

NorthCare

NETWORK

CUSTOMER HANDBOOK

**For
Community
Mental Health
& Substance
Abuse
Services**



Our Mission

NorthCare Network ensures that every Medicaid recipient receives quality specialty mental health services and supports through responsible management of regional resources.

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Information in italics throughout this handbook is mandated by the Department of Community Health and cannot be edited (except for the phone numbers and agency names).

If you have any questions about this Handbook, please call Customer Services at NorthCare Network (1-888-333-8030) or contact your local Community Mental Health Agency Customer Services. Member/Customer Services hours operate minimally eight hours daily, Monday through Friday, except for Holidays.

Copper Country Community Mental Health1-800-526-5059
Gogebic Community Mental Health906-229-6120
Hiawatha Behavioral Health1-800-839-9443
Northpointe Healthcare System1-800-750-0522
Pathways Community Mental Health1-888-728-4929

If you or anyone else you know would like this handbook in an alternative communication method, call 1-888-333-8030

About this Handbook

This handbook gives you important information about Community Mental Health and Substance Abuse Services in the Upper Peninsula. In this handbook you will find:

- Information about general services
- Customer Services Information
- Your rights as a consumer/client
- Lists of service providers
- Information about each Upper Peninsula Community Mental Health Agencies in NorthCare's Network
- Specific Information about Upper Peninsula Substance Abuse service providers in NorthCare's Network

Welcome to the NorthCare Network Affiliation

NorthCare Network is the Prepaid Inpatient Health Plan (PIHP) for the Upper Peninsula. This means NorthCare manages the Medicaid and Adult Benefit Waiver funding for the mental health and substance abuse services in our region. NorthCare contracts with Community Mental Health Service Programs (CMHSPs) to provide mental health services to adults with a severe and persistent mental illness, children with a severe emotional disturbance, and individuals with a developmental disability. NorthCare also contracts with substance abuse providers across the region.

The Community Mental Health Service Providers (CMHSPs) are:

- Copper Country Community Mental Health
- Gogebic Community Mental Health
- Hiawatha Behavioral health
- Northpointe Healthcare Systems
- Pathways Community Mental Health

The NorthCare Substance Abuse Coordinating Agency manages the provider network for Medicaid Substance Abuse Services in the Upper Peninsula. NorthCare manages the Medicaid funding for the delivery system of

mental health and substance abuse services across the Upper Peninsula and contracts with substance abuse affiliates to provide substance abuse services.

NorthCare Network

NorthCare Network Prepaid Inpatient Health Plan

200 West Spring Street, Marquette, MI 49855

www.northcare-up.org / NorthCare E-mail: northcare@up-pathways.org

NorthCare Chief Operating Officer: William Slavin /

Medical Director: Joseph Cools, M.D.

Recipient Rights: Mary Swift (906) 225-7357 or 1-888-728-4929

Customer Services: Sally Olson (906) 225-4411 or 1-888-333-8030

NorthCare Toll-Free 1-888-333-8030 / NorthCare Network Fax: 906-225-5149

NorthCare Access: 1-888-906-9060

Contact Information for NorthCare PROVIDERS

COUNTY	EMERGENCY (AFTER HOURS/HOLIDAYS)	BUSINESS HOURS	TDD/TTY
Alger (Pathways)	1-888-728-4929	(906) 387-3611 8am - 5pm	1-800-649-3777
Baraga (Copper)	1-800-526-5059	(906) 524-5885 8am - 4:30pm	(906) 482-8037
Chippewa (Hiawatha)	1-800-839-9443	(906) 632-2805 8am - 5pm	(906) 632-5539
Delta (Pathways)	1-888-728-4929	(906) 786-6441 8am - 5pm	1-800-649-3777
Dickinson* (NorthPointe)	1-800-750-0522	(906) 774-0522 8am - 4pm CENTRAL	1-800-649-3777
Gogebic** (Gogebic)	1-800-348-0032	(906) 229-6120 8am - 4:30pm CENTRAL	1-800-649-3777
Houghton (Copper)	1-800-526-5059	(906) 482-9404 8am - 5pm	(906) 482-8037
Iron* (NorthPointe)	1-800-750-0522	(906) 265-5126 8am - 4pm CENTRAL	1-800-649-3777
Keweenaw (Copper)	1-800-526-5059	(906) 482-9404 8am - 5pm Tues & Thursday 8:30am - 4:30 Wed & Fri Closed Mondays	(906) 482-8037
Luce (Pathways)	1-888-728-4929	(906) 293-3284 8am - 5pm	1-800-649-3777
Marquette (Pathways)	1-888-728-4929	(906) 225-7210 8am - 5pm	1-800-649-3777
Mackinac (Hiawatha)	1-800-839-9443	(906) 643-8616 8am - 5pm	(906) 632-5539
Menominee* (NorthPointe)	1-800-750-0522	(906) 863-7841 8am - 4pm CENTRAL	1-800-649-3777

Ontonagon (Copper)	1-800-526-5059	(800) 526-5059 8:00am - 4:30pm	(906) 482-8037
Schoolcraft (Hiawatha)	1-800-839-9443	(906) 341-2144 8am - 5pm	(906) 632-5539

Copper Country Community Mental Health

www.cccmh.org

Executive Director: Larry Pollack, Ph.D.

Medical Director: Michelle Morgan, M.D.

Recipient Rights: Jim Foss 1-800-526-5059

Customer Services: Jim Foss 1-800-526-5059

Baraga County

15644 Skanee Rd
L'Anse, MI 49946
(906) 524-5885
1-800-526-5059
TDD/TTY:
(906) 482-8037

Houghton County

901 West Memorial
Houghton, MI 49931
(906) 482-9400
1-800-526-5059
TDD/TTY:
(906) 482-8037

Keweenaw County

56938 Calumet Ave.
Calumet, MI 49913
(906) 337-5810
1-800-526-5059
TDD/TTY:
(906) 482-8037

Ontonagon County

515 Quartz Street
Ontonagon, MI 49953
(906) 884-4804 or
1-800-526-5059
TDD/TTY:
(906) 482-8037

Gogebic Community Mental Health

www.gccmh.org

Executive Director: Rick Minkin

Medical Director: Joseph Cools, M.D.

Recipient Rights: Angela Pope (906) 229-6170

Customer Services: Stephanie Paralero (906) 229-6120

Gogebic County

103 West U.S. 2
Wakefield, MI 49968
(906) 229-6120
TDD/TTY: 1-800-649-3777

Hiawatha Behavioral Health

www.hbhcmh.org

Executive Director: Sam Harma

Medical Director: David Meeker, D.O.

Recipient Rights: Ruth Musser 1-800-839-9443

Customer Services: Bonnie Kaunisto (906) 632-2805 or 1-800-839-9443

Chippewa County

3865 South Mackinac Trail
Sault Ste. Marie, MI 49783
(906) 632-2805
TDD/TTY: (906) 632-5539

Mackinac County

114 Elliot
St. Ignace, MI 49781
(906) 643-8616
TDD/TTY: (906) 632-5539

Schoolcraft County

125 North Lake Street
Manistique, MI 49854
(906) 341-2144
TDD/TTY: (906) 632-5539

Northpointe Community Mental Health

www.nbhs.org

Executive Director: Karen Thekan

Medical Director: Amit Razdan, M.D.

Recipient Rights: Kevin Newlin (906) 863-1519

Customer Services: Nance Benson (906) 779-0556 or 1-800-750-0522

Dickinson County

715 Pyle Drive

Kingsford, MI 49802

(906) 774-0522

TDD/TTY: 1-800-649-3777

Iron County

703 2nd Avenue

Iron River, MI 49935

(906) 265-5126

TDD/TTY: 1-800-649-3777

Menominee County

401 10th Avenue

Menominee, MI 49858

(906) 863-7841

TDD/TTY: 1-800-649-3777

Pathways Community Mental Health

www.pathwaysup.org

Executive Director: John Basse

Medical Director: Joseph Cools, M.D.

Recipient Rights: Mary Swift (906) 225-7357 or 1-888-728-4929

Customer Services: Mary Swift (906) 225-7357 or 1-888-728-4929

Alger County

601 West Superior Ave

Munising, MI 49862

(906) 387-3611

TDD/TTY:

1-800-649-3777

Delta County

2820 College Ave.

Escanaba, MI 49829

(906) 786-6441

TDD/TTY:

1-800-649-3777

Luce County

14126 Co. Rd W

Hamilton Lake Road

Newberry, MI 49868

(906) 293-3284

TDD/TTY:

1-800-649-3777

Marquette County

200 West Spring Str.

Marquette, MI 49855

(906) 225-7210

TDD/TTY:

1-800-649-3777

Substance Abuse Coordinating Agency

NorthCare Coordinating Agency

<http://www.northcare-up.org/subA>

NorthCare Substance Abuse Director: Donna Kitrick

Recipient Rights: Local listing on page 20 of this handbook

Customer Services: Sally Olson (906) 225-4411 or 1-888-333-8030

200 West Spring Street

Marquette, MI 49855

(906) 225-7222 or 1-800-305-6564

TDD/TTY: 1-800-649-3777

Substance Abuse Providers

Alger County

Great Lakes Outpatient Recovery Center

E9526 Prospect Street
Munising, MI 49862
(906) 387-2297

Baraga County

Keweenaw Bay Indian Community Substance Abuse -- Baraga -- Outpatient

202 US 41 South
Baraga, MI 49908
(906) 353-8121

Keweenaw Bay Indian Community Substance Abuse – L’Anse -- Residential

P.O. Box 69
L’Anse, MI 49946
(906) 524-4411

Chippewa County

Bay Mills Substance Abuse -- Brimley

12124 W Lakeshore Drive
Brimley, MI 49715
(906) 248-3204

New Hope House for Men

301 E. Spruce Street
Sault Ste. Marie, MI 49783
(906) 635-5542

Great Lakes Recovery Centers Outpatient – Sault Ste. Marie

2655 South Ashmun Ave
Sault Ste. Marie, MI 49783
(906) 632-9809

New Hope House for Women

2655 Ashmun Street
Sault Ste. Marie, MI 49783
(906) 632-2522

Delta County

Catholic Social Services -- Escanaba

1100 Ludington St. Ste. 410
Escanaba, MI 49829
(906) 786-7212

Great Lakes Recovery Centers Outpatient - Escanaba

2415 4th Avenue South
Cuppard Building Lower Level
Escanaba, MI 49829
(906) 789-3528

Dickinson County

Community Substance Abuse -- Kingsford

373 Woodward Avenue
Kingsford, MI 49802
(906) 774-7511

Great Lakes Recovery Centers Outpatient – Iron Mountain

427 S Stephenson Ave
Iron Mountain, MI 49801
(906)774-2561

Gogebic County

Great Lakes Recovery Centers Outpatient -- Ironwood

201 N. Douglas Blvd
Ironwood, MI 49938
(906) 932-3481 or (715) 561-3636

Houghton County

Phoenix House -- Calumet

P.O. Box 468
422 Pine Street
Calumet, MI 49913
(906) 337-0763

Phoenix House -- Outpatient

801 N. Lincoln Drive
Hancock, MI 49930
(906) 482-1234

Iron County

Community Substance Abuse -- Iron River

620 North Fourth Avenue
Iron River, MI 49935
(906) 265-3844

Luce County

Great Lakes Outpatient Recovery Center

405 Newberry Avenue
Newberry, MI 49868
(906) 293-5107

Mackinaw County

Great Lakes Outpatient Recovery Center

749 Hombach Street
St. Ignace, MI 49781
(906) 643-1100

Marquette County

Catholic Social Services Marquette

347 Rock Street
Marquette, MI 49855
(906) 227-9119

Great Lakes Recovery Outpatient-- Ishpeming

97 S. Fourth Str. Suite F
Ishpeming, MI 49849
(906) 485-2347 or
1-800-576-4227

Great Lakes Recovery Centers Outpatient -- Gwinn

301 Explorer
Gwinn, MI 49941
(906) 346-7410

Great Lakes Recovery Centers Outpatient -- Marquette

106 Coles Drive
Marquette, MI 49855
(906) 228-6545

Great Lakes Youth Residential

241 Wright Street
Marquette, MI 49855
(906) 228-4692

Great Lakes Adult Residential

241 Wright Street
Marquette, MI 49855
(906) 228-7611

Marquette General Health System -- Behavioral Health Service -- Marquette

1-800-562-9753
580 W. College Avenue
Marquette, MI 49855
(906) 225-3994

Menominee County

Great Lakes Recovery Centers Outpatient -- Menominee

1101 11th Avenue Suite B9
Menominee, MI 49858
(906) 863-4153

Schoolcraft County

Great Lakes Outpatient Recovery Center

300 Walnut Street
Manistique, MI 49854
(906) 341-2244

Language Assistance and Accommodations

If you use a TTY, please contact your local Community Mental Health agency at the following TTD/TTY phone number located on page 3 of this handbook.

If you need a sign language interpreter, contact your local Community Mental Health agency (phone numbers listed above) 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 above) so that arrangements can be made for an interpreter for you. Language interpreters are available at no cost to you.

Member/Customer Services

NorthCare Network has a Member Services Specialist available to assist you at any time between 8:00 a.m. and 5:00 p.m. If you would like NorthCare's Member Services Specialist to contact you before 8:00 a.m. or after 5:00 p.m., please leave a confidential voice message stating your name, time and phone number that you can be reached. NorthCare can be reached at 1-888-333-8030.

Each of the Community Mental Health Agencies also has a Customer Services Representative available to assist you. The phone numbers are:

Copper Country Community Mental Health	1-800-526-5059
Gogebic Community Mental Health	1-906-229-6120
Hiawatha Behavioral Health	1-800-839-9443
Northpointe Healthcare System	1-800-750-0522
Pathways Community Mental Health	1-888-728-4929

For Substance Abuse agencies contact:

NorthCare Network if you are a Medicaid or ABW consumer	1-888-333-8030
NorthCare Substance Abuse CDR if you are a block grant consumer.....	1-800-305-6564

Customer Services staff welcome consumer input and suggestions. If you are dissatisfied with any aspect of your treatment, the Customer Service Staff at NorthCare or your local agency will be happy to assist you. You will receive written feedback within 60 days of filing the complaint. The Customer Service Staff along with consumers and families from across the region work together to improve the care provided. If you are interested in helping us to provide better services, please call NorthCare at 1-888-333-8030.

Listed below are just some of the areas where Member/Customer Services will assist you:

- Orientation to our system and services.
- Provide further assistance with understanding your benefits or any problems relating to benefits, along with any charges, co-pays or fees.
- Complaints or problems with any services you are receiving.
- Transportation services for medically necessary services.
- Specialty services identified by the Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) program
- Information about providers who are accepting new consumers

State Customer Services Hotline Numbers

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

Medicaid Customer Services Hotline1-800-642-3195

Mental Health & Substance Abuse Administration Customer Services Number.....1-517-241-5066

Free oral language translation is available. If someone you know does not speak English and needs services, please encourage the individual to contact their local provider.

Nyt on mahdollisuus ilmaiseen suulliseen käännöspalveluun. Jos joku, jonka tunnette, ei puhu englantia ja tarvitsee palvelua, rohkaistakaa tätä henkilöä ottamaan yhteyttä paikalliseen palvelun tarjoajaan. Soitaa 1-888-333-8030.

Qualifying for Services

Michigan has a managed care delivery system for mental health and substance abuse services. The State of Michigan Department of Community Health (MDCH) sets rules and regulations that we follow. This includes the types of services that are provided and the criteria used to determine if someone qualifies to receive services. The Community Mental Health agencies are mandated to serve individuals in need of specialty mental health services who have Medicaid insurance; are enrolled in the MI Child program; or enrolled in the Adult Benefit Waiver (ABW). The Community Mental Health agencies and NorthCare Substance Abuse Services may refer people who are not in the mandated groups to other provider agencies.

Medicaid and Adult Benefit Waiver recipients are entitled to obtain services that are medically necessary. For people who have no insurance, there is no guarantee that they will get services if there is not the money to provide those services. NorthCare Network affiliates must provide services to as many people as possible within its funding sources.

Sometimes people will be placed on a waiting list if there is not enough money to provide services and you do not qualify for Medicaid or ABW. You will not be put on a waiting list if you have Medicaid or ABW.

Mental Health

Each Community Mental Health agency is responsible for providing mental health services that are medically necessary to individuals who

- Have Medicaid Insurance, OR
- Are enrolled in the MI Child Program/Adult Benefit Waiver, OR
- Have a serious mental illness, serious emotional disturbance, or developmental disability. Priority shall be given to the most serious forms of disability and to those who are in urgent or emergent situations.

Substance Abuse

NorthCare Substance Abuse Services is responsible for providing substance abuse services that are medically necessary to individuals who:

- Have Medicaid Insurance, OR
- If living in the Eastern UP are enrolled in the MI Child program or have ABW coverage, OR cannot afford the cost of services

Access Process

Access to Specialty and Support Services for Individuals with mental illnesses or developmental disabilities

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

Specialty services are accessed through the NorthCare centralized access system. Any consumer or an individual acting on behalf of a consumer may request routine services by calling 1-888-906-9060. Individuals needing emergency (or after hours or holidays) care, please refer to page 3 for your local county crisis phone #.

Access to Substance Abuse Services

To receive services or information about Substance Abuse services, contact your local Substance Abuse agency or contact NorthCare's SA Services Access Management Unit at 1-800-305-6564.

Services Available

NorthCare Network has a contract with the Michigan Department of Community Health. In that contract the Department of Community Health defines different types and levels of services, depending on whether or not a person has Medicaid or Adult Benefit Waiver (ABW).

If you have Medicaid or Adult Benefit Waiver (ABW):

- Your benefits are described in the State of Michigan Medicaid Provider Manual.
- The list of services available for those with Medicaid is explained under "service array" in this handbook.
- Hr list of services available for those with Adult Benefit Waiver (ABW) is explained under Mental Health ABW Supports and Services Descriptions.

If you do not have Medicaid:

- You may be put on a waiting list if there are no openings in a recommended program.

In rare cases, a Community Mental Health agency may be able to help pay for services from an agency that does not have a contract with the Community Mental Health or Substance Abuse provider (an out of network provider). In those cases, the Community Mental Health agency/ NorthCare SA Services would approve services at that agency and agree to pay for those services. This only happens when you have a treatment need that cannot be provided by the agencies that currently contract with NorthCare or their providers. Your local Community Mental Health agency or the NorthCare SA Services would help you make these arrangements.

Priority for Services

Each NorthCare provider must meet the needs of their mandated groups first. After that, the provider may offer services to others who meet clinical criteria for treatment.

You have priority for mental health services if:

- You have the most severe forms of serious mental illness, serious emotional impairment or developmental disability, or
- You are in an urgent or emergency situation.

You have-priority for substance abuse services if:

- You are pregnant and you inject drugs.
- You are pregnant and you are abusing substance(s).
- You inject drugs.
- You are a parent and your child was removed from the home, or may soon be removed from the home, under the Michigan Child Protection Law.

Funded substance abuse programs must admit clients according to the federal guidelines listed above. In addition, providers must notify the NorthCare SA Access Management System within one business day when a pregnant or injecting drug user is admitted. In the face of limited funding, the Coordinating Agency will exercise a priority admission system which gives residents the first opportunity to fill available treatment placements.

For additional assistance in locating a substance abuse provider, contact NorthCare's SA Access Management System at 1-800-305-6564.

Jail Diversion

Each Community Mental Health agency shall provide services designed to divert persons with serious mental illness, serious emotional disturbance, or developmental disability from possible jail incarceration when appropriate. These services shall be consistent with policy established by the department. (Michigan's Mental Health Code -- Act 258 of the Public Acts of 1974 as amended.)

Service Authorization

Services you request must be authorized or approved by the Utilization Department at your local Community Mental Health Agency, or by the NorthCare SA Access Management System. They 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 three (3) business days 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.

If you have Medicaid, ABW or no insurance; the agencies above will pre-authorize these services. If you have private insurance, you may need to contact your insurance company to obtain authorization for services. The insurance company will determine the amount and type of services for which you are eligible.

Medical Necessity:

Services authorized for treatment of a mental health and/or substance abuse concern must be medically necessary. This means that the services provided are required to assure proper assessment and treatment of a serious mental illness, developmental disability, serious emotional disturbance, or substance abuse disorder.

Medical necessity also means that the amount (how much of a service you get), scope (who provides the service and how), and duration (how long the service will last) of your services are enough to meet your needs related to a serious mental illness, developmental disability, serious emotional disturbance, or substance use disorder.

Payment for Services

If you are enrolled in ABW and meet the criteria for the specialty or ABW mental health and substance abuse services, the cost of your authorized mental health or substance abuse treatment will be covered.

If you are a Medicaid beneficiary with a deductible (“spend-down”), as determined by the Michigan Department of Human Services (DHS), you may be responsible for the cost of a portion of your services.

Ability to Pay

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

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

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

Emergency mental health services do not need to be pre-authorized. All other services must be PRE-authorized. If you are having a mental health emergency, go to your local emergency room or call 911. Your local Community Mental Health agency is financially responsible for your emergent and urgently needed mental health service. **For more information regarding Emergency Services, go to the “Emergency and after-hours access to services” section of this handbook.**

Medicaid: If you have Medicaid, an Access Specialist will verify the type of Medicaid you have. If you have a “spend down” amount that must be met before services you receive can be covered by Medicaid, the Access Specialist can discuss this with you and answer any questions you may have.

Private Insurance Coverage: If you have private insurance the benefit plan from that insurance company will determine your covered benefits services. The Access Specialist will be able to assist you with questions about deductibles and co-pays. The charge for the deductible or co-pay will not exceed your Ability to Pay amount and will not exceed the actual cost of the service to be provided.

Services that are considered ineffective, not helpful, experimental, or inappropriate will not be approved.

Authorization for Services Out of Network

Out of Network Requests for Services: These will be arranged by the individual's home CMHSP/NorthCare SA Services. Currently, the CMHSP/NorthCare SA Coordinating Agency has the authority to contract for any specialty service medically necessary outside its established network. Generally, only those services that cannot be provided locally and that are within the member's benefit plan will be authorized for an out of network provider. NorthCare will be a resource for both the providers and the consumer for locating and accessing any specialty service out of the region. Since there is no cost to the beneficiary for the PHIP's in-network services, there may be no cost to the beneficiary for medically necessary specialty services provided out-of-network.

Confidentiality and Family Access to Information

You have the right to have information about your mental health treatment kept private. You also have the right to look at your own clinical records and add a formal statement about them if there is something you do not like. Generally information about you can only be given to others with your permission. However, there are times when your information is shared in order to coordinate your treatment or when it is required by law.

Family 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 are provided information about their child and must sign a release of information to share with others.

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

Under HIPAA (Health Insurance Portability and Accountability Act), you will be provided with an official Notice of Privacy Practices from your community mental health services program. 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.

Protected Health Information (PHI): Protected Health Information (PHI) may not be used or disclosed for reasons other than treatment, payment or healthcare operations.

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 abuse 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 your local provider or NorthCare Member Services and staff will assist you in getting a medical provider.

Health care that is coordinated among all health providers has consistently demonstrated improved consumer satisfaction and quality of care. Coordination of care involves:

- Communication among all health care providers involved in your treatment.
- And if needed, transportation and access to medical and dental appointments through the Upper Peninsula Health Plan at 1-800-835-2556) and/or the Department of Human Services (DHS).

Corporate Compliance

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

If you suspect any violation of state or federal laws by NorthCare or the CMHSP where you receive services, or if you want more information regarding the Compliance Program, you are asked to contact the **Compliance Officer** at NorthCare Network or your local CMHSP.

Emergency and After-Hours Access to Services

A “mental health emergency” is when a person is experiencing a serious mental illness, or a developmental disability, or a child is experiencing a serious emotional disturbance and can reasonably be expected in the near future to harm him/herself or another, or because of his/her inability to meet his/her basic needs is at risk of harm, or the person’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.

If you have a mental health emergency, you should seek help right away. At any time during the day or night call your local emergency number located on page 3 of this handbook.

Post-Stabilization Services

After you receive emergency mental health care and your condition is under control, you may receive mental health services to make sure your condition continues to stabilize and improve. Examples of post-stabilization services are crisis residential, case management, outpatient therapy, and/or medication reviews

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

Baraga County Memorial 770 North Main Street L’Anse, MI 49946 (906) 524-3300	Bell Hospital 901 Lakeshore Drive Ishpeming, MI 49849 (906) 486-4431
Dickinson County Healthcare System 1721 S. Stephenson Avenue Iron Mountain, MI 49801 (906) 776-5427	Grand View Health System N10561 Grand View Lane Ironwood, MI 49938 (906) 932-2525
Helen Newberry Joy Hospital 502 West Harrie Street Newberry, MI 49868 (906) 293-9208	Iron County Community Hospital 1400 West Ice Lake Road Iron River, MI 49935 (906) 265-3098
Keweenaw Memorial Medical Center 205 Osceola Street Laurium, MI 49913 (906) 337-6500	Mackinac Straits Hospital 220 Burdette Street St. Ignace, MI 49781 (906) 643-0373
Marquette General Health System 420 West Magnetic Street Marquette, MI 49855 (906) 228-9440	Munising Memorial Hospital 1500 Sand Point Road Munising, MI 49862 (906) 387-3514
Ontonagon Memorial Hospital 601 South Seventh Street Ontonagon, MI 49953 (906) 884-4134	OSF St. Francis Hospital 3401 Ludington Street Escanaba, MI 49829 (906) 786-4004
Sault Tribe Health Center 2864 Ashmun Street Sault Ste. Marie, MI 49783 (906) 632-5276	Schoolcraft Memorial Hospital 500 Main Street Manistique, MI 49854 (906) 341-3297

War Memorial Hospital 500 Osborn Blvd Sault Ste. Marie, MI 49783 (906) 635-4467	Portage Health System 500 Campus Drive Hancock, MI 49930 (906) 483-1000
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The National Suicide Prevention Lifeline (1-800-273-TALK) provides round-the-clock, immediate assistance anywhere in the United States.

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 your local Community Mental Health Center (addresses & phone #s listed on pages 4 – 6 of this handbook; or by calling NorthCare Network. You will be given detailed information about grievance and appeal processes when you first start services and then again annually. Assistance is available to you for in the filing process and you can receive more information by contacting your local agency. Again, toll free phone numbers are available on pages 4 – 6 of this handbook. You may ask for this information at any time by contacting NorthCare Network. NorthCare PIHP will not take punitive action against a provider that files an appeal on behalf of a consumer.*

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. You have the right to file an “appeal” when you do not agree with such a decision. There are two ways you can appeal these decisions. There are also time limits on when you can file an appeal once you receive a decision about your services.

You may:

- *Ask for a “Local Appeal” by contacting NorthCare at 1-888-333-8030 and/or by calling your local Community Mental Health Agency.*
- *You can ask at any time for a Medicaid Fair Hearing before an administrative law judge (a state appeal).*

Your appeal will be completed quickly, and you will have the chance to provide information or have someone speak for you regarding the appeal. You may ask for assistance from NorthCare to file an appeal.

If you are not covered by Medicaid or Adult Benefit Waiver and wish to appeal a denial of Substance Abuse Services contact the NorthCare SA Coordinating Agency at 1-800-305-6564.

Medicaid/Adult Benefit Waiver Fair Hearings Rights & Responsibilities

You may request a hearing when you believe:

- You have been denied Medicaid/ABW assistance or services.
- Medicaid/ABW services you are currently receiving have been reduced, suspended, or terminated.
- An action on your Medicaid/ABW case has been unreasonably delayed.
- You feel the Department of Community Health or its contractor has taken an action in error.
- You believe a nursing care facility has incorrectly determined that you must be transferred or discharged.

- You believe the State has made an incorrect decision concerning preadmission and annual resident review requirements.

You have ninety (90) days to request a hearing after you have been notified in writing of the action the Department of Community Health or its contractor has taken or is intending to take.

All denials, reductions, terminations or suspensions of Medicaid/ABW services must be provided to you in writing. This document is called a notice.

If Medicaid/ABW services have been denied, terminated, reduced or suspended and this denial, termination, reduction or suspension has not been given to you in writing, you may still request a hearing.

A hearing request form should be mailed or given to you with the notice of denial, service reduction, termination or suspension. However, you are not required to use a **form** to request a hearing. All hearing requests must be in writing and signed by you or your legal guardian. Your request should identify the action or lack of action with which you disagree and the type of service that is involved.

You will continue to receive the affected services until the hearing decision is rendered (if you request the services to be continued) AND if your request for a fair hearing is received prior to the effective date of action. If you continue to receive benefits because you requested a fair hearing you may be required to repay the benefits. This may occur if:

- The proposed termination or denial of benefits is upheld in the hearing decision.
- You withdraw your hearing request.
- You or the person you asked to represent you does not attend the hearing.

A notice of the date, time and location of the hearing will be mailed to you. This notice will also give you instructions to follow if it is impossible for you to attend the hearing on the date it is scheduled.

Most hearings will be held over the telephone. The administrative Law Judge (ALJ) remains in his/her office and connects all parties by phone. You may remain at home or go to your local community mental health agency or substance abuse agency.

You may request an in person hearing. The hearing will be held at your local Community Mental Health agency.

An attorney, friend, client advocate or a family member may represent you. The Department cannot provide you with an attorney or pay attorney fees. You must inform the Department of Community Health, in writing, of the name of your hearing representative.

The Administrative Law Judge will not make a decision regarding your case at the hearing. You will receive a written Decision and Order from the Judge in the mail.

If you are dissatisfied with the Decision and Order, you may appeal to the Circuit Court of the county in which you live and/or request in writing a rehearing with the Administrative Tribunal within thirty (30) days of your receipt of the Decision and Order.

A provider can appeal on behalf of a consumer!

IF YOU HAVE QUESTIONS, PLEASE WRITE or CALL:

Administrative Tribunal
Michigan Department of Community Health
1033 Washington
P.O. Box 30763

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

Lansing, MI 48909-7695

Fax #: 517-334-9505

Email: administrativetribunal@michigan.gov 1-877-833-0870

Contact Mary Swift, NorthCare Network's Recipient Rights Advisor
if you have questions at 1-888-333-8030 about filing for a Fair Hearing.

Accessibility and Accommodations

In accordance with federal and state laws, all buildings and programs of the NorthCare Network are required to be physically accessible to individuals with all qualifying disabilities. Any individual who receives emotional, visual, or mobility support from a service animal such as a dog will be given access, along with the service animal, to all buildings and programs of the NorthCare Network. If you need more information or if you have questions about accessibility or service/support animals, contact customer services at 1-888-333-8030.

If you need to request an accommodation on behalf of yourself or a family member or a friend, you can contact Customer Services at 1-888-333-8030 or contact your local Customer Services at the phone number listed on page 8.

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.

Person-Centered Planning

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

The process begins when you determine whom, beside yourself, you would like at the person-centered planning meetings, such as family members or friends, and what staff from your local Community Mental Health Agency you would like to attend. You will also decide when and where the person-centered planning meetings will be held. Finally, you will decide what assistance you might need to help you participate in and understand the meetings.

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

You have the right to "independent facilitation" of the person-centered planning 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 serious emotional disturbance also have the right to person-centered planning. However, person-centered planning must recognize the importance of the family and the fact that supports and services impact the entire family. The parent(s) or guardian(s) of the

children will be involved in pre-planning and person-centered planning using “family-centered practice” in the delivery of supports, services and treatment to their children.

Are there limits to Person-Centered Planning?

Person-centered planning does not guarantee that the supports, services, and/or treatment nor the amount of them you might like to have can be provided by the public mental health system. What is actually provided by the public mental health system will depend upon the available resources (such as funding and staffing), rules and regulations that govern the program or funding system, and/or the judgment of the program administrator(s) as to feasibility, appropriateness, and safety of such support, service, or treatment. ~~ (Source: Your Rights: When Receiving Mental Health Services in Michigan)

Topics Covered during Person-Centered Planning

During person-centered planning, you will be told about psychiatric advance directives, a crisis plan, and self-determination (see the descriptions below). You have the right to choose to develop any, all or none of these.

Independent Facilitation

An Independent Facilitator assists consumers with understanding and moving through the person-centered planning process. Consumers of developmental disability and mental health services have a right to person-centered planning, which includes the right to choose a trained helper called an Independent Facilitator. Independent Facilitation is not available to consumers receiving short-term outpatient, medication only, or substance abuse services.

An Independent Facilitator is NOT an advocate. An Independent Facilitator is neutral. He or she walks the consumers through the process, but does not promote any particular viewpoint. Independent Facilitators receive special training so that they can help consumers understand their choices.

Contact NorthCare Network at 1-888-333-8030 if you are interested in finding out more about Independent Facilitators. NorthCare staff will help secure an Independent Facilitator that you agree to. You always have the right to ask for a different Independent Facilitator if you would like.

Advance Directives

The laws regarding Advance Directives are complicated. NorthCare and your local Community Mental Health agency are committed to helping you learn the whole process. The Advance Directive basics and a few critical definitions will help you get started. The following definitions come from Michigan Public Act 386 of 1998.

NOTE: Grievances regarding advanced directives may be filed with Customer Services.

Who Can Name a Patient Advocate?

An individual 18 years of age or older who is of sound mind at the time a Patient Advocate designation is made may designate in writing another individual who is 18 years of age or older to exercise powers concerning care, custody, and medical or mental health treatment decisions for the individual making the Patient Advocate designation.

What is a Patient Advocate?

A patient Advocate designation must be in writing, signed, witnessed as provided in subsection (4), dated, executed voluntarily, and, before its implementation, made part of the patient's medical record with, as applicable, the patient's attending physician, the mental health professional providing treatment to the patient, the facility where the patient is located, or the community mental health services program or hospital that is providing mental health services to the patient.

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.

MORE ABOUT PSYCHIATRIC ADVANCE DIRECTIVES

Why Should I Create a Psychiatric Advance Directive?

It is your choice whether or not to create a Psychiatric Advance Directive. Your local community mental health agency can assist you in developing a plan. In a Psychiatric Advance Directive, you will name a patient advocate who will help manage your mental health care needs when you cannot do so. The Psychiatric Advance Directive will not qualify for any physical illnesses, accidents or terminal illness.

When Would My Patient Advocate Make Decisions for Me?

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

What If I Change My Mind?

The patient’s revocation of the Patient Advocate designation: Subject to section 5515, even if the patient is unable to participate in medical treatment decisions, a patient may revoke a Patient Advocate designation at any time and in any manner by which he or she is able to communicate an intent to revoke the Patient Advocate designation.

How Can I Learn More About Psychiatric Advance Directives?

The actual (Psychiatric) Advance Directive policy and references are available on the NorthCare website: www.northcare-up.org. Copies of Psychiatric Advance Directive forms including the NorthCare form “My Plan for Difficult Times” is also available there.

Crisis Planning

You also have the right to develop a “**crisis plan.**” A crisis plan is intended to give instructions for direct care if you begin to have problems in managing your life or you become unable to make decisions and care for yourself. The crisis plan would give information and direction to others about what you would like done in the time of crisis. Examples are friends or relatives to be called, preferred medicines, or care of children, pets, or bills.

Self-determination

Self-determination is an option for payment of medically necessary services you might request if you are an adult beneficiary receiving mental 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.

Recipient Rights

Every person who receives public mental 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.” 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 abuse 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 abuse services in the “Know Your Rights” pamphlet. You can also contact NorthCare’s Recipient Rights Officer, Mary Swift at 1-888-333-8030 or the Recipient Rights Officer through your Substance Abuse Provider.

You may contact your local community mental health services program to talk with a Recipient Rights Officer with any questions you may have about your rights or to get help to make a complaint. Customer Services can also help you make a complaint.

You can contact the Community Mental Health Office of Recipient Rights at:

County		Phone Numbers for Recipient Rights
Alger (Pathways)	Deann O’Dell	(906) 387-3611 or 1-888-728-4929
Baraga (Copper)	Jim Foss	(906) 482-9400 or 1-800-526-5059
Chippewa (Hiawatha)	Ruth Musser	(906) 632-2805 or 1-800-839-9443
Delta (Pathways)	Deann O’Dell	(906) 233-1242 or 1-888-728-4929
Dickinson (Northpointe)	Kevin Newlin	(906) 779-0555 or 1-800-750-0522
Gogebic (Gogebic)	Angela Pope	(906) 229-6170
Houghton (Copper)	Jim Foss	(906) 482-9400 or 1-800-526-5059
Iron (Northpointe)	Kevin Newlin	(906) 779-0555 or 1-800-750-0522
Keweenaw (Copper)	Jim Foss	(906) 482-9400 or 1-800-526-5059
Luce (Pathways)	Faye Witte	(906) 293-3284 or 1-888-728-4929
Marquette (Pathways)	Mary Swift	(906) 225-7357 or 1-888-728-4929
Mackinac (Hiawatha)	Ruth Musser	(906) 643-8616 or 1-800-839-9443

Menominee (Northpointe)	Kevin Newlin	(906) 863-1519 or 1-800-750-0522
Ontonagon (Copper)	Jim Foss	(906) 482-9400 or 1-800-526-5059
Schoolcraft (Hiawatha)	Nicole Mahaney	(906) 341-2144 or 1-800-839-9443

You can contact your Substance Abuse Office of Recipient Rights at:

Substance Abuse Provider	Recipient Rights Officers Email Address & Phone Number	Phone Numbers & Email Address
Catholic Social Services	Linda Featherstone	906-227-9118 lfeatherstone@dioceseofmarquette.org
Marquette General Hospital	Bill Christesen	906-225-4543 bchristesen@mgh.org
Great Lakes Recovery Centers	Mike Patten	906-228-9699 mpatten@greatlakesrecovery.org
Bay Mills	Audrey Breakie	906-248-3204 abreakie@bmic.net
Community Substance Abuse	Jody Wall	906-774-7511 wallj@gmail.com
Phoenix House	Patti Timmons	906-337-5820 ptimmons@chartermi.net
Keweenaw Bay Indian Community Outpatient	Julie Rasanen	906-353-8121 kbicjr@up.net
New Day Residential Treatment Center	Julie Rasanen	906-353-8121 kbicjr@up.net

Or you can contact Customer Services at the number listed on page 8.

Freedom from Retaliation

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

Recovery & Resiliency

“Mental health recovery is a journey of healing and transformation enabling a person with a mental health problem to live a meaningful life in a community of his or 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 person may be only part of the process for another. Recovery may also be defined as wellness. Mental health supports and services help people with mental illness in their recovery journeys. The person-centered planning process is used to identify the supports needed for individual recovery.

*In recovery there may be relapses. 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, a person can overcome and come out a stronger individual. It takes time, and that is why **Recovery** is a process that will lead to a future that holds days of pleasure and the energy to persevere through the trials of life.*

***Resiliency** and development are the guiding principles for children with serious emotional disturbance. Resiliency is the ability to “bounce back” and is a characteristic important to nurture in children with serious emotional disturbance and their families. It refers to the individual’s ability to become successful despite challenges they may face throughout their life.*

Glossary/Definition of Terms

Access: *The entry point to the Prepaid Inpatient Health Plan (PIHP), sometimes called an “access center,” where Medicaid beneficiaries call or go to request mental health services.*

Adult Benefits Waiver: *A special Michigan Medicaid program for certain low-income adults who are not eligible for the standard Medicaid program. Contact the NorthCare Access Unit at 1-888-906-9060 for more information. This is a narrowly defined benefit that entitles you only to the ABW services described in this handbook.*

Amount, Duration, and Scope: *How much, how long, and in what ways the Medicaid services that are listed in a person’s individual plan of service will be provided.*

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

CA: *An acronym for Substance Abuse Coordinating Agency. The CAs in Michigan manages services for people with substance use disorders.*

CMHSP: *An acronym for Community Mental Health Services Program. There are 46 CMHSPs in Michigan that provide services in their local areas to people with mental illness and developmental disabilities.*

Fair Hearing: *A state level review of beneficiaries’ disagreements with health plan’s denial, reduction, suspension or termination of Medicaid services. State administrative law judges who are independent of the Michigan Department of Community Health perform the review.*

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.*

Developmental Disability: *As defined by the Michigan Mental Health code means either of the following: (a) If applied to a person older than five 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; (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.

Fair Hearing: A state level review of beneficiaries' disagreements with health plans' denial, reduction, suspension or termination of ABW services. State Administrative Law Judges who are independent of the Michigan department of Community Health perform the reviews.

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 mental health care, services.

MDCH: An acronym for Michigan Department of Community Health. This state department, located in Lansing, oversees public-funded services provided in local communities and state facilities to people with mental illness, developmental disabilities and substance use disorders.

Medically Necessary: A term used to describe one of the criteria that must be met in order for a beneficiary to receive Medicaid or ABW services. It means that the specific service is expected to help the beneficiary with his/her mental health, developmental disabilities or substance use (or any other medical) condition. Some services assess needs and some services help maintain or improve functioning.

Michigan Mental Health Code: the state law that governs public mental health services provided to adults and children with mental illness, serious emotional disturbance and developmental disabilities by local community mental health services programs 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 NorthCare for more information.

PIHP: An acronym for Prepaid Inpatient Health Plan. There are 18 PIHPs in Michigan that manage the Medicaid and ABW mental health, developmental disabilities, and substance abuse services in their geographic areas. All 18 PIHPs are also community mental health services programs.

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

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

Specialty Supports and Services: A term that means Medicaid-funded mental health, developmental disabilities and substance abuse supports and services that are managed by the Pre-Paid Inpatient Health Plans.

SED: An acronym for Serious Emotional Disturbance, and as 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 Mental Illness: Is defined by the Michigan Mental Health Code to mean a diagnosable mental, behavioral or emotional disorder affecting an adult that exists or has existed within 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.

Substance Use Disorder (or substance abuse): Is 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.

Service Array: Mental Health Medicaid Specialty Supports and Services Descriptions

Note: If you are a Medicaid or ABW beneficiary and have a serious mental illness, or serious emotional disturbance, or developmental disabilities, or substance use disorder, you may be eligible for some of the Mental Health Medicaid Specialty Supports and Services listed below.

Before services can be started, you will take part in an assessment to find out if you are eligible for services. It will also identify the services that can best meet your needs. You need to know that not all people who come to us are eligible, and not all services are available to everyone we serve. If a service cannot help you, your Community Mental Health will not pay for it. Medicaid and ABW will not pay for services that are otherwise available to you from other resources in the community.

During the person-centered planning process, you will be helped to figure out the medically necessary services that you need and the sufficient amount, scope and duration required to achieve the purpose of those service. You will also be able to choose who provides your supports and services. You will receive an individual plan of service that provides all of this information.

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

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 www.mdch.state.mi.us/dchmedicaid/manuals/MedicaidProviderManual.pdf

Assertive Community Treatment (ACT) provides basic services and supports essential for people with serious mental illness to maintain independence in the community. An ACT team will provide mental 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.

Assessment includes a comprehensive psychiatric evaluation, psychological testing, substance abuse screening, or other assessments except for physical health, conducted to determine a person's level of functioning and mental health treatment needs.

***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.

Behavior Treatment Plan: If a person's illness or disability involves behaviors that they or others who work with them want to change, their individual plan of services may include a plan that talks about the behavior.

This plan is often called a “behavior treatment plan.” The behavior treatment plan is developed during person-centered planning 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 person’s needs.

Clubhouse Programs 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 supports, as well as vocational skills and opportunities.

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

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

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

Crisis Residential Services are short-term alternatives to inpatient hospitalization provided in a licensed residential setting.

***Enhanced Pharmacy** includes doctor-ordered nonprescription or over-the-counter items (such as vitamins or cough syrup) necessary to manage your health condition(s) when a person’s Medicaid Health Plan does not cover these items.

***Environmental Modifications** are physical changes to a person’s home, car, or work environment that are of direct medical or remedial benefit to the person. Modifications ensure access, protect health and safety, or enable greater independence for a person with physical disabilities. Note that other sources of funding must be explored first, before using Medicaid funds for environmental modifications.

Extended Observation Beds (or 23-hour stay units) are used to stabilize a mental health emergency when a person needs to be in the hospital for only a short time. An extended observation bed allows hospital staff to observe and treat the person’s condition for up to one day before they are discharged to another community-based outpatient service or admitted to the hospital.

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

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

Health Services include assessment, treatment, and professional monitoring of health conditions that are related to or impacted by a person’s mental health condition. A person’s primary doctor will treat any other health conditions they may have.

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

Housing Assistance is assistance with short-term, transitional, or one-time-only expenses in an individual’s own home that his/her resources and other community resources could not cover.

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

Intermediate Care Facility for Persons with Mental Retardation (ICF/MR) provide 24-hour intensive supervision, health and rehabilitative services and basic needs to persons with developmental disabilities.

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

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

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

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

***Occupational Therapy** includes the evaluation by an occupational therapist of an individuals' ability to do things in order to take care of themselves every day, and treatments to help increase these abilities.

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.

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

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 a person'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 Service Models (such as Infant Mental Health, School Success, etc.) use both individual and group interventions designed to reduce the likelihood that individuals will need treatment from the public mental health system.

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

Skill-Building Assistance includes supports, services and training to help a person 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.

***Speech and Language Therapy** includes the evaluation by a speech therapist of a person'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 Abuse Treatment Services (descriptions follow the mental health services)

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

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

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

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

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

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

Some Medicaid beneficiaries are eligible for special services that help them avoid having to go to an institution for people with developmental disabilities or nursing home. These special services are called the Habilitation Supports Waiver and the Children's Waiver. In order to receive these services, people with developmental disabilities need to be enrolled in either of these "waivers." The availability of these waivers is very limited. People enrolled in the waivers have access to the services listed above as well as those listed here:

Chore Services (for Habilitation Supports Waiver enrollees):
are provided by paid staff to help keep the person's home clean, and safe.

Non-Family Training (for Children's Waiver enrollees):
is customized training for the paid in-home support staff who provide care for a child enrolled in the Waiver.

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

Personal Emergency Response devised (for HSW enrollees):
help a person maintain independence and safety, in their own home or in a community setting. These are devised that are used to call for help in an emergency.

Prevocational Services (for HSW enrollees):
include supports, services and training to prepare a person for paid employment or community volunteer work.

Private Duty Nursing (for HSW enrollees):
is individualized nursing service provided in the home, as necessary to meet specialized health needs.

Specialty Services (for Children's Waiver enrollees):

are music, recreation, art, or massage therapies that may be provided to help reduce or manage the symptoms of a child's mental health condition or developmental disability. Specialist services might also include specialized child and family training, coaching, staff supervision, or monitoring of program goals.

Services for Persons with Substance Use Disorders

The Substance Abuse treatment services listed below are covered by Medicaid. These services are available through NorthCare Substance Abuse Services.

Access, Assessment and Referral:

determines the need for substance abuse services and will assist in getting to the right services and providers.

Outpatient Treatment:

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

Intensive Outpatient (IOP):

is a service that provides more frequent and longer counseling sessions each week and may include day or evening programs.

Methadone and LAAM Treatment:

is provided to people who have heroin or other opiate dependence. The treatment consists of opiate substitution monitored by a doctor as well as nursing services and lab tests. This treatment is usually provided along with other substance abuse outpatient treatment.

Sub-Acute Detoxification:

is medical care in a residential setting for people who are withdrawing from alcohol or other drugs.

Residential Treatment:

is intensive therapeutic services which include overnight stays in a staffed licensed facility.

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 Community Mental Health services, your local community mental health services program will work with your primary care doctor to coordinate your physical and mental health services. If you do not have a primary care doctor, your local community mental health services program 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. In order to learn more about this service, you may call the local Michigan Department of Human Services' number below or contact NorthCare Network at 1-888-333-8030.

ABW Mental Health Supports and Services Descriptions

Note: If you are a ABW beneficiary and have a serious mental illness, or serious emotional disturbance, or developmental disabilities, or substance use disorder, you may be eligible for some of the Mental Health ABW Supports and Services listed below.

Before services can be started, you will take part in an assessment to find out if you are eligible for services. It will also identify the services that can best meet your needs. You need to know that not all people who come to us are eligible, and not all services are available to everyone we serve. If a service cannot help you, your Community Mental Health will not pay for it. ABW will not pay for services that are otherwise available to you from other resources in the community.

During the person-centered planning process, you will be helped to figure out the medically necessary services that you need and the sufficient amount, scope and duration required to achieve the purpose of those services. You will also be able to choose who provides your supports and services. You will receive an individual plan of service that provides all of this information.

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

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 www.mdch.state.mi.us/dch-medicaid/manuals/MedicaidProviderManual.pdf.

Assessment includes a comprehensive psychiatric evaluation, psychological testing, substance abuse screening, or other assessments except for physical health, conducted to determine a person's level of functioning and mental health treatment needs.

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

Clubhouse Programs 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 supports, as well as vocational skills and opportunities.

Community Inpatient Services are hospital services used to stabilize a mental health condition in the event of a significant change in symptoms, or in a mental health emergency. Community hospital 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 mental health and well-being.

Crisis Residential Services are short-term alternatives to inpatient hospitalization provided in a licensed residential setting.

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

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

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

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

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

Services for Persons with Substance Use Disorders

The Substance Abuse treatment services listed below are covered by Medicaid. These services are available through [PIHP or SA Coordinating Agency]

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

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

Methadone is provided to people who have heroin or other opiate dependence. The treatment consists of opiate substitution monitored by a doctor as well as nursing services and lab tests. This treatment is usually provided along with other substance abuse outpatient treatment.

Sub-Acute Detoxification is medical care in a residential setting for people who are withdrawing from alcohol or other drugs.

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

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 Community Mental Health services, your local community mental health services program will work with your primary care doctor to coordinate your physical and mental health services. If you do not have a primary care doctor, your local community mental health services program will help you find one.

Source: Michigan ABW NON-Pregnant Childless Adults Waiver (Adult Benefits Waiver) Section 1115 Demonstration program FY 10

Department of Human Services (addresses/phone numbers)

<p>Alger County DHS 101 Court Street Munising, MI 49862 Phone: (906) 387-4440</p>	<p>Baraga County DHS P.O. Box 10 108 Main Street Baraga MI 49908 Phone: (906) 353-4700</p>
<p>Chippewa County DHS 463 East 3 Mile Rd. Sault Ste. Marie MI 49783 Phone: (906) 635-4100</p>	<p>Delta County DHS 2940 College Ave. Escanaba MI 49829-9596 Phone: (906) 786-5394 TDD: (906) 786-5394</p>
<p>Dickinson County DHS 1238 Carpenter Ave. Iron Mountain MI 49801 Phone: (906) 774-1484</p>	<p>Gogebic County DHS 301 E. Lead St. Bessemer MI 49911 Phone: (906) 663-6200</p>
<p>Houghton County DHS 200 Quincy St. P.O. Box 630 Hancock MI 49930 Phone: (906) 482-0500</p>	<p>Iron County DHS P.O. Box 250 337 Brady Avenue Caspian MI 49915 Phone: (906) 265-9958</p>
<p>Keweenaw County DHS 200 Quincy St. P.O. Box 630 Hancock MI 49930 Phone: (906) 337-3302</p>	<p>Luce County DHS P.O. Box 27 500 W. McMillan Newberry MI 49868 Phone: (906) 293-5144</p>
<p>Mackinac County DHS 199 Ferry Lane Saint Ignace MI 49781 Phone: (906) 643-9550</p>	<p>Marquette County DHS Courthouse Annex 234 W. Baraga Ave. Marquette MI 49855 Phone: (906) 228-9691</p>
<p>Menominee County DHS 2612 10th St. Menominee MI 49858 Phone: (906) 863-9965</p>	<p>Ontonagon County DHS 730 South 7th St. Ontonagon MI 49953 Phone: (906) 884-4951</p>
<p>Schoolcraft County DHS 300 Walnut St.</p>	

Courthouse, Rm. 175A Manistique MI 49854 Phone: (906) 341-2114	
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Medicaid Health Plan Services

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
- Health check ups
- Hearing aids
- Hearing and speech therapy
- Home Health Care
- Immunizations (shots)
- Lab and X-ray
- Nursing Home Care
- Medical supplies
- Medicine
- Mental health (limit of 20 outpatient visits)
- Physical and occupational therapy
- Prenatal care and delivery
- Surgery
- Transportation to medical appointments
- Vision

If you already are enrolled in the health plan listed below 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 1-888-333-8030 for assistance.

County Health Plan Services

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

Ambulance for emergencies
Doctor visits
Family planning
Health check ups
Immunizations (shots)
Lab and X-ray
Medical supplies
Medicine
Prenatal care and delivery

If you already are enrolled in the Upper Peninsula Health Plan, you can contact the health plan directly for more information about the services listed above. If you do not know the name of your health plan, you can contact NorthCare Network Access Unit at 1-888-906-9060. **The Upper Peninsula only has one Health Plan. If you live in the U.P. and are enrolled in a Health Plan it is the: Upper Peninsula Health Care Plan.** The address and contact information is listed below.

Upper Peninsula Health Care Plan, Administrative Office

228 West Washington Street

Marquette, MI 49855

Phone: (906) 225-7500 Toll-Free: 1-800-835-2556

Business Hours: 8:00 to 5:00 Monday through Friday (closed most Holidays)

Provider List by County

See Community Mental Health Agencies, Substance Abuse Agencies, Department of Human Services, or Upper Peninsula Hospitals located earlier in this handbook.

Community Resource List

A current list of local community resources is available by contacting your local community mental health agency, or your local substance abuse agency.

Right to Information about NorthCare Operations

If you are interested in knowing more about NorthCare Network's operations such as an organizational chart and annual reports, contact NorthCare directly at 1-888-333-8030.

NorthCare Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL AND DRUG AND ALCOHOL RELATED INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY. (Update 3-24-10)

General Information

Information regarding your health care, including payment for health care, is protected by federal and state laws: the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 42 U.S.C. § 1320d et seq., 45 C.F.R. Parts 160 & 164, and the Confidentiality Law, and the Michigan Mental Health Code, MCL 330.1001 et seq. Your information may also be protected under 42 U.S.C. §290dd-2, 42 C.F.R. Part 2. Under these laws, NorthCare Network and their contract providers may not say to a person outside their agencies that you receive services, nor may NorthCare or their contract providers disclose any information identifying you as a recipient of alcohol or drug abuse services, or disclose any other protected information except as permitted by federal and state law.

Your information is stored in a paper record, or an electronic record or both. NorthCare and its affiliates may use the information in either form for treatment, payment and healthcare operations.

NorthCare Network and their contract providers must obtain your written consent before they can disclose information about you for payment purposes. For example, NorthCare Network and their contract providers must obtain your written consent before they can disclose information to your health insurer in order to be paid for services. Generally, you must also sign a written consent before NorthCare and their contract providers can share information for treatment purposes or for health care operations. However, federal law permits NorthCare Network and their contract providers to disclose information *without* your written permission:

1. Pursuant to an agreement with a qualified service organization/business associate;
2. For research, audit or evaluations;
3. To report a crime committed on NorthCare Network or their contract providers' premises or against NorthCare Network or their contract providers' personnel;
4. To medical personnel in a medical emergency;
5. To appropriate authorities to report suspected child abuse or neglect;
6. As allowed by a court order.

For example, NorthCare Network or their contract providers can disclose information without your consent to obtain legal or financial services, or to another medical facility to provide health care to you, as long as there is a qualified service organization/business associate agreement in place.

Before NorthCare Network or their contract providers can use or disclose any information about your health in a manner which is not described above, it must first obtain your specific written consent allowing it to make the disclosure. Any such written consent may be revoked by you in writing.

Your Rights

Under HIPAA you have the right to request restrictions on certain uses and disclosures of your health information. NorthCare Network and their contract providers are not required to agree to any restrictions you request but if they do agree they are bound by that agreement and not use or disclose any information which you have restricted except as necessary in a medical emergency.

You have the right to request that we communicate with you by alternative means or at an alternative location. NorthCare Network and their contract providers will accommodate such requests that are reasonable and will not request an explanation from you. Under HIPAA you also have the right to inspect and copy your own health information maintained by NorthCare and their contract providers, except to the extent that the information contains psychotherapy notes or information compiled for use in a civil, criminal or administrative proceeding or in other limited circumstances.

Under HIPAA you also have the right, with some exceptions, to amend health care information maintained in your clinical record, and to request and receive an accounting of disclosures of your health related information made by NorthCare Network or their contract providers during the six years prior to your request.

NorthCare Network and their Affiliate's Duties

NorthCare Network and their contract providers are required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. NorthCare Network and their contract providers are required by law to abide by the terms of this notice. NorthCare Network and their contract providers reserve the right to change the terms of this notice and to make new notice provisions effective for all protected health information it maintains. If there is a significant revision of this Notice, we will mail you a notification within 60 days of that revision. NorthCare will not take punitive action against a provider that files an appeal on behalf of the consumer.

Complaints and Reporting Violations

You may complain to NorthCare Network, their contract providers, and the Secretary of the United States Department of Health and Human Services if you believe that your privacy rights have been violated under HIPAA. To complain contact NorthCare Network's Privacy Officer, Mary Swift at 1-888-333-8030 and/or:

U.S. Department of Health and Human Services
Office of Civil Rights Division
233 N. Michigan Avenue Suite 240
Chicago, IL 60601
Toll free 1-800-368-1019

You will not be retaliated against for filing such a complaint.

Violation of the Confidentiality Law by a program is a crime. Suspected violations of the Confidentiality Law may be reported to the United States Attorney in the district where the violation occurs.

If there is a breach of unsecured information NorthCare or its affiliates will notify you.

Contact

For further information, contact Mary Swift, NorthCare Privacy Officer at 1-888-333-8030.

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