nói tiếng Việt, bạn sẽ được cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí. Bạn cũng có thể nhận thông tin ở định dạng khác, chẳng hạn như âm thanh, chữ nổi Braille hoặc chữ in lớn, tùy theo nhu cầu đặc biệt của bạn mà không mất thêm chi phí. Gọi (1-888-333-8030) (Dịch vụ chuyển tiếp cuộc gọi dành cho người khiếm thính Michigan TTY: 71

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About This Handbook

This handbook gives you important information about community mental health and substance use disorder (SUD) services in the Upper Peninsula. Inside, you will find:

- Information about general services
- Customer service details
- Your rights as a consumer/client
- Lists of service providers
- Details about each Upper Peninsula community mental health agency in NorthCare Network
- Information about SUD providers in NorthCare Network's provider network

Text in italics in this handbook is required by the Michigan Department of Health and Human Services. It cannot be changed, except for phone numbers and agency names.

If you have any questions about this handbook or would like it in a different format, please call NorthCare Network Customer Service at 1-888-333-8030. You can also contact your local community mental health agency. Customer Service is open at least eight hours a day, Monday through Friday, except holidays.

Welcome to NorthCare Network

NorthCare Network (NorthCare) is the Prepaid Inpatient Health Plan (PIHP) for the Upper Peninsula. This means NorthCare uses Medicaid funds to help pay for mental health and substance use disorder services in the region. NorthCare works with local Community Mental Health Services Programs (CMHSPs), also known as community mental health agencies, to give care to adults with serious mental illness, children with severe emotional problems, and people with intellectual/developmental disabilities. NorthCare also works with SUD providers across the Upper Peninsula to offer help for substance use concerns. Additional information regarding NorthCare, our provider network, and other consumer related materials can be found on our website at: www.northcarenetwork.org

NorthCare Network Contact Information

1230 Wilson Street
Marquette, MI 49855
Website: www.northcarenetwork.org
Customer Service: 1-888-333-8030 or 906-225-7254
Fax: 906-232-1070
SUD: 1-800-305-6564 or 906-225-7222
SUD Fax: 248-406-1286
NorthCare TTY: Dial 711
Confidential Compliance Hotline: 1-844-260-0003
SUD Recipient Rights: 1-888-333-8030

To contact your local Customer Service Staff, call:
Copper Country CMH @1-800-526-5059; Gogebic County CMH @ 1-906-229-6120; Hiawatha Behavioral Health @ 1-800-839-9443; Northpointe Behavioral Health Systems @ 1-800-750-0522; Pathways CMH @ 1-888-728-4929; NorthCare Network @ 1-888-333-8030.

Language Assistance and Accommodations

If you are an individual 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 an individual who is deaf or hard of hearing, you can utilize the Michigan Relay Center (MRC) to reach your PIHP, CMHSP, or service provider. Please call 711 and ask MRC to connect you to the number you are trying to reach. If you prefer to use a teletypewriter (TTY), please contact your local community mental health agency at the following TTY phone numbers listed on pages 4-8.

If you need a sign language interpreter, contact your local community mental health agency (phone numbers listed on pages 4-8) or NorthCare Network Customer Service at 1-888-333-8030 as soon as possible so that one will be made available. Sign language interpreters are available at no cost to you.

If you do not speak English, contact your local community mental health agency (phone numbers listed on pages 4-8) or NorthCare Network Customer Service at 1-888-333-8030 so that arrangements can be made for an interpreter for you. Language interpreters are available at no cost to you.

Accessibility and Accommodations

In accordance with federal and state laws, all buildings, and programs of NorthCare are required to be physically accessible to individuals with all qualifying disabilities. Any individual who receives emotional, visual, or mobility support from a qualified/trained and identified service animal, such as a dog will be given access, along with the service animal, to all buildings and programs of NorthCare. If you need more information or if you have questions about accessibility or service/support animals, contact customer services at your local community mental health agency or SUD provider (phone numbers listed on pages 4-14).

If you need to request an accommodation on behalf of yourself, a family member, or a friend, you can contact NorthCare Customer Service at 1-888-333-8030 or contact your local community mental health agency or SUD provider (phone numbers listed on pages 4-14). 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 agency is responsible for handling accommodation requests.

If you are an individual who is hard of hearing but does not know sign language and needs another form of communication, such as a personal communication device or Computer Assisted Realtime Translation (CART), contact NorthCare Customer Service at 1-888-333-8030 or by email at customerservice@northcarenetwork.org.

Communication devices and CART are available at no cost to you.

Non-Discrimination and Accessibility

In providing behavioral healthcare services, NorthCare complies with all applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. NorthCare Network does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

NorthCare provides free aids and services to people with disabilities to communicate effectively with us, such as:

- *Qualified sign language interpreters*
- *Written information in other formats (large print, audio, accessible electronic formats, Braille)*
- *NorthCare provides free language services to individuals whose primary language is not English or have limited English skills, such as:*
  - *Qualified interpreters*
  - *Information written in other languages or alternative formats*

If you need these services, contact your local CMHSP, SUD Provider or NorthCare Customer Service. Contact information can be found on pages 4-14 or by calling 1-888-333-8030.

If you believe that the CMHSP or SUD provider has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by contacting NorthCare Customer Services at 1230 Wilson Street, Marquette, Michigan, 49855; Phone Number: 1-888-333-8030; Fax Number: 906-232-1070; Email Address: customerservice@northcarenetwork.org.

If you are an individual who is deaf or hard of hearing, you may contact your local CMHSP or SUD providers directly. Their contact information can be found on pages 4-14, or MI Relay Service at 711 to request their assistance in connecting you to your local CMHSP, SUD provider or NorthCare Network. You can file a grievance in person, or by mail, fax, or email. If you need help in filing a grievance, call NorthCare at 1-888-333-8030 and a representative 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/smartscreen/main.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

Contact Information for NorthCare Providers

Mental Health Services

Copper Country Community Mental Health

Baraga County
15644 Skanee Road, L'Anse, Michigan 49946
Office Phone Number: 906-524-5885
Business Hours: 8:00 a.m. – 5:00 p.m.

Keweenaw County
56938 Calumet Avenue, Calumet, MI 49913
Office Phone Number: 906-884-4804
Business Hours: 8:00 a.m. – 5:00 p.m.

Houghton County
901 West Memorial Drive, Houghton, MI 49931
Office Phone Number: 906-482-9404
Business Hours: 8:00 a.m. – 5:00 p.m.

Ontonagon County
515 Quartz Street, Ontonagon, MI 49953
Office Phone Number: 906-524-5885
Business Hours: 8:00 a.m. – 5:00 p.m.

Mike Bach, Chief Executive Officer
Kristen McArthur MD, Medical Director
Chris Gelety, Recipient Rights Officer/Customer Service

TDD/TTY: 906-482-8037 or dial 711
Interpreter Services: Available at no charge
Request for Services: 1-877-906-2264

Emergency Services/Crisis Services: 1-800-526-5059
Available 24 hours a day, 7 days a week, including holidays

Customer Service: 1-800-526-5059

Recipient Rights: 906-482-9400

Website: www.cccmh.org

Gogebic County Community Mental Health

Gogebic County
103 West U.S. Highway 2, Wakefield, MI 49968
Office Phone Number: 906-229-6120
Business Hours: 8:00 a.m. – 4:00 p.m. (Central Time Zone)

Tess Greenough, Chief Executive Officer
Amit Razden MD, Medical Director
Kristina Potesta, Recipient Rights Officer/Customer Service

TDD/TTY: Dial 711
Interpreter Services: Available at no charge
Request for Services: 1-833-906-5437

Emergency Services/Crisis Services: 1-800-348-0032
Available 24 hours a day, 7 days a week, including holidays

Customer Service: 906-229-6104

Recipient Rights: 906-229-6104

Website: www.gccmh.org

Hiawatha Behavioral Health

Chippewa County
3865 South Mackinac Trail, Sault Ste. Marie, MI 49783
Office Phone Number: 906-632-2805
Business Hours: 8:00 a.m. – 5:00 p.m.

Mackinac County
114 Elliot Street, St. Ignace, MI 49781
Office Phone Number: 906-643-8616
Business Hours: 8:00 a.m. – 5:00 p.m.

Schoolcraft County
125 North Lake Street, Manistique, MI 49854
Office Phone Number: 906-341-2144
Business Hours: 8:00 a.m. – 5:00 p.m.

Courtney Grant, Chief Executive Officer
David Meeker MD, Medical Director
Elizabeth Eidenier, Recipient Rights Officer
Jennifer Sweet, Customer Service

TDD/TTY: 906-259-1103 or dial 711
Interpreter Services: Available at no charge
Request for Services: 1-800-839-9443

Emergency Services/Crisis Services: 1-800-839-9443
Available 24 hours a day, 7 days a week, including holidays

Customer Service: 906-635-3707

Recipient Rights: 906-635-3715

Website: www.hbhcmh.org

Northpointe Behavioral Healthcare Systems

Dickinson County
715 Pyle Drive, Kingsford, MI 49802
Office Phone Number: 906-774-0522
Business Hours: 8:00 a.m. – 4:00 p.m. (Central Time Zone)

Iron County
703 2nd Avenue, Iron River, MI 49935
Office Phone Number: 906-265-5126
Business Hours: 8:00 a.m. – 4:00 p.m. (Central Time Zone)

Menominee County
401 10th Avenue, Menominee, MI 49858
Office Phone Number: 906-863-7841
Business Hours: 8:00 a.m. – 4:00 p.m. (Central Time Zone)

Mandy Padget, Chief Executive Officer
Amit Razden MD, Medical Director
Katie Smith, Recipient Rights Officer
Ashley Edwards, Customer Service

TDD/TTY: 1-800-833-5833 or dial 711
Interpreter Services: Available at no charge
Request for Services: 1-800-750-0522

Emergency Services/Crisis Services: 1-800-750-0522
Available 24 hours a day, 7 days a week, including holidays

Customer Service: 1-800-750-0522

Recipient Rights: 906-779-0555

Website: www.nbhs.org

Pathways Community Mental Health

Alger County
601 West Superior Street, Munising, MI 49862
Office Phone Number: 906-387-3611
Business Hours: 8:00 a.m. – 5:00 p.m.

Delta County
2500 7th Avenue South, Suite 100, Escanaba, MI 49829
Office Phone Number: 906-786-6441
Business Hours: 8:00 a.m. – 5:00 p.m.

Luce County
14126 County Road 428, Newberry, MI 49868
Office Phone Number: 906-293-3284
Business Hours: 8:00 a.m. – 5:00 p.m.

Marquette County
200 West Spring Street, Marquette, MI 49855
Office Phone Number: 906-225-1181
Business Hours: 8:00 a.m. – 5:00 p.m.

Matt Maskart, Chief Executive Officer
Jamie Sweigart MD, Medical Director
Faye Witte, Recipient Rights Officer
Stephenie Taskey, Customer Service

TDD/TTY: Dial 711
Interpreter Services: Available at no charge
Request for Services: 1-833-520-5381 or 1-906-225-7270

Emergency Services/Crisis Services: 1-888-728-4929
Available 24 hours a day, 7 days a week, including holidays

Customer Service: 906-786-6441

Recipient Rights: 906-786-6441

Website: www.pathwaysup.org

To contact your local Customer Service Staff, call:
Copper Country CMH @1-800-526-5059; Gogebic County CMH @ 1-906-229-6120; Hiawatha Behavioral Health @ 1-800-839-9443; Northpointe Behavioral Health Systems @ 1-800-750-0522; Pathways CMH @ 1-888-728-4929; NorthCare Network @ 1-888-333-8030.

Contact Information for NorthCare Providers

Substance Use Disorder Services

Catholic Social Services

Delta County

Outpatient

1100 Ludington Street, Suite 401, Escanaba, MI 49829
Phone Number: 906-786-7212

Recovery House Men - Alpha Omega II

266 South Lincoln Road, Escanaba, MI 49829
Phone Number: 906-458-6991

Recovery House Women - Hosanna House

210 11th Street South, Escanaba, MI 49829
Phone Number: 906-290-1490

Dickinson County

Recovery House Men - Alpha Omega II

112 West Brown Street, Iron Mountain, MI 49801
Phone Number: 906-458-6991

Marquette County

Outpatient

347 Rock Street, Marquette, MI 49855
Phone Number: 906-227-9119

Menominee County

Recovery House Women - Elizabeth's House

1717 14th Avenue, Menominee, MI 49858
Phone Number: 906-290-1490

Website: www.cssup.org

Dot Caring Center

Lower Michigan

Residential Program

6840 Midland Road, Freeland, MI 48623
Phone Number: 989-692-2160

Website: www.dotcaring.com

Great Lakes Recovery Center

Alger County

Outpatient

1500 Sand Point Drive, Munising, MI 49862
Phone Number: 906-291-3400

Baraga County

Recovery Housing Women - Ripple House

346 North Main Street, L'Anse, MI 49946
Phone Number: 906-275-4990

Chippewa County

Outpatient

2655 Ashmun Street, Sault Ste. Marie, MI 49783
Phone Number: 906-632-9809

Residential Women - New Hope

2655 Ashmun Street, Sault Ste. Marie, MI 49783
Phone Number: 906-632-2522

Residential Men - New Hope

1416 West Easterday Avenue ,Sault Ste. Marie, MI 49783
Phone Number: 906-635-5542

Recovery Housing Men - Gary's Recovery House

1416 West Easterday Avenue, Sault Ste. Marie, MI 49783
Phone Number: 906-748-9010

Recovery Housing for Women and Women with Children - Anne's Recovery House

301 East Spruce Street, Sault Ste. Marie, MI 49783
Phone Number: 906-829-0892

Delta County

Outpatient

1101 Ludington Street, Suite H, Escanaba, MI 49829
Phone Number: 906-789-3528

Recovery Housing Men - Delta House

216 North 12th Street, Escanaba, MI 49829
Phone Number: 906-458-1386

Dickinson County

Outpatient

1115 South Hemlock Street, Iron Mountain, MI 49801
Phone Number: 906-774-2561

Gogebic County

Outpatient

220 Roosevelt Street, Suite 2, Ironwood, MI 49938
Phone Number: 906-364-7506

Mackinac County

Outpatient

1143 N State Street, Suite 3, St. Ignace, MI 49781
Phone Number: 906-643-0944

Marquette County

Residential - Men

241 Wright Street, Marquette, MI 49855
Phone Number: 906-228-7611

Outpatient

241 Wright Street, Marquette, MI 49855
Phone Number: 906-228-6545

Outpatient

100 Malton Road, Negaunee, MI 49866
Phone Number: 906-485-2347

Residential

100 Malton Road, Negaunee, MI 49866
Phone Number: 906-451-4889

Residential and Outpatient - Youth

104 Malton Road, Negaunee, MI 49866
Phone Number: 906-228-4692

Recovery House Women - Sue B's Recovery Housing

100 Malton Road, Negaunee, MI 49866
Phone Number: 906-829-0892

Recovery House Men - John Kivela Recovery House

1718 Presque Isle Avenue, Marquette, MI 49855
Phone Number: 906-829-0892

Recovery House Men – Van Evera Recovery House

241 Wright Street, Marquette, MI 49855
Phone Number: 906-228-7611

Website: www.greatlakesrecovery.org

Hannahville Indian Community

Menominee County

Recovery Housing – Three Fires

3071 D Road, Bark River, MI 49807

Phone Number: 906-280-5004

Website: www.hannahville.net

Harbor Hall

Lower Michigan

Residential Program

704 Emmet Street, Petoskey, MI 49770

Phone Number: 231-347-5511

Website: www.harborhall.com

Keweenaw Bay Indian Community

Baraga County

Outpatient

202 US Hwy. 41 South, Baraga, MI 49908

Phone Number: 906-353-8121

Residential-New Day Treatment Center

16025 Brewery Road, L'Anse, MI 49946

Phone Number: 906-524-4411

Recovery Housing - Oshki Maaji

16000 Brewery Road, L'Anse, MI 49946

Phone Number: 906-524-8014

Website: www.kbic-nsn.gov

Phoenix House

Gogebic County

Outpatient

101 East Mary Street, Bessemer, MI 49911
Phone Number: 906-663-2141

Houghton County

Outpatient

57467 Waterworks Street, Calumet, MI 49913
Phone Number: 906-337-0763

Residential - Men

57467 Waterworks Street, Calumet, MI 49913
Phone Number: 906-337-0763

Ontonagon County

Outpatient

122 Greenland Road, Ontonagon, MI 49953
Phone Number: 906-337-0763

Website: www.phoenixhouse.com

Sacred Heart

Mackinac County

Outpatient and Opioid Treatment

248 Ferry Lane, St. Ignace, MI 49781
Phone Number: 906-984-2080

Lower Michigan

Residential Program - Richmond and Clearview Women

400 Soddard Road, Richmond, MI 48062
Phone Number: 810-392-2167

Website: www.sacredheartcenter.com

Sunrise Centre

Lower Michigan

Residential Program - Men and Women

630 Walnut Street, Alpena, MI 49707

Phone Number: 989-356-6649

Website: www.sunrisectr.org

Upper Great Lakes Family Health Center

Houghton County

Outpatient

56720 Calumet Avenue, Calumet, MI 49913

Phone Number: 906-483-1177

Marquette County

Marquette - Outpatient

1414 West Fair Avenue Suite 249, Marquette, MI 49855

Phone Number: 906-449-2900

Sawyer - Outpatient

301 Explore Street, Gwinn, MI 49841

Phone Number: 906-346-9275

Menominee County

Outpatient

1110 10th Avenue, Menominee, MI 49858

Phone Number: 906-290-5000

Website: www.uglhealth.org

Provider List By County

You can find Community Mental Health agencies, Substance Use Disorder (SUD) agencies, the Department of Health & Human Services, and Upper Peninsula hospitals in this handbook. You will get a provider list at your first assessment and every year during your Individual Plan of Service (IPOS) meeting.

You can also find this list on NorthCare's website at www.northcarenetwork.org or on your local community mental health agency's website. If you want a copy mailed to you, NorthCare or your local community mental health agency will send it **free of charge within 5 business days** of your request.

Customer Services

NorthCare Network Customer Service has staff ready to help you from 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday. If you need help before or after these hours, leave a message with your name, time, and phone number**. Call NorthCare at 1-888-333-8030 or 906-225-7254.**

Each community mental health agency has customer service staff available for at least eight hours a day. Times may vary by location. They can help with special needs, hearing or vision problems, language help, and other communication needs. Phone numbers are listed in the footer of the page or on pages 4-8 of this handbook.

For Substance Use Disorder services, call 1-800-305-6564 or 906-225-7222.

Customer Service staff welcome your ideas and feedback. If you are unhappy with your care, they will help you. Staff, consumers, and families work together to improve services. If you want to help us make care better, call NorthCare at 1-888-333-8030 or 906-225-7254.

Customer service can help you with:

- Learning about our system and services
- Understanding your benefits and costs
- Complaints or problems with services
- Transportation for medical appointments
- Specialty services under the EPSDT program
- Finding providers who are accepting new consumers

To contact your local Customer Service Staff, call:
Copper Country CMH @1-800-526-5059; Gogebic County CMH @ 1-906-229-6120; Hiawatha Behavioral Health @ 1-800-839-9443; Northpointe Behavioral Health Systems @ 1-800-750-0522; Pathways CMH @ 1-888-728-4929; NorthCare Network @ 1-888-333-8030.

State Customer Services Hotline Numbers

Medicaid Customer Services Hotline
1-800-642-3195

Behavioral & Physical Health and Aging Services Administration Customer Services
1-844-275-6324

Qualifying for Services

Michigan uses a managed care system for mental health and substance use disorder services. The Michigan Department of Health and Human Services sets the rules we follow. These rules include what services are offered and how we decide if someone qualifies.

CMHSPs must serve people with Medicaid who need specialty mental health services. NorthCare and CMHSPs may refer people who are not in these groups to other providers.

If you have Medicaid and need specialty services, you can get services that are medically necessary. If you do not have insurance, services are not guaranteed because funding may be limited. NorthCare and its partners work to serve as many people as possible with the resources available.

If you do not have Medicaid and there is not enough funding, you may be placed on a waiting list. People with Medicaid will not be placed on a waiting list.

Mental Health

Each community mental health agency provides mental health services that are medically needed for people who:

- Have Medicaid, **and**
- Have a serious mental illness, serious emotional disturbance, or intellectual or developmental disability. Priority goes to people with the most serious conditions and those in urgent situations.

Substance Use Disorder

NorthCare Substance Use Disorder Services provides care that is medically needed for people who:

- Have Medicaid or Healthy Michigan, **or**
- Have a substance use disorder and meet eligibility criteria.

To contact your local Customer Service Staff, call:
Copper Country CMH @1-800-526-5059; Gogebic County CMH @ 1-906-229-6120; Hiawatha Behavioral Health @ 1-800-839-9443; Northpointe Behavioral Health Systems @ 1-800-750-0522; Pathways CMH @ 1-888-728-4929; NorthCare Network @ 1-888-333-8030.

Access Process

Access to Mental Health Services

You can get routine specialty support services for mental illness or developmental disabilities by calling your local community mental health agency at the phone numbers listed at the bottom of the page or on pages 4-8.

If you need emergency care after hours or on holidays, see pages 4-8 for your local crisis phone number.

Access to Substance Use Disorder Services

To get services or information about substance use disorder, contact your local SUD agency (phone numbers listed on pages 9-14) or call NorthCare SUD Access at 1-800-305-6564 or 906-225-7222.

Services Available

NorthCare has a contract with the Michigan Department of Health and Human Services. This contract explains the types and levels of services based on whether you have Medicaid.

If you have Medicaid:

- Your benefits are described in Michigan's Medicaid Provider Manual.
- The list of services for Medicaid is under "Service Array" starting on page 24.

If you do not have Medicaid:

- You may be placed on a waiting list if a program has no openings.

Priority for Services

Each NorthCare provider must first meet the needs of their required groups. After that, they may offer services to others who meet treatment guidelines.

You have priority for mental health services if:

- You have a severe mental illness, serious emotional problem, intellectual disability, developmental disability, **or**
- You are in an urgent or emergency situation

You have priority for substance use disorder services if:

- You are pregnant and inject drugs
- You are pregnant and misuse substances

- You inject drugs
- You are a parent and your child was removed or may be removed from your home under Michigan Child Protection Law
- You are under MDOC supervision and referred by MDOC, or you are being released from an MDOC facility without supervision and referred by MDOC (not including court referrals or local community corrections programs)

Funded SUD programs must admit clients based on these federal rules.

For help finding a SUD provider, call NorthCare SUD Access at 1-800-305-6564 or 906-225-7222.

Service Authorization

*Services you request must be authorized or approved by the utilization department at your local community mental health agency, or NorthCare. That 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. If you do not agree with a decision that denies, reduces, suspends, or terminates a service, you may file an appeal.

Medical Necessity

Services for mental health or substance use concerns must be medically necessary. This means the services are needed to make sure you get the right assessment and treatment for a serious mental illness, intellectual disability, developmental disability, emotional problem, or substance use disorder.

Medical necessity also means the amount (how much service you get), scope (who provides it and how), and duration (how long it lasts) are enough to meet your needs. All services must be medically necessary, there are no exclusions or limits.

Payment for Services

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.

Some enrollees will be responsible for "cost sharing". This refers to money that an enrollee has to pay when services or drugs are received. You might also hear terms like "deductible, spend-down, copayment, or coinsurance," which are all forms of "cost sharing". Your Medicaid benefit level will determine if you have to pay any cost–sharing responsibilities. If you are a Medicaid beneficiary with a deductible ("spend-down"), as determined by the MDHHS, you may be responsible for the cost of a portion of your services.

Should you lose your Medicaid coverage, your PIHP/provider 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, Block Grant, or a third-party payer.

If Medicare is your primary payer, the PIHP will cover all Medicare cost–sharing consistent with coordination of benefit rules.

Out of Network Service Request

Your local CMHSP will arrange these requests. They can contract for any medically necessary specialty service outside their network if needed. Usually, this only happens when the service cannot be provided locally and is part of your benefit plan.

NorthCare will help both providers and consumers find and access specialty services outside the region when needed. Since in network services have no cost to you, there will also be no cost for medically necessary out of network services.

Transition of Care

If you are changing your care, you can keep getting medically necessary services for up to 90 days if stopping care would harm your health. If you need to move your services, you will not have to pay any costs for the change.

Transitions can happen in different ways. You might move to another part of the state, change service providers, or switch from youth services to adult services. If this applies to you, contact your primary case holder.

Confidentiality and Family Access to Information

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 and receive a copy of your 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 record can only change 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 to coordinate your treatment or when it is required by law.

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

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

Under Health Insurance Portability and Accountability Act (HIPAA), you will be provided with an official Notice of Privacy Practices from your CMHSP. This notice will tell you all the ways that information about you can be used or disclosed. It will also include 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 where you get services.

NorthCare's Notice of Privacy Practices is included on pages 41-44 and available on our website at www.northcarenetwork.org

Coordination of Care

To improve the quality of services, NorthCare wants to coordinate your care with the medical provider who cares for your physical health. If you are also receiving substance use disorder services, your mental health care should be coordinated with those services.

Being able to coordinate with all 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. If you do not have a medical doctor and need one, contact NorthCare Customer Service at 1-888-333-8030 and the staff will assist you in getting a medical provider.

When your providers work together, your care is better. This means they talk to each other about your care. It can also include help with rides to medical or dental visits through the Upper Peninsula Health Plan (1-800-835-2556) or MDHHS.

Emergency and After-Hours Access to Services

A "behavioral health emergency" is when an individual is experiencing symptoms and behaviors that can reasonably be expected in the near future to lead him/her to harm self or another; or because of his/her inability to meet his/her basic needs he/she is at risk of harm; or the individual's judgment is so impaired that he or 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, seven days a week, without prior authorization for payment of care. You have the right to use any hospital or other setting to receive emergency care at any time, 24 hours a day, 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 call: your local emergency number located on pages 4-8 or dial 911.

The 988 Suicide and Crisis Lifeline is a free, 24/7 national hotline. It connects you to a local call center. Calls are free and private. You can call or text **988** to talk with a trained crisis worker.

You may utilize any hospital or emergency care setting (Upper Peninsula Hospitals are listed below).

Upper Peninsula Hospitals		
Aspirus Iron River Hospital 1400 West Ice Lake Road Iron River, MI 49935 (906) 265-6121	**Aspirus Ironwood Hospital** N10561 Grand View Lane Ironwood, MI 49938 (906) 932-2525	**Aspirus Keweenaw Hospital** 205 Osceola Street Laurium, MI 49913 (906) 337-6500
Baraga County Memorial Hospital 18341 U.S. Highway 41 L'Anse, MI 49946 (906) 524-3300	**Helen Newberry Joy Hospital** 502 West Harrie Street Newberry, MI 49868 (906) 293-9215	**Mackinac Straits Health System** 1140 North State Street St. Ignace, MI 49781 (906) 643-8585
Marshfield Medical Center-Dickinson 1721 S. Stephenson Avenue Iron Mountain, MI 49801 (906) 774-1313	**Munising Memorial Hospital** 1500 Sand Point Road Munising, MI 49862 (906) 387-4110	**My Michigan Medical Center-Sault** 500 Osborn Blvd Sault Ste. Marie, MI 49783 (906) 635-4460
OSF St. Francis Hospital 3401 Ludington Street Escanaba, MI 49829 (906) 786-3311	**Sault Tribe Health Center** 2864 Ashmun Street Sault Ste. Marie, MI 49783 (906) 632-5200	**Schoolcraft Memorial Hospital** 7870 W US Hwy 2 Manistique, MI 49854 (906) 341-3200
U.P. Health System-Bell 901 Lakeshore Drive Ishpeming, MI 49849 (906) 486-4431	**U.P. Health System-Marquette** 850 West Baraga Ave. Marquette, MI 49855 (906) 449-3000	**U.P. Health System Portage** 500 Campus Drive Hancock, MI 49930 (906) 483-1000

Please note: *if you utilize a hospital emergency room, there may be health-care services provided to you as part of the hospital treatment that you receive 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. Customer Services can answer questions about such bills.*

Post-Stabilization Services
After you receive emergency behavioral health care and your condition is under control, you may receive behavioral health services to make sure your condition continues to stabilize and improve. Examples of post-stabilization services are psychiatric inpatient hospitalization, crisis residential, case management, outpatient therapy, and/or medication reviews. Prior to the end of your emergency-level care, your local CMH will help you to coordinate your post-stabilization services.

Person-Centered Planning

The process used to design your individual plan of behavioral health supports, service, or treatment is called "person-centered planning (PCP)." Person-centered planning is your right protected by the Michigan Mental Health Code.

The process begins when you determine whom, besides yourself, you would like at the PCP meetings, such as family members, friends, providers, and what staff from your local community mental health agency you would like to attend. You will also decide when and where the PCP meetings will be held. Finally, you will decide what assistance you might need to help you participate in and understand the meetings.

During PCP, you will be asked what your hopes and dreams are and will 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 PCP meeting if you want to talk about changing your plan of service.

You have the right to "independent facilitation" of the PCP process. This means that you may request that someone other than your local community mental health agency staff conduct your planning meetings. You have the right to choose from available independent facilitators.

Children under the age of 18 with developmental disabilities or SED also have the right to PCP, known as Family Driven, Youth Guided Planning. Family Driven, Youth Guided 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 the planning process using family-centered practice in the delivery of supports, services, and treatment to their children. As children grow into youth, the planning process transitions to being more youth driven and family guided in order to prepare that youth for adulthood.

Topics Covered during Person-Centered Planning
During PCP, you will be told about psychiatric advance directives, a crisis plan, and self-directed services (also known as Choice Voucher for individuals under 18) (See the descriptions below). You have the right to choose to develop any, all, or none of these.

- ***Psychiatric Advance Directive:*** *Adults have the right under Michigan law 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 make a decision 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 do not believe you have received appropriate information regarding psychiatric advance directives from NorthCare, please contact NorthCare Customer Service to file a grievance.

- ***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 medications, or care of children, pets, or bills.*

- ***Self-Directed Services/Choice Voucher:*** *Self-Directed Services is an option for payment of medically necessary services you might request if you receive 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.*

Family Driven, Youth Guided Planning

Our CMHSPs follow a Family-Driven, Youth-Guided approach, which means you and your child lead the decisions about services and supports. You'll get clear information to make choices, your family's strengths and culture are honored, and as your child grows, they take on more of their own voice in planning.

Recovery & Resiliency

Recovery is a journey of healing and transformation enabling an individual with a mental health/substance use disorder problem to live a meaningful life in a community of his/her choice while striving to achieve his or her potential.

Recovery is an individual journey that follows different paths and leads to different locations. Recovery is a process that we enter into and is a lifelong attitude. Recovery is unique to each individual and can truly only be defined by the individual themselves. What might be recovery for one individual may be only part of the process for another.

Recovery may also be defined as wellness. Behavioral health supports and services help individuals with a mental illness/substance use disorder in their recovery journeys. The PCP process is used to identify the supports needed for individual recovery.

In recovery there may be relapses. A relapse is not a failure, rather a challenge. If a relapse is prepared for, and the tools and skills that have been learned throughout the recovery journey are used, an individual 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 SED. Resiliency is the ability to "bounce back" and is a characteristic important to nurture in children with SED and their families. It refers to the individual's ability to become successful despite challenges they may face throughout their life.*

Service Array: Medicaid Specialty Supports and Services Descriptions

If you are a Medicaid beneficiary and have a serious mental illness (SMI), serious emotional disturbance (SED), intellectual or developmental disability (I/DD), or a substance use disorder (SUD), you may be eligible for some of the Medicaid Specialty Supports and Services listed below.

Before services can be started, you will take part in an assessment to find out what your needs are and if you are eligible for services. Not all individuals who come to us are eligible for services. Not all services are available to everyone we serve.

During the Person-Centered Planning (PCP) process, you and your treatment team will be supported to determine what services are medically necessary services for you. The amount, scope, and duration of the services needed to achieve your goals will be determined. You will also be able to choose who provides your supports and services. You will receive an individual plan of service (IPOS) that provides all of this information.

Medicaid may not pay for services that are not medically necessary or otherwise available to you from other resources in the community.

In addition to meeting medically necessary criteria, services listed below marked with an asterisk (*) require a doctor's prescription.

Medicaid Specialty Supports and Services include the following PIHP covered services:

Assertive Community Treatment (ACT) *provides basic services and supports essential for individuals 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 supports needed to maintain wellness and participate in social, educational, and vocational activities. Assertive Community Treatment may be provided daily for individuals who participate.*

Assessment *includes a comprehensive psychiatric evaluation, psychological testing, substance use disorder 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.*

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

Behavior Treatment Review *is 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 management 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.*

Clubhouse Programs (Psychosocial Rehabilitation Program) *are programs where members (consumers) and staff work side by side to operate the clubhouse and to encourage participation in the greater community. Clubhouse programs focus on fostering recovery, competency, and social support, as well as vocational skills and opportunities.*

Community Psychiatric Inpatient Services *are hospital services used to stabilize a 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.*

Crisis Interventions *are unscheduled individual or group services aimed at reducing or eliminating the impact of unexpected events on behavioral health and wellbeing.*

Crisis Residential Services *for children or adults are short-term alternatives to inpatient hospitalization provided in a licensed residential setting.*

Early Periodic Screening, Diagnosis and Treatment (EPSDT) *provides comprehensive and preventative healthcare services for children under the age of 21 who are enrolled in Medicaid. Early Periodic Screening, Diagnosis and Treatment is key to ensuring that children and adolescents receive appropriate preventative, dental, mental health, and specialty services. While transportation to EPSDT corrective or ameliorative specialty services is not a covered service under this waiver, the PIHP must assist beneficiaries in obtaining necessary transportation either through MDHHS or through the beneficiary's Medicaid health plan.*

Early Periodic Screening, Diagnosis and Treatment services include screening services; vision and hearing services; lead screening; immunizations/vaccines for children; and other necessary health care services,

diagnostic services, and treatment. Michigan's Medicaid autism services and Parent Support Partners are a few services under EPSTD authority.

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.*

Intensive 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.*

Intensive Crisis Stabilization Services *is a 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. This could include a mobile response team but also includes other crisis interventions.*

Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) *provide 24-hour intensive supervision, health and rehabilitative services, and basic needs to individuals with developmental disabilities.*

Intensive Care Coordination with Wraparound (ICCW) *is an evidence-informed approach to ensuring comprehensive coordination and holistic planning for children, youth, young adults, and their families with the most intensive needs. Intensive Care Coordination with Wraparound is an EPSDT state plan service when delivered to children, youth, and young adults under 21 years of age.*

Medication Administration *is when a doctor, nurse, or other licensed medical provider gives an injection, an oral medication, or a 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 (group or individual) *includes therapy or counseling designed to help improve functioning and relationships with other people.*

Nursing Home/Facility 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.*

****Occupational Therapy*** *includes the evaluation by an occupational therapist of an individual's ability to take care of themselves every day, and treatments to help increase these abilities.(CWP)*

Outpatient Partial Hospital Services *include psychiatric, psychological, social, occupational, nursing, music therapy, and therapeutic recreational services in a hospital setting under a doctor's supervision. Partial hospital services are provided during the day – participants go home at night.*

Parent Support Partners (PSP): *Parent Support Partners is a peer-delivered service for parents and caregivers of youth with SED or I/DD, including Autism. Parent Support Partners is designed to support parents and caregivers through connection of lived experience and non-judgmental support to find their voice in advocating for their child and family.*

Peer-Directed and Operated Support 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 Mentoring Services*: Peer Mentoring services provide adults with intellectual and developmental disabilities with opportunities to support, mentor and assist beneficiaries to achieve community inclusion and participation, independence, and productivity. Peer Mentors are individuals with intellectual and developmental disabilities who have a unique skill level from their experience in utilizing services and supports to achieve their goals.*

Peer Specialist Services*: Peer Specialist services are activities designed to help individuals with SMI in their individual recovery journey and are provided by individuals who are in recovery from SMI. 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.*

****Physical Therapy*** *includes the evaluation by a physical therapist of an individual's physical abilities (such as the ways they move, use their arms or hands, or hold their body), and treatments to help improve their physical abilities.*

Prevention-<u>Direct</u> Service Models *utilize individual, family, dyadic, and group interventions designed to reduce the incidence of behavioral, social, emotional or cognitive dysfunction and increase the infant, toddler, or child's behavioral functionality, resilience, and optimal mental health, reducing the need for individuals to seek more intensive treatment through the public mental health system.*

Private Duty Nursing Services *are skilled nursing interventions provided to beneficiaries age 21 and older, up to a maximum of 16 hours per day, to meet an individual's health needs that are directly related to their developmental disability. (HSW)*

****Speech, Hearing and Language Therapy*** *includes the evaluation by a speech therapist of an individual's ability to use and understand language and communicate with others or to manage swallowing or related conditions and treatments to help enhance speech, communication, or swallowing.*

Substance Use Treatment Services *(see descriptions following the behavioral health services)*

Supports Coordination or Targeted Case Management *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.

***Transportation** may be provided to and from an individual's home for them to take part in a non-medical Medicaid-covered service.*

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

***Telemedicine** means the use of an electronic media to link beneficiaries with health care professionals in different locations.*

***Youth Peer Support** is a peer-delivered service for youth and young adults. It is designed to support youth and young adults with a SED/SMI through shared activities and interventions in the form of non-judgmental support, connection through lived experience, and supporting self-advocacy.*

Services for individuals who meet additional criteria and/or are enrolled in the 1915 (i) State Plan Amendment (iSPA), the Habilitation Supports Waiver (HSW), the Children's Waiver Program (CWP) or the Serious Emotional Disturbance Waiver(SEDW).

Some Medicaid beneficiaries are eligible for special community-based services that if not available would require them to live in a hospital or other facility. To receive these services, individuals need to be enrolled in one of these waivers. The availability of these waivers is very limited.

***1915 (i) State Plan (iSPA):** The iSPA is provided to Medicaid beneficiaries who are any age and have I/DD, SMI, SED and SUD have substantial functional limitations and are at risk of not increasing or maintaining sufficient level of functioning in order to achieve their individual goals of independence, recovery, productivity, or community inclusion and participation.*

***Habilitation Supports Waiver (HSW)** provides community-based services to people with I/DD if not for the availability and provisions of HSW services would otherwise require the level of care services provided in an Intermediate Care Facility (ICF).*

***Children's Waiver Program (CWP)** provides community-based services to beneficiaries under age 18 who, if not for the availability and provisions of CWP services, would otherwise require the level of care and services provided in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID). The goal of the CWP is to enable beneficiaries with developmental disabilities who have significant needs, who meet the CWP eligibility requirements to live with their parents or legal guardians, and to fully participate in their communities.*

***Serious Emotional Disturbance Waiver (SEDW)** provides home and community-based services to children, youth, and young adults under age 21 who, if not for the availability and provisions of SEDW services, would otherwise require hospitalization in our state psychiatric hospital. The goal of the SEDW is to enable beneficiaries with SED who have significant needs and who meet the SEDW eligibility requirements to live in their home and community instead of receiving hospital level of care.*

Individuals enrolled in these programs have access to the services listed above as well as those listed here as specified:

Children's Therapeutic Family Care *provides an intensive therapeutic living environment for a child with challenging behaviors. (SEDW)*

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

****Enhanced Pharmacy*** *includes doctor-ordered nonprescription or over-the-counter items (such as vitamins or cough syrup) necessary to manage health condition(s) when an individual's Medicaid Health Plan does not cover these items. (iSPA, HSW)*

****Enhanced Medical Equipment and Supplies/Assistive Technology*** *includes adaptive devices and supplies that are not covered under the Medicaid Health Plan or by other community resources. These devices help individuals to better take care of themselves or to better interact in the places where they live, work, and play. (iSPA, HSW, CWP)*

****Environmental Modifications*** *are physical changes to an individual's home environment that are of direct medical or remedial benefit to the individual. Modifications ensure access, protect health and safety, or enable greater independence for an individual with physical disabilities. Note that all other sources of funding must be explored first before using Medicaid funds for environmental modifications. (HSW, CWP)*

Family Support and Training *provides family-focused assistance to family members relating to and caring for a relative with SMI, 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 CWP. (iSPA, HSW)*

Fencing *may be approved with documentation that it is essential to achieve the outcomes specified in the child's IPOS and necessary to meet a child's health and safety needs. Authorization for fencing is for a maximum of 200 feet of standard chain link fence and one gate. (CWP)*

Financial Management Services *help individuals who choose to self-direct or use choice voucher to manage their service and supports budget and pay providers. (iSPA, SEDW, CWP, HSW)*

Goods and Services *is to promote individual control over and flexible use of the individual budget by the HSW beneficiary using arrangements that support self-determination and facilitate creative use of funds to accomplish the goals identified in the IPOS through achieving better value or an improved outcome. Goods and services can be services, equipment, or supplies not otherwise provided through either the HSW, the State Plan or iSPA that address an identified need through the PCP process. (HSW)*

Housing Assistance *provides supports to preserve the most independent living arrangement and/or assist the individual in locating the most integrated option appropriate to the individual. Housing Assistance provides supports in assessing housing needs and preferences, assistance with finding and securing housing, assisting with securing documentation, submitting applications and securing deposits, and*

locating furnishings. (iSPA)

Home Care Training – Non-Family *is customized training for the paid in-home support staff who provide care for a beneficiary enrolled in one of the waivers. (CWP, HSW, SEDW)*

Home Care Training – Family *for SEDW (called* ***Family Training*** *for CWP) provides treatment interventions and support intervention plans specified in the IPOS and includes updates as necessary to safely maintain the beneficiary at home.*

Out-of-Home Non-Vocational Supports and Services *is assistance to gain, retain, or improve in self- help, socialization, or adaptive skills. (HSW)*

Overnight Health and Safety Supports *is the need for someone to be present to prevent, oversee, manage, direct, or respond to a beneficiary's disruptive, risky, or harmful behaviors during the overnight hours. Overnight Health and Safety Support is indicated for an individual who is non-self-directing, confused, has a cognitive impairment, or whose physical functioning is such that they are unable to respond appropriately in an emergency. It is further indicated for beneficiaries who have inconsistency in, or an inability to, regulate sleep patterns. (HSW, CWP, SEDW)*

Parent Support Partner *is peer support provided by a trained peer one-on-one or in group for assistance with identifying coping strategies for successfully caring for or living with an individual with a SED or I/DD. (SEDW)*

Personal Emergency Response System *helps 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. (iSPA, HSW)*

Private Duty Nursing *services are skilled nursing interventions provided to beneficiaries age 21 and older, up to a maximum of 16 hours per day, to meet an individual's health needs that are directly related to their developmental disability. (HSW)*

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. (iSPA, CWP, SEDW, HSW)*

Skill-Building Assistance *includes supports, 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. (iSPA)*

Specialty Services *are music, equine, 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. (CWP)*

Supported Employment – Individual Supported Employment *provides training activities provided in typical business, industry, and community settings for groups of two to six workers with disabilities paying at least*

minimum wage. The purpose of funding for this service is to support sustained paid employment and work experience that leads to individual competitive integrated employment. Supported employment services for small groups must promote integration into the workplace and interaction between workers with disabilities and individuals without disabilities in those workplaces. (HSW, iSPA)

Supported Employment – Small Group Employment *provides training activities provided in typical business, industry, and community settings for groups of two to six workers with disabilities paying at least minimum wage. The purpose of funding for this service is to support sustained paid employment and work experience that leads to individual competitive integrated employment. Supported employment services for small groups must promote integration into the workplace and interaction between workers with disabilities and individuals without disabilities in those workplaces. (HSW, iSPA)*

Therapeutic Overnight Camp *is a group recreational and skill building service in a MDHHS licensed camp with staff trained in working with beneficiaries with SED. (SEDW)*

Therapeutic Services *are music, equine, recreation, or art therapies that may be provided to help reduce or manage the symptoms of a child's mental health condition. Specialty services might also include specialized child and family training, coaching, staff supervision, or monitoring of program goals. (SEDW)*

Vehicle Modification *include adaptations or alterations to an automobile or van that is the beneficiary's primary means of transportation in order to accommodate the special and medical needs of the beneficiary. (iSPA, HSW, CWP)*

Services for Persons with Substance Use Disorders (SUD)

The substance use treatment services listed below are covered by Medicaid. These services are available through the PIHP.

SUD Access and Screening *determines the need for substance use disorder services and will assist in getting to the right services and providers.*

SUD Outpatient Treatment *includes therapy/counseling for the individual, family, and group therapy.*

SUD Intensive/Enhanced Outpatient (IOP or EOP) *is a level of care that provides more services each week and may include day or evening programs.*

Medication for Opioid Use Disorders (MOUD) *is offered to individuals with an opioid use disorder. This service is monitored by a physical and nursing staff and may be combined with clinical services and supports.*

Medication Assisted Treatment (MAT) *is offered to individuals with an alcohol use disorder or an opioid use disorder to support their recovery and is medically monitored and can be combined with clinicals services and supports.*

Withdrawal Management *is a clinical or medically monitored process that helps people safely stop using drugs or alcohol while reducing pain, discomfort, and dangerous withdrawal symptoms.*

SUD Residential Treatment *is intensive therapeutic services which include overnight stays in a staffed licensed facility.*

Peer Recovery Coaching *is a service that assists an individual in their recovery process by removing barriers, assisting with recovery planning, and reducing the likelihood of relapse.*

Substance Use Disorder Health Home *is a care management and care coordination primary care Health Home benefit called the Substance Use Disorder Health Home (SUDHH) (previously referred to as the Opioid Health Home [OHH]). The goals of the program are to ensure seamless transition of care and to connect eligible beneficiaries with needed clinical and social services.*

Note: the Michigan Medicaid Provider Manual contains complete definitions of the following services as well as eligibility criteria and provider qualifications. The Manual may be accessed at:
https://www.mdch.state.mi.us/dch-medicaid/manuals/MedicaidProviderManual.pdf

If you receive Medicaid, you may be entitled to other medical services not listed above. Services necessary to maintain your physical health are provided or ordered by your primary care doctor. If you receive CMHSP services, your local CMHSP will work with your primary care doctor to coordinate your physical and behavioral health services. If you do not have a primary care doctor, your local CMHSP will help you find one.

Note: Home Help Program *is another service available to Medicaid beneficiaries who require in-home assistance with activities of daily living and household chores. To learn more about this service, you may call the local MDHHS telephone number listed below or contact your local community mental health agency customer service staff for assistance (phone numbers listed at the bottom of the page and on pages 4-8).*

Local Michigan Department of Health and Human Services	
COUNTY	**PHONE NUMBER**
Alger County	906-628-7002
Baraga County	906-275-5050
Chippewa County	906-635-4100
Delta County	906-786-5394
Dickinson County	906-779-4100
Gogebic County	906-663-6200
Houghton County	906-482-0500
Iron County	906-265-9958
Keweenaw County	906-337-3302
Luce County	906-293-5144
Mackinac County	906-643-9550
Marquette County	906-228-9691
Menominee County	906-863-9965
Ontonagon County	906-813-7006
Schoolcraft County	906-341-2114

Medicaid Health Plan Services: Upper Peninsula Health Plan (UPHP)

If you are enrolled in a Medicaid Health Plan, the following kinds of health care services are available to you when your medical condition requires them.

- *Ambulance*
- *Chiropractic*
- *Doctor visits*
- *Family planning (enrollees do not a referral from your doctor for this care)*
- *Health check-ups*
- *Hearing aids*
- *Hearing and speech therapy*
- *Home Health Care*
- *Immunizations (shots)*
- *Lab and X-ray*
- *Medical supplies*
- *Medicine* (**note below)
- *Mental health*
- *Nursing Home Care*
- *Physical and Occupational therapy*
- *Prenatal care and delivery*
- *Surgery*
- *Transportation to medical appointments*
- *Vision*

**Note: The pharmacy benefit is managed by the Upper Peninsula Health Plan for both behavioral health and physical health.

If you are already enrolled in the Upper Peninsula Health Plan, you can contact the health plan directly for more information about the services listed above. If you are not enrolled in a health plan or do not know the name of your health plan, you can contact NorthCare Customer Service for assistance.

The Upper Peninsula only has one health plan, which is the Upper Peninsula Health Plan. **See contact information listed below.** You can also contact MiEnrolls at 1-800-975-7630 to enroll in the Upper Peninsula Health Plan

Upper Peninsula Health Plan
853 West Washington Street
Marquette, MI 49855
Phone: (906) 225-7500
Toll-Free: 1-800-835-2556
Business Hours: 8:00 a.m. to 5:00 p.m. Monday through Friday (closed most Holidays)
Website: www.uphp.com

Recipient Rights

Every Individual 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 When Receiving Mental Health Services in Michigan". 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.

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.

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.

You may contact your local community mental health services program (CMHSP) to talk with a Recipient Rights Officer with any questions you may have about your rights or to get help making a complaint. Customer Services can also help you make a complaint. You can contact the local CMHSP Recipient Rights Officer at the phone numbers listed on pages 4-8 or NorthCare Customer Service at 1-888-333-8030 for SUD Recipient Rights.

Freedom from Retaliation. *If you use public behavioral health 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.*

Grievance and Appeals Processes

Grievances

You have the right to say that you are unhappy with your services or supports or the staff who provide them, by filing a "grievance." You can file a grievance any time by calling, visiting, or writing to NorthCare Customer Service. Assistance is available in the filing process by contacting NorthCare at 1-888-333-8030. In most cases, your grievance will be resolved within ***90 calendar days*** *from the date NorthCare receives your grievance. You will be given detailed information about the grievance and appeal processes when you first start services and then again annually. You may ask for this information at any time by contacting NorthCare Customer Service at 1-888-333-8030.*

Appeals

You will be given notice when a decision is made that denies your request for services or reduces, suspends, or terminates the services you already receive. This notice is called an "Adverse Benefit Determination" (ABD). You have the right to file an "appeal" when you do not agree with such a decision. If you would like to ask for an appeal, you will have to do so within ***60 calendar days*** *from the date on the ABD. We will acknowledge your appeal request by sending you a letter.*

You may ask for a "Local Appeal" by contacting NorthCare Customer Service at 1-888-333-8030.

You will have the chance to provide information in support of your appeal, and to have someone speak for you regarding the appeal if you would like.

*In most cases, your appeal will be completed in **30 calendar days** or less. If you request and meet the requirements for an "expedited appeal" (fast appeal), your appeal will be decided within **72 hours** after we receive your request. In all cases, the PIHP may extend the time for resolving your appeal by **14 calendar days** if you request an extension, or if the PIHP can show that additional information is needed and that the delay is in your best interest.*

You may ask for assistance from NorthCare Customer Service to file an appeal.

State Fair Hearing

You must complete a Local Appeal before you can file a State Fair Hearing. However, if the PIHP fails to adhere to the notice and timing requirements, you will be deemed to have exhausted the Local Appeal process. You may request a State Fair Hearing at that time.

You can ask for a State Fair Hearing only after receiving notice that the service decision you appealed has been upheld. You can also ask for a State Fair Hearing if you were not provided your notice and decision regarding your appeal in the timeframe required. There are time limits on when you can file an appeal once you receive a decision about your Local Appeal.

Benefit Continuation

*If you are receiving a Michigan Medicaid service that is reduced, terminated, or suspended before your current service authorization, and you file your appeal within **10 calendar days** (as instructed on the Notice of Adverse Benefit Determination), you may continue to receive your same level of services while your internal appeal is pending. You will need to state in your appeal request that you are asking for your service(s) to continue.*

*If your benefits are continued and your appeal is denied, you will also have the right to ask for your benefits to continue while a State Fair Hearing is pending if you ask for one within **10 calendar days**. You will need to state in your State Fair Hearing request that you are asking for your service(s) to continue.*

If your benefits are continued, you can keep getting the service until one of the following happens: 1) you withdraw the appeal or State Fair Hearing request; or 2) all entities that got your appeal decide "no" to your request.

NOTE: If your benefits are continued because you used this process, you may be required to repay the cost of any services that you received while your appeal was pending if the final resolution upholds the denial of your request for coverage or payment of a service. State policy will determine if you will be required to repay the cost of any continued benefits.

Medicaid Fair Hearing Rights & Responsibilities

You can ask for a Medicaid Fair Hearing when:

- You have finished a local appeal, and the decision stayed the same.
- Or when NorthCare or your CMHSP did not send you a **Notice of Adverse Benefit Determination** on time or did not follow the time limits for resolving a grievance or appeal.

You have **120 days** to request a Fair Hearing after you receive the written notice about your local appeal decision. You must finish the local appeal process first.

If Medicaid services are denied, reduced, stopped, or suspended, you will receive a written notice called a **Notice of Adverse Benefit Determination**. If you did not get this notice in writing, you can still ask for a State Fair Hearing.

Most hearings happen over the phone. The Administrative Law Judge will connect everyone by phone. You can stay at home or go to your local community mental health or substance use disorder agency. You can also ask for an in-person hearing at your local agency.

You may have someone represent you like an attorney, friend, advocate, or family member. The Michigan Department of Health and Human Services cannot give you an attorney or pay attorney fees. You must tell them in writing who your representative is.

The Administrative Law Judge will not decide your case during the hearing. You will get a written **Decision and Order** in the mail. If you do not agree with the decision, you can appeal to your county's Circuit Court or ask for a rehearing within **30 days** of getting the decision. A provider can also appeal for you.

IF YOU HAVE QUESTIONS, PLEASE CONTACT:

Michigan Office of Administrative Hearings and Rules
P.O. Box 30763
Lansing, MI 48909
Toll Free: 800-648-3397
Fax: 517-763-0146

Contact NorthCare Customer Service at 1-888-333-8030 if you have questions about filing for a Fair Hearing.

Fraud, Waste, and Abuse

Fraud, Waste, and Abuse uses valuable Michigan Medicaid funds needed to help children and adults access health care. Everyone can take responsibility by reporting fraud, waste, and abuse. Together we can make sure taxpayer money is used for people who really need help.

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 (cash, gifts, services) in return for medical services, (i.e., kickbacks)*
- *Falsifying cost reports*

- ***Or When Someone:***
  - *Lies about their eligibility*
  - *Lies about their medical condition*
  - *Forges prescriptions*
  - *Sells their prescription drugs to others*
  - *Loans their Medicaid card to others*

- ***Or When a Health Care Provider Falsely Charges For:***
  - *Missed appointments*
  - *Unnecessary medical tests*
  - *Telephoned services*

If you think someone is committing fraud, waste, or abuse, you may report it to Corporate Compliance. You may email concerns to compliance@northcarenetwork.org, or report them anonymously through NorthCare's Confidential Compliance Hotline by calling 1-844-260-0003, emailing reports@lighthouse-services.com or reporting via the internet at http://www.lighthouse- services.com/northcare.

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.

Right to Information about NorthCare Operations

If you want more information about NorthCare, such as an organizational chart or annual reports, you can contact NorthCare directly at **1-888-333-8030** and ask for paper copies, which will be sent to you at no cost. These documents, along with other required information, are also available on NorthCare's website at: www.northcarenetwork.org. All required documents are available in paper form, free of charge, and will be provided to you within 5 business days of your request.

Clinical Practice Guidelines

NorthCare has clinical practice guidelines and are available on our website at https://northcarenetwork.org/providers/clinical-practice-guidelines-manual/.

If you are interested, all clinical practice guidelines are available in paper form, free of charge, and will be provided to you within 5 business days of your request.

NorthCare Veteran Navigator

NorthCare has a Veteran Navigator who supports Veterans, service members, and military families from all service eras and all discharge types.

Your Veteran Navigator acts as an advocate and helps connect you to available services. Navigators are familiar with Veteran Affairs and many other Veteran programs. Veteran Navigators work closely with federal, state, county, and local Veteran organizations. Because of this, they stay up to date on available resources. Each Navigator is trained to help Veterans overcome challenges. These may include health care, food assistance, housing support, counseling, and other local services.

Contact NorthCare Veteran Navigator
Dan Best
Phone: 906-936-6863
Toll Free: 888-333-8030
Email: veterannavigator@northcarenetwork.org

Community Resources

For information about your community resources, call your local community mental health agency or substance use disorder agency. Their phone numbers are listed on pages 4-14. Below is a list of other resources you can use. This list does not include everything in the Upper Peninsula.

You can also call **2-1-1** to find more resources.

Additional Resources

- 988 Suicide & Crisis Lifeline/MI Crisis & Access Line 9-8-8
- Alzheimer's Association 800-272-3900
- Children's Special Health Care Services 877-274-2737
- Community Action Agency
  - Alger-Marquette 906-228-6522
  - Baraga-Houghton-Keweenaw 906-482-5528
  - Chippewa-Luce-Mackinac 906-632-3363
  - Gogebic -Ontonagon 906-667-0283
  - Dickinson-Iron 906-774-2256
  - Menominee-Delta-Schoolcraft 906-786-7080
- Copper Shores Community Health Foundation 906-523-5920
- Medicaid Help Line 800-642-3195
- Medicare Helpline 800-663-4227
- MIChild 888-988-6300
- Michigan Problem Gambling Hotline 800-270-7117
- Room at the Inn Warming Center -Marquette 906-225-1521
- SAIL Disability Network 800-379-7245
- Salvation Army of Wisconsin and Upper Michigan 800-725-2769
- Tobacco Quit Hotline 800-784-8669
- U.P. Area Agency on Aging 906-786-4701
- U.P. Commission for Area Progress (UPCAP) 800-338-7227
- U.P. Domestic Violence Resources
  - Baraga County Shelter Home 906-524-7078
  - Tri-County Safe Harbor -Escanaba 906-789-1166
  - Domestic Violence Escape (DOVE)-Ironwood 906-932-4990
  - Women's Center/Harbor House -Marquette 906-225-1346
  - Diane Peppler Resource Center-Sault Ste. Marie 906-635-0566
  - Barbara Kettle Gundlach Shelter-Calumet 906-337-5623
  - Barbara Kettle Gundlach Outreach -Ontonagon 906-884-4004
  - Caring House- Iron Mountain 906-774-1112
- U.P. Food Banks
  - Central Upper Peninsula Food Bank 906-465-4988
  - Eastern Upper Peninsula Food Bank 906-632-0348
  - Western Upper Peninsula Food Bank 906-482-5528

Additional Website Resources:

- Alcoholics Anonymous www.aa.org
- American Academy of Child and Adolescent Psychiatry www.aacap.org
- American Association of Suicidology www.suicidology.org
- American Society of Addiction Medicine www.asam.org
- Anxiety and Depression Association of America www.adaa.org
- Autism Society of America www.autism-society.org
- Center for Parent Information and Resources www.parentcenterhub.org
- Children of Parents with Mental Illness www.copmi.net.au
- Children and Adults with Attention Deficit Disorder www.chadd.org
- Depression and Bipolar Support Alliance www.dbsalliance.org
- Equality Michigan www.equalitymi.org
- Gamblers Anonymous www.gamblersanonymous.org
- Marijuana Anonymous www.marijuana-anonymous.org
- Michigan Assistive Technology Program www.copower.org/assistive-tech
- Narcotics Anonymous www.na.org
- National Alliance on Mental Illness (NAMI) www.nami.org
- National Institute of Mental Health www.nimh.nih.gov
- National Mental Health America www.nmha.org
- Native American Communities
    - Bay Mills Indian Community www.baymills.org/
    - Sault Ste. Marie Tribe of Chippewa Indians www.saulttribe.com/
    - Keweenaw Bay Indian Community www.kbic-nsn.gov/
    - Lac Vieux Desert Band of Lake Superior Chippewa Indians https://lvd-nsn.gov/
    - Hannahville Indian Community https://hannahville.net/
- The Trevor Project www.thetrevorproject.org
- U.P. Diabetes Network www.upcap.org/up-diabetes-network
- U.P. Rainbow Pride www.uprainbowpride.org/

Advocacy Organizations

- ARC Michigan www.arcmi.org
- Association for Children's Mental Health www.acmh-mi.org
- Autism Alliance of Michigan www.autismallianceofmichigan.org
- Autism Support of Michigan www.autism-mi.org
- Michigan Statewide Independent Living Counsel www.misilc.org
- Disability Network www.dnmichigan.org
- Disability Rights of Michigan www.drmich.org
- Epilepsy Foundation of Michigan www.epilepsymichigan.org
- Mental Health Association in Michigan www.mha-mi.com
- Michigan Alliance for Families www.michiganallianceforfamilies.org
- Michigan Disability Rights Coalition www.mymdrc.org
- Michigan Statewide Independent Living Council www.misilc.org
- Disability Rights Michigan www.drmich.org
- United Cerebral Palsy-Michigan www.mi-ucp.org

NorthCare Notice of Privacy Practices

This Notice of Privacy Practices is provided by NorthCare Network, the Prepaid Inpatient Health Plan responsible for managing behavioral health services in the Upper Peninsula of Michigan. You may also get a Notice of Privacy Practices from your provider.

Your Information. Your Rights. Our Responsibilities.

NorthCare Network and its providers must follow the Health Insurance Portability and Accountability Act (HIPAA) of 1996. This means we must protect your privacy, follow the privacy practices in this notice, and give you a copy of this notice. This notice explains how your medical information may be used and shared and how you can get access to it. Please read it carefully.

YOUR RIGHTS

When it comes to your health information, you have certain rights. This section explains your rights and some of our duties to help you.

Get a copy of health and claims records.

- You can ask to see or get a copy of your health records, claims records, and other health information we have about you
- We will provide a copy or a summary of your health and claims records, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct health and claims records.

- You can ask us to correct your health or claims records if you think they are wrong or incomplete.
- We may say no, but if we do, we will tell you why in writing within 60 days.

Request confidential communications.

- You can ask us to contact you in a certain way, such as at home, at work, or by mail at a different address. We will consider all reasonable requests.
- We must say yes if you tell us you would be in danger if we do not.

Ask us to limit what we use or share.

- You can ask us not to use or share certain health information for treatment, payment, or care coordination, but we may say no if it would affect your care.

Get a list of times we shared your information.

- You can ask for a list, called an accounting, of the times we shared your health information without written consent during the 6 years before your request. The list will show who we shared it with and why.
- This list will not include disclosures for treatment, payment, care coordination, or certain other disclosures, such as ones you asked us to make. We will give you one free accounting each year. If you ask for another one within 12 months, we may charge a reasonable, cost-based fee.

Get a copy of this privacy notice.

- You can ask for a paper copy of this notice at any time, even if you agreed to get it electronically. We will give you a paper copy right away.

Choose someone to act for you.

- If you gave someone medical power of attorney, or if someone is your legal guardian, that person may exercise your rights and make choices about your health information.
- Before we act, we will make sure that person has the legal authority to do so.

File a complaint if you believe your rights were violated.

- You can file a complaint if you think we violated your privacy rights by contacting:

NorthCare Network
ATTN: Compliance & Privacy Officer
1230 Wilson St.
Marquette, MI 49855
Phone: 1-888-833-8030

- You can also file a complaint with the:

U.S. Department of Health and Human Services, Office for Civil Rights
200 Independence Avenue, S.W.
Washington, D.C. 20201
Phone: 1-877-696-6775
Website: www.hhs.gov/ocr/privacy/hipaa/complaints/

- We will not retaliate against you for filing a complaint.

YOUR CHOICES

For some health information, you can tell us what you want us to share. If you have a clear choice about how we share your information in the situations below, tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in payment for your care.
- Share information in a disaster relief situation.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in paying for your care.
- Share information in a disaster relief situation.

If you cannot tell us what you want—for example, if you are unconscious—we may share your information if we believe it is in your best interest. We may also share your information when needed to prevent a serious and immediate threat to health or safety.

In these cases, we never share your information unless you give us written permission:

- Marketing
- Psychotherapy notes
- Substance use disorder counseling notes

Our Uses and Disclosures

How do we usually use or share your health information?

The sections below explain the different ways we may use and share mental health and/or medical information.

Help manage the health care treatment you receive.

- We may use information about you to coordinate, provide, and manage your health care and related services. This may include working with another provider, such as a doctor or therapist. We may also contact you to remind you about appointments or tell you about treatment options.

Run our organization.

- We may use and share information about you to keep our services running and to improve them. These uses and disclosures help make sure all consumers receive quality care. For example, we may review treatment and services, evaluate staff performance, and combine information from many consumers to decide what services are needed or whether new treatments are working. We may also share information with clinicians, doctors, nurses, students, and other staff for review and learning.

Pay for your health services.

- We may use and share information about you so your treatment and services can be billed and paid for by you, an insurance company, or another third party. For example, we may need to give your health plan or primary insurance company information about your treatment so it can pay us or reimburse you.

Administer your plan.

- We may share your health information with your health plan sponsor for plan administration. For example, we give the Michigan Department of Health and Human Services (MDHHS) certain statistics to explain what services were provided and how much they cost. MDHHS, the state Medicaid agency, contracts with NorthCare Network as the Prepaid Inpatient Health Plan (PIHP).

Public health and research

- We may be allowed or required to share your information in other ways that help the public, such as for public health or research. We must meet legal requirements before we can share your information for these reasons. For more information, see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html

As required by law- Sometimes state or federal law requires us to share some of your information without your signed authorization. These disclosures usually involve one of the following situations:

- A medical emergency, when we may not be able to give you this notice until after you receive care.
- Preventing, controlling, or reporting disease, injury, disability, or death.
- Alerting state or local authorities if we believe you are a victim of child abuse, adult abuse, neglect, or domestic violence.
- Alerting authorities or medical personnel if we believe someone is at risk of being harmed through violence.
- Working with health oversight agencies for audits, inspections, licensing, reviews, investigations, or to show that we follow federal privacy laws.
- Responding to a court order, administrative order, or subpoena.
- Reporting a crime on agency property to law enforcement.

Special protections for substance use disorder records

42 C.F.R. Part 2 protects substance use disorder treatment records and generally does not allow them to be shared without written consent first. You may give one consent for future uses and disclosures for treatment, payment, and health care operations. Health care providers may share those records again if allowed under HIPAA.
Information about a consumer committing a crime on the premises or against staff is not protected. Reports of suspected child abuse or neglect made under state law to the proper authorities are also not protected.

Sharing Information Electronically

Health Information Exchange (HIE)

To help give you the best care, NorthCare Network and its care delivery sites may take part in agreements with other health care organizations that allow access to health information related to your care. We may share your Protected Health Information (PHI) with other health care providers, health plans, other health care organizations, or the government, as allowed by law, through a Health Information Exchange (HIE) in which we participate.

If you have questions about how to opt out of the HIE so your PHI is not shared with other health care providers through the HIE, talk with your care coordinator or contact the NorthCare HIPAA Privacy Officer listed below.

Our Responsibilities

- We are required by law to protect the privacy and security of your protected health information.
- We will let you know promptly if a breach happens that may have put the privacy or security of your information at risk.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information in ways other than those described here unless you tell us in

writing that we can. If you do give us permission, you may change your mind at any time. If you do, let us know in writing.

For more information, see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html

Changes to This Notice

We reserve the right to change this notice. We may make the revised or updated notice apply to the behavioral health information we already have about you, as well as information we receive in the future. We will post the current notice at all agency locations and on our website. The notice will include its effective date. Also, when you register to begin treatment, we will offer you a copy of the notice that is in effect at that time.

Other Instructions for Notice

Effective dates of this notice: 8/27/24, 7/21/25, 8/4/26

For more information, contact the NorthCare Compliance & Privacy Officer:
1-888-333-8030
906-936-6843
compliance@northcarenetwork.org

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This notice was written with the help of artificial intelligence tools in line with our Artificial Intelligence Policy (https://northcarenetwork.org/downloads/policies/im/im_artificial_intelligence_policy.pdf)

Glossary

Access: *Your ability to get needed medical care and services.*

Access Center: *The entry point to the PIHP, sometimes called an "access center," where Medicaid beneficiaries call or go to request behavioral health services.*

Adverse Benefit Determination (ABD): *A decision that adversely impacts a Medicaid beneficiary's claim for services due to:*

- *Denial or limited authorization of a requested service, including determinations based on the type or level of service, requirements for medical necessity, appropriateness, setting, or effectiveness of a covered benefit.*
- *Reduction, suspension, or termination of a previously authorized service.*
- *Denial, in whole or in part, of payment for a service. A denial, in whole or in part, of a payment for a service solely because the claim does not meet the definition of a "clean claim" is not an ABD.*
- *Failure to make a standard authorization decision and provide notice about the decision within **14 calendar days** from the date of receipt of a standard request for service.*
- *Failure to make an expedited authorization decision within **72 hours** from the date of receipt of a request for expedited service authorization.*
- *Failure to provide services within **14 calendar days** of the start date agreed upon during the person-centered planning and as authorized by the PIHP.*
- *Failure of the PIHP to act within **30 calendar days** from the date of a request for a standard appeal.*
- *Failure of the PIHP to act within **72 hours** from the date of a request for an expedited appeal.*
- *Failure of the PIHP to provide disposition and notice of a local grievance/complaint within **90 calendar days** of the date of the request. For a resident of a rural area with only one PIHP, the denial of an enrollee's request to exercise his/her right, to obtain services outside the network.*
- *Denial of the enrollee's request to dispute a financial liability, including cost-sharing, copayments, premiums, deductibles, coinsurance, and other enrollee financial responsibility.*

Amount, Duration, Scope, and Frequency: *Terms to describe the way Medicaid services are listed in an individual's individual plan of service (IPOS) will be provided.*

- *Amount: How much service (number of units of service).*
- *Duration: How long the service will be provided (the length of time of the expected service).*
- *Scope: Details of the service (who, where, and how the service is provided).*
- *Frequency: How often/when service(s) occurs (e.g., daily, weekly, monthly, quarterly).*

Appeal: *A review of an adverse benefit determination.*

Applied Behavioral Analysis (ABA): *A therapy based on the science of learning and behavior. It applies understanding of how behavior works to real situations. The goal is to increase behaviors that are helpful and decrease behaviors that are harmful or affect learning. ABA is performed by a Board-Certified Behavior Analyst (BCBA).*

Assertive Community Treatment (ACT): *A program that offers treatment, rehabilitation, and support services using a person-centered, recovery-based approach to individuals who have been diagnosed with severe and*

persistent mental illness. Individuals receive ACT services including assertive outreach, mental health treatment, health, vocational, integrated dual disorder treatment, family education, wellness skills, community linkages, and peer support from a mobile, multidisciplinary team in community settings.

Behavioral Health: *Includes not only ways of promoting well-being by preventing or intervening in mental illness such as depression or anxiety but also has as an aim preventing or intervening in substance use disorders or other addictions. For the purposes of this handbook, behavioral health will include intellectual/developmental disabilities, mental illness in both adults and children, and substance use disorders.*

Behavioral Health Home: *Provides comprehensive care management and care coordination services to beneficiaries with a select serious mental illness/SED. The goals of the benefit are to ensure seamless transition of care and to connect eligible beneficiaries with needed clinical, behavioral, and social services.*

Beneficiary: *An individual who is eligible for and enrolled in the Medicaid program in Michigan.*

Community Mental Health Services Program (CMHSP): *There are 46 CMHSPs in Michigan that provide services in their local areas to individuals with mental illness and developmental disabilities. May also be referred to as CMH.*

Community Living Supports (CLS): *Services used to increase or maintain personal self-sufficiency, facilitating an individual's achievement of his/her goals of community inclusion and participation, independence, or productivity. The supports may be provided in the participant's residence or in community settings including, but not limited to, libraries, city pools, camps, etc.*

Copayment: *A co-payment (sometimes called "co-pay") is a set dollar amount you are required to pay as your share of the cost for a medical service or supply. NorthCare does not require you pay a copayment or other costs for covered services under the Medicaid or Healthy Michigan Plan program.*

Children's Waiver Program (CWP): *Provides community-based services to beneficiaries under age 18 who, if not for the availability and provisions of CWP services, would otherwise require the level of care and services provided in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID). The goal of the CWP is to enable beneficiaries with developmental disabilities who have significant needs and who meet the CWP eligibility requirements to live with their parents or legal guardians and to fully participate in their communities.*

Deductible (or Spend-Down): *A term used when individuals qualify for Medicaid coverage even though their countable incomes are higher than the usual Medicaid income standard. Under this process, the medical expenses that an individual incurs during a month are subtracted from the individual's income during that month. Once the individual's income has been reduced to a state-specified level, the individual qualifies for Medicaid benefits for the remainder of the month. Medicaid applications and deductible determinations are managed by the Michigan Department of Health and Human Services — independent of the PIHP service system.*

Developmental Disability*: Defined by the Michigan Mental Health code as either of the following: (a) If applied to an individual older than five (5) years, a severe chronic condition that is attributable to a mental or physical impairment or both, and is manifested before the age of 22 years; is likely to continue indefinitely; and results*

in substantial functional limitations in three or more areas of the following major life activities: self-care, receptive and expressive language, learning, mobility, self- direction, capacity for independent living, and economic self-sufficiency; and reflects the need for a combination and sequence of special, interdisciplinary, or generic care, treatment or other services that are of lifelong or extended duration and are individually planned and coordinated; (b) If applied to a minor from birth to age five, a substantial developmental delay or a specific congenital or acquired condition with a high probability of resulting in a developmental disability.

Durable Medical Equipment (DME): *Any equipment that provides therapeutic benefits to an individual in need because of certain medical conditions and/or illnesses. Durable Medical Equipment consists of items which meet all the following:*

- *are primarily and customarily used to serve a medical purpose,*
- *are not useful to an individual in the absence of illness, disability, or injury,*
- *are ordered or prescribed by a physician,*
- *are reusable,*
- *can stand repeated use, and*
- *are appropriate for use in the home.*

Emergency Medical Condition: *An illness, injury, symptom, or condition so serious that a reasonable individual would seek care right away to avoid severe harm.*

Emergency Medical Transportation: *Ambulance services for an emergency medical condition.*

Emergency Room Care: *Care given for a medical emergency when you think that your health is in danger.*

Emergency Services: *Covered services that are given by a provider trained to give emergency services and needed to treat a medical/behavioral emergency.*

Enrollee: *A Medicaid beneficiary who is currently enrolled in a PIHP in each managed care program.*

Excluded Services*: Health care services that your health insurance or plan doesn't pay for or cover.*

Family Driven Youth Guided: *Policy guideline which describes the planning process for children, youth, young adults, and their families.*

Flint 1115 Demonstration Waiver: *The demonstration waiver expands coverage to children up to age 21 years and to pregnant women with incomes up to and including 400 percent of the federal poverty level who were served by the Flint water system from April 2014 through a state-specified date. This demonstration is approved in accordance with section 1115(a) of the Social Security Act, and is effective as of March 3, 2016, the date of the signed approval through February 28, 2021. Medicaid-eligible children and pregnant women who were served by the Flint water system during the specified period will be eligible for all services covered under the state plan. All such individuals will have access to Targeted Case Management services under a fee for service contract between MDHHS and Genesee Health Systems. The fee for service contract shall provide the Targeted Case Management services in accordance with the requirements outlined in the Special Terms and Conditions for the Flint Section 1115 Demonstration, the Michigan Medicaid State Plan, and Medicaid Policy.*

Grievance: *Expression of dissatisfaction about any matter other than an ABD. Grievances may include, but are not limited to, the quality of care or services provided, and aspects of interpersonal relationships such as rudeness of a provider or employee, or failure to respect beneficiary's rights regardless of whether remedial action is requested. Grievance includes a beneficiary's right to dispute an extension of time proposed by the PIHP to make an authorization decision.*

Grievance and Appeal System: *The processes the PIHP implements to handle the appeals of an ABD and grievances, as well as the processes to collect and track information about them.*

Habilitation Services and Devices: *Health care services and devices that help an individual keep, learn, or improve skills and functioning for daily living.*

Habilitation Supports Waiver (HSW): *An intensive home and community based, active treatment and support program, designed to assist individuals with intellectual/developmental disabilities to live independently with supports in their community of choice. This program is designed as a community-based alternative to living in an ICF/IID. The HSW is based on legislation found in Title XIX of the Social Security Act. This legislation allows the state to provide waiver services to a targeted population who, without waiver services, would be at risk for out-of-home placement.*

Health Insurance*: Coverage that provides for the payments of benefits because of sickness or injury. It includes insurance for losses from accident, medical expense, disability, or accidental death and dismemberment.*

Health Insurance Portability and Accountability Act of 1996 (HIPAA): *This legislation is aimed, in part, at protecting the privacy and confidentiality of patient information. "Patient" means any recipient of public or private health care, including behavioral health care, services.*

Healthy Michigan Plan (HMP): *This plan provides health care benefits to individuals who are: aged 19-64 years, have income at or below 133% of the federal poverty level under the Modified Adjusted Gross Income methodology, do not qualify or are not enrolled in Medicare or Medicaid, are not pregnant at the time of application, and are residents of the State of Michigan. Individuals meeting HMP eligibility requirements may also be eligible for behavioral health services. The Michigan Medicaid Provider Manual contains complete definitions of the available services as well as eligibility criteria and provider qualifications. The Manual may be accessed at: https://www.mdch.state.mi.us/dch-medicaid/manuals/MedicaidProviderManual.pdf Customer Service staff can help you access the manual and/or information from it.*

Home and Community Based Services (HCBS) Rule: *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.*

Home Health Care: *Supportive care provided in the home. Care may be provided by licensed healthcare professionals who provide medical treatment needs or by professional caregivers who provide daily assistance to ensure the activities of daily living (ADLs) are met.*

Hospice Services: *Care designed to give supportive care to individuals in the final phase of a terminal illness and focus on comfort and quality of life, rather than cure. The goal is to enable patients to be comfortable and free of pain, so that they live each day as fully as possible.*

Hospitalization: *A term used when formally admitted to the hospital for skilled behavioral services. If not formally admitted, it might still be considered an outpatient instead of an inpatient even if an overnight stay is involved.*

Hospital Outpatient Care: *Any type of care performed at a hospital when it is not expected there will be an overnight hospital stay.*

Individual Plan of Service (IPOS): *The written details of the supports, activities, and resources required for an individual to achieve personal goals. The IPOS is developed to put into words decisions and agreements made during a person-centered process of planning and information gathering.*

Intellectual Disability*: Defined in the Michigan Mental Health Code as a condition showing before the age of 18 years that is characterized by significantly subaverage intellectual functioning and related limitations in two or more adaptive skills and that is diagnosed based on the following assumptions: (a) Valid assessment considers cultural and linguistic diversity, as well as differences in communication and behavioral factors. (b) The existence of limitation in adaptive skills occurs within the context of community environments typical of the individual's age peers and is indexed to the individual's particular needs for support. (c) Specific adaptive skill limitations often coexist with strengths in other adaptive skills or other personal capabilities. (d) With appropriate supports over a sustained period, the life functioning of the individual with an intellectual disability will generally improve.*

Limited English Proficient (LEP)*: Potential enrollees and enrollees who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English may be LEP and may be eligible to receive language assistance for a particular type of service, benefit, or encounter.*

Long Term Services and Supports (LTSS): *Care provided in the home, in community-based settings, or in facilities, such as nursing homes for older adults and individuals with disabilities who need support because of age; physical, cognitive, developmental, or chronic health conditions; or other functional limitations that restrict their ability to care for themselves. They are a range of services to help individuals live more independently by assisting with personal and healthcare needs and activities of daily living, such as eating, taking baths, managing medication, grooming, walking, getting up and down from a seated position, using the toilet, cooking, driving, getting dressed, and managing money.*

Michigan Department of Health and Human Services (MDHHS): *This state department, located in Lansing, oversees public-funded services provided in local communities and state facilities to individuals with mental illness, developmental disabilities, and substance use disorders.*

Medically Necessary: *A term used to describe one of the criteria that must be met for a beneficiary to receive Medicaid services. It means that the specific service is expected to help the beneficiary with his/her mental health, intellectual/developmental disability, substance use, or any other medical condition. Some services assess needs, and some services help maintain or improve functioning. The PIHPs are unable to authorize (pay for) or provide services that are not determined as medically necessary for you.*

Michigan Mental Health Code: *The state law that governs public mental health services provided to adults and children with mental illness, SED, and developmental disabilities by local CMHSPs and in-state facilities.*

MIChild: *A Michigan health care program for low-income children who are not eligible for the Medicaid program. This is a limited benefit. Contact the NorthCare Customer Service for more information.*

Network*: A list of the doctors, other health care providers, and hospitals that a plan has contracted with to provide medical care/services to its enrollees.*

Non-Participating Provider: *A provider or facility that is not employed, owned, or operated by the PIHP/CMHSP and is not under contract to provide covered services to enrollees.*

Participating Provider: *The general term used for doctors, nurses, and other individuals who give you services and care. The term also includes hospitals, home health agencies, clinics, and other places that provide health care services; medical equipment; mental health, substance use disorder, intellectual/developmental disability, and long term supports and services. They are licensed or certified to provide health care services. They agree to work with the health plan, accept payment, and not charge enrollees an extra amount. Participating providers are also called network providers.*

Person-Centered Planning (PCP): *A process to help an individual plan their services and support the life they choose. It tells the wants and interests for a desired life and the supports (paid and unpaid) to achieve it. Person-centered planning documents identify the needs and desires of the individual and how services and supports will be used to meet these goals. A process directed by the individual and supported by others selected by the individual. It focuses on desires, dreams, and meaningful experiences. The individual decides when, how, and by whom direct support service is provided. Family Driven Youth Guided practices are used for planning with children, youth, and families.*

Physician Services: *The services provided by an individual licensed under state law to practice medicine or osteopathy.*

Prepaid Inpatient Health Plan (PIHP): *An organization that manages the Medicaid mental health, intellectual/developmental disabilities, and substance use disorder services in their geographic area under contract with the State. There are 10 PIHPs in Michigan and each one is organized as a Regional Entity or a CMHSP according to the Mental Health Code.*

Plan*: Offers health care services to enrollees that pay a premium.*

Preauthorization: *Approval needed before certain services or drugs can be provided. Some network medical services are covered only if the doctor or other network provider gets prior authorization. It is also called Prior Authorization.*

Premium: *An amount to be paid for an insurance policy, a sum added to an ordinary price or charge.*

Prescription Drugs*: A pharmaceutical drug that legally requires a medical prescription to be dispensed. In contrast, over-the-counter drugs can be obtained without a prescription.*

Prescription Drug Coverage: *A stand-alone insurance plan, covering only prescription drugs.*

Primary Care Physician: *A doctor who provides both the first contact for an individual with an undiagnosed health concern as well as continuing care of varied medical conditions, not limited by cause, organ system, or diagnosis.*

Primary Care Provider: *A health care professional (usually a physician) who is responsible for monitoring an individual's overall health care needs.*

Provider: *An individual or entity/organization engaged in the delivery, ordering, or referring of services.*

Recovery: *A journey of healing and change allowing an individual to live a meaningful life in a community of their choice, while working toward their full potential.*

Referral*: A written order from your primary care doctor for you to see a specialist or get certain medical services. In many health plans, you need to get a referral before you can get medical care from anyone except your primary care doctor. If you don't get a referral first, the plan may not pay for the services.*

Rehabilitation Services and Devices: *Health care services that help an individual keep, get back, or improve skills and functioning for daily living that have been lost or impaired because an individual was sick, hurt, or disabled. These services may include physical and occupational therapy, speech-language pathology, and psychiatric rehabilitation services in a variety of inpatient and/or outpatient settings.*

Resiliency: *The ability to "bounce back." This is a characteristic important to nurture in children with SED and their families. It refers to the individual's ability to become successful despite challenges they may face throughout their life.*

Respite: *Care that provides short-term relief for primary caregivers, giving them time to rest, travel, or spend time with other family and friends. The care may last anywhere from a few hours to several weeks at a time. Respite care can take place at home, in a health care facility, or at an adult day care center.*

Specialty Supports and Services: *A term that means Medicaid-funded mental health, developmental disabilities, and substance use supports and services that are managed by the PIHPs.*

Serious Emotional Disturbance (SED): *Defined by the Michigan Mental Health Code, means a diagnosable mental, behavioral, or emotional disorder affecting a child that exists or has existed during the past year for a period of time sufficient to meet diagnostic criteria specified in the most recent Diagnostic and Statistical Manual of Mental Disorders; and has resulted in functional impairment that substantially interferes with or limits the child's role or functioning in family, school, or community activities.*

Serious Emotional Disturbance Waiver (SEDW): *Provides home and community-based services to children, youth, and young adults under age 21 who, if not for the availability and provisions of SEDW services, would otherwise require hospitalization in our state psychiatric hospital. The goal of the SEDW is to enable beneficiaries with SED who have significant needs and who meet the SEDW eligibility requirements to live in their home and community instead of receiving hospital level of care.*

Serious Mental Illness (SMI): *Defined by the Michigan Mental Health Code to mean a diagnosable mental, behavioral, or emotional disorder affecting an adult that exists or has existed during the past year for a period of time sufficient to meet diagnostic criteria specified in the most recent Diagnostic and Statistical Manual of Mental Disorders; and that has resulted in function impairment that substantially interferes with or limits one or more major life activities.*

Skilled Nursing Care: *Skilled nursing care and rehabilitation services provided on a continuous, daily basis in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous (IV) injections that a registered nurse or a doctor can give.*

Specialist: *A health care professional whose practice is limited to a particular area, such as a branch of medicine, surgery, or nursing; especially, one who by virtue of advanced training is certified by a specialty board as being qualified to so limit his or her practice.*

State Fair Hearing: *A state level review of beneficiaries' disagreements with the CMHSP or PIHP denial, reduction, suspension, or termination of Medicaid services. State administrative law judges who are independent of MDHHS perform the reviews.*

Substance Use Disorder: *Defined in the Michigan Public Health Code to mean the taking of alcohol or other drugs at dosages that place an individual's social, economic, psychological, and physical welfare in potential hazard or to the extent that an individual loses the power of self-control as a result of the use of alcohol or drugs or, while habitually under the influence of alcohol or drugs, endangers public health, morals, safety, or welfare, or a combination thereof.*

Urgent Care: *Care for a sudden illness, injury, or condition that is not an emergency but needs care right away. Urgently needed care can be obtained from out of network providers when network providers are unavailable.*

Vital Documents: *Printed or electronic documents that provide important information necessary to access or participate in services, programs, and activities of a covered entity, which include at a minimum provider directory, enrollee handbooks, appeals and grievance notices, and denial and termination notices. MCL Act 241 of 2024 LEP*

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