

**COMMUNITY MENTAL HEALTH SERVICES OF MUSKEGON COUNTY
DIRECTORY ASSISTANCE**

Providers who have questions may contact their contract manager at any time. However, the following directory lists areas with functions that may be contacted for specific problems or questions. Day to day consumer issues should most often be addressed directly to a specific program, e.g., case manager.

<p>Network Development 231-724-1111</p> <p>Contact for general contract information and issues, performance or outcomes issues, site review planning and follow-up, licensing and accreditation issues, consumer satisfaction, and for assistance if uncertain who to call. Includes specific concerns on contract boilerplate language.</p>	<p>Access 231-720-3200</p> <p>Contact for initial authorization for new consumers and ongoing service authorizations.</p>
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<p>Mental Health Emergency Line 231-722-4357</p> <p>Contact for psychiatric emergencies, 24 hours a day, 7 days a week.</p>	<p>Recipient Rights 231-724-1107</p> <p>Contact for any consumer rights issues, to report any suspected or verified rights violations, and to receive information on the consumer's rights to complaints, disputes, and appeals.</p>
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<p>Financial Services- Claims Processing 231-724-6646</p> <p>Contact for issues with billing, claims disputes, or denied claims.</p> <p>Customer Services 231-720-3201</p> <p>Contact for consumer inquiries and/or complaints.</p> <p>Quality Improvement 231-724-1111</p> <p>Contact with concerns regarding performance indicators.</p>	<p>Administration</p> <p>Executive Director 231-724-1104</p> <p>Contact with issues not resolved with prior contacts.</p> <p>Corporate Compliance 231-724-6574 (Voice Mail)</p> <p>Report any suspected fraud, poor business practice, or noncompliance with ethics standards.</p>
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Lakeshore Behavioral Health Alliance Handbook Part II *Service and Provider Guide*



Community Mental Health of
Muskegon County



Community Mental Health of
Ottawa County



Lakeshore
Coordinating Council
for Substance Abuse Services

To request mental health services call the Access Center, Monday through Friday, between 8:00 a.m. and 5:00 p.m.

Muskegon County Access Center



TTY

(231) 720-3200

(231) 720-3280

Questions: Call Customer Service

(231) 720-3201

Toll Free

1-877-724-4440

e-mail: customerservice@cmhs.co.muskegon.mi.us

Ottawa County Access Center



Holland Area

(616) 393-5681

All other Ottawa areas

1-877-588-4357

TTY

(616) 494-5687

Questions: Call Customer Services

(616) 494-5545

Toll Free

1-866-710-SERV (7378)

FAX

(616) 393-5687

TTY

(616) 494-5508

e-mail: cmhcustmerservices@miottawa.org

Lakeshore Coordinating Council for Substance Abuse Services

Shoreline Consultation Center for Access

(231) 733-5334 Muskegon -or- 1-800-981-2481

Use same # for TTY



e-mail: khartley@lakeshoreca.org

Service Authorization

Services you request must be authorized or approved by an affiliate of the Lakeshore Behavioral Health Alliance. That agency may approve all, some, or none of your requests. You will receive notice of a decision within 14 calendar days after you have requested the service during person-centered planning, or within 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.



Services and Network Providers



MENTAL HEALTH MEDICAID SPECIALTY SUPPORTS AND SERVICES DESCRIPTIONS

If you are a Medicaid beneficiary and have a serious mental illness, or serious emotional disturbance, or developmental disability, 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 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.

Program Specific Guidelines

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

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

Use the *Service and Provider Guide* to promote consumer CHOICE

Just as each consumer has individual needs, each provider in our network has special qualities. When more than one provider is available for the service authorized for you, you may choose the organization that will best meet your unique needs.

Definitions of mental health services, are displayed on the left side of the page.



Vocational Skill Building

This program will assist you to prepare for and achieve economic independence. It includes work site activities and employment services related to your Person-Centered Plan.

The agencies or individuals we contract with to provide the service are listed on the right side of the page.

You can identify the providers available in your network when you see your county's logo beside the provider's name

Muskegon CMH =  Ottawa CMH = 



Lakeshore Coordinating Council
for Substance Abuse Services

The logos of Muskegon County and Ottawa County are attached to indicate providers in your network.

We provide the most up to date information available at the time of publication. As you know Medicaid rules are subject to change as are the provider contracts in our network. This guide is intended as a planning tool, but is in no way a substitute for the advice of your healthcare professional.

When assessments indicate the need for mental health services, individuals with Medicaid are entitled to the following *covered services*.

Assessment

Definition of Covered Service

Providers in Our Network

Assessments

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.

Initial Assessments

Psychiatric Evaluation

Psychiatrists are available to assess your need for medications to help control symptoms of mental illness and other medical conditions.

Psychological Evaluation

This is an evaluation using psychological testing administered by a fully qualified and licensed staff to help determine your diagnosis in order to recommend the best treatment for you.

All Other Assessments and Testing

This refers to professional assessments and testing, other than psychological tests, that are done to determine your level of functioning and your treatment needs.

Health Assessment

This includes activities provided by a physician, registered nurse, physician assistant, nurse practitioner, or dietitian to determine your need for services and to recommend specific treatment.

Muskegon CMH



Ottawa CMH



Bethany Christian Services



Catholic Charities of West MI



Pathways



Muskegon CMH



Ottawa CMH



Muskegon CMH



Ottawa CMH



Muskegon CMH



Ottawa CMH



West Shore Medical Personnel



Hackley Dietitian/ Lab



Maxim Healthcare Services



Community Care Givers



HCH Home Health Services



Dale Bird Cortes







Rebecca Antaya



Evaluations for Physical / Occupational Therapy or Speech, Hearing or Language Therapy

Used to determine the beneficiary's need for services to prevent, treat, or alleviate physical or mental disability.



Muskegon CMH	
Ottawa CMH	
Shoreline Rehab P.C.	
Comprehensive Physical Therapy	

Clinical Services

Definition of Covered Service






Providers in Our Network

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.



Muskegon CMH	
Ottawa CMH	

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

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

Muskegon CMH	
Ottawa CMH	
Bethany Christian Services	
Catholic Charities of W MI	
Pathways	




***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.

Muskegon CMH	
Ottawa CMH	

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

Kid at Heart Therapy	
Muskegon CMH	
Nephew Physical Therapy	
Shoreline Rehab. P.C.	

***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.

Muskegon CMH	
Ottawa CMH	
Kelly Rimbey	

* Needs a Prescription

Crisis

The standard for whether or not a mental health emergency exists when a “prudent layperson” would determine from the member’s symptoms that crisis services are needed.

Definition of Covered Service

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

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

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

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.

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.

State Inpatient

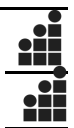
Inpatient services provided by State psychiatric hospitals for people with mental illness, and Centers for persons with developmental disabilities.

Providers in Our Network

Muskegon CMH



Ottawa CMH



ProtoCall Services Inc.



Hope Network Behavioral Health



Hope Network Integrated Recovery



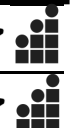
Wedgwood Christian Services



Mercy Health Partners -
Hackley Behavioral Health



Forest View Hospital



Harbor Oaks Hospital



Havenwyk Hospital



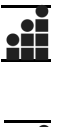
Pine Rest Christian
Mental Health Services



Saint Mary’s
Health Care



Caro Center



Hawthorn Center


























Kalamazoo Psychiatric Hospital









Crisis Services Continued /Inpatient

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 consultation to help increase abilities.

Community Inpatient Services (MI, DD, C) 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.

BCA Stone Crest Center	 
Bronson-Battle Creek, Fieldstone Ctr.	 
Community Health Ctr. of Branch County	 
Forest View Hospital	 
Harbor Oaks Hospital	 
Havenwyk Hospital	 
Hillsdale Community Health Ctr	 
Holland Community Hospital	 
Memorial Medical Center	 
Mercy Health Partners, Hackley Behavioral Health	 
Pine Rest Christian Mental Health Services	 
<i>Child and Adolescents only</i>	

Oaklawn Hospital	 
Saint Mary's Health Care	 
Samaritan Behavioral health Ctr.	 

Psychosocial Rehabilitation

Clubhouse Programs (MI) 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.

Muskegon CMH	
Ottawa CMH	

Specialized Services

Personal Care in Specialized Residential Settings (MI, DD) assist 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.

Muskegon CMH	
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***Enhanced Pharmacy** includes doctor-ordered non-prescription 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.

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

Muskegon CMH



Ottawa CMH



Caro Center



Therapy

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

Individual Therapy

These are services designed to focus on improving your emotional and mental functioning, and to achieve better interpersonal and social relationships.

Family Therapy

Similar to individual therapy, with a focus on improving family communication and relationships.

Group Therapy

This service focuses on providing therapy to a group of people experiencing similar difficulties. You will benefit from the strengths of the group members as well as the skill of the therapist to improve your emotional and mental functioning, and to achieve better interpersonal and social relationships.

Ottawa CMH



Muskegon CMH



Bethany Christian Services



El Centro of
Bethany Christian Services
specialty: Spanish Speaking



Beacon Services



Case Management of MI



Catholic Charities
of West Michigan



Family Connections



Hope Network
Behavioral Health Services /
Integrated Recovery



Mercy Health Partners
Life Counseling Services



Pathways



Care Management

Definition of 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.

Person-Centered Planning is the development and review of the plan of service, including the pre-planning meeting. This includes writing your outcomes and objectives on the plan; identifying how you will achieve those outcomes and who will help with that, if needed.

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 assures 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.


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.

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



Providers in Our Network


Ottawa CMH 


Muskegon CMH 

Beacon Services 


Bethany Christian Services /
El Centro of Bethany 

Catholic Charities of W. MI  

Case Management of MI 


MHP Life Counseling Svcs. 

Pathways 


Pine Rest Christian Homes 

Ottawa CMH 

Muskegon CMH 

Bethany Christian Services /
El Centro of Bethany
specialty: Spanish Speaking 

Beacon Services 

Case Management of MI 

Catholic Charities
of W. MI 

Hope Network
Behavioral Health Services 



Pathways 

Pine Rest Christian Homes 

Ottawa CMH 


Muskegon CMH 

BHD&T -Gusco Money Management 

GT Financial  

Stuart Wilson, C.P.A., P.C.  

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 services such as mental health therapy, crisis intervention, service coordination, or other supports to the family.






Ottawa CMH	
Muskegon CMH	

Additional Services

Definition of Covered Service




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.

Providers in Our Network












Disability Connection/ CIL	
Recovery Cooperative Of Muskegon	
Muskegon CMH	
Ottawa CMH	
Holland Cornerstone Drop-in	

EMPLOYMENT

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.

Goodwill Industries	
Indian Trails	
Kandu Industries	 
MOKA	 
Pioneer Resources	 
Muskegon CMH	
Ottawa CMH	

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.

Central Park Employment Svcs.	
Disability Connection	
Goodwill Industries	
HGA	
Kandu Industries	 
MOKA	 
Ottawa CMH	
Pioneer Resources	 

Definition of Covered Service

Providers in Our Network









HEALTH SERVICES

INDEPENDENT LIVING

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.

Supported Independent Housing

























These are supported independent living, apartment programs and subsidized rental programs where the services include support staff, living arrangements or related costs.

Ottawa CMH	
Muskegon CMH	
Beacon Specialized Residential Services, Inc	 
Heritage Homes	
MOKA	
Turning Leaf Residential Rehabilitation Services	 

LIFE SKILLS

Community Living Supports

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).

Ottawa CMH	
Alliance Medical	 
Arc / Muskegon	
ARS Assisted Living	
Best Way Providers	 
Comfort Keepers	
Daybreak	
Evergreen Commons	
Expert Care	
Healthy Focus	
Heritage Home	 
HGA	
Lutheran Social Services of Michigan	 
MOKA	 
Pioneer Resources	 
St. John's Healthcare	
Unified Health Partners	
Westshore Medical Personnel Services	

Definition of Covered Service

Additional Services /Life Skills continued

Behavioral Management Review: 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 management plan”. The behavior management 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.

***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.

























***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.

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; such as, Skill-Building Services, and Community Living Supports.

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.

* Needs a Prescription

Providers in Our Network

Ottawa CMH	
Muskegon CMH	
Beacon Services, Inc.	
Case Management of MI	
Muskegon CMH	
Ottawa CMH	
Muskegon CMH	
Ottawa CMH	
Clasic Macatawa, Rosebud	
Muskegon CMH	
Ottawa CMH	
Pioneer Resources	 
Alliance Medical	
Best Way Providers	
Expert Care	
Healthy Focus	
Heritage Homes, Inc.	 
Hope Network West Michigan Mercy Respite	
MOKA	
PNA LTD/ Homecare Inc.	
United Health Partners	
Westshore Medical Personnel Services	

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.

Ottawa CMH



Muskegon CMH



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

Muskegon CMH



Ottawa CMH






























Children's Advocacy Center



Definition of Covered Service

Personal Care/ Community Living and Supports in a Specialized Residential Setting. (MI, DD, C) 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.

Providers in Our Network

Muskegon CMH	
A I Residential Services	
Amanda Family, Inc.	
American Homestead CTH	
Beacon Specialized Residential Services, Inc	 
Bracey AFC	
Cornerstone 1, Inc.	
Dean CTH	
Deb's CTH	
Deer Creek AFC	
FA-HO-LO Family, Inc.	
Fireside AFC	
Greenville Acres	
Hope Network Rehabilitation Srv.	
Harbor House Ministries	
Hansma CTH	
Heritage Homes	 
HGA Support Services	
Home Life, Inc.	 
Hope Network Behavioral Health Services / Integrated Recovery	 
Hope Network - Developmental and Community Services	 
Hudsonville Christian AFC	

Providers who have the capacity to deliver services in alternate languages are identified in the directory. Each of our contracted providers will provide language accommodation with advance notice. Anyone whose primary communication is other than spoken English may request interpreter services or assistive technology to interact with the PIHP and its service providers.

Definition of Covered Service

Personal Care/ Community Living and Supports in a Specialized Residential Setting. (MI, DD, C) 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.

Providers in Our Network

JBC Home	★	
Kelly's Kare	★	
Lutheran Social Services	★	
Lydia's AFC	★	■ ■ ■ ■ ■
MOKA	★	■ ■ ■ ■ ■
Oriole Drive CTH		■ ■ ■ ■ ■
Pine Rest Christian Mental Health Services	★	■ ■ ■ ■ ■
Pine Ridge AFC		■ ■ ■ ■ ■
Pioneer Resources	★	
Ridgewood AFC		■ ■ ■ ■ ■
Rocking Horse Ranch	★	
Sam's Place CTH		■ ■ ■ ■ ■
Schiele's AFC		■ ■ ■ ■ ■
Shel-Mar AFC		■ ■ ■ ■ ■
Stillson CTH		■ ■ ■ ■ ■
Strong AFC		■ ■ ■ ■ ■
Turning Leaf Residential Rehabilitation Services	★	
Vonk's AFC		■ ■ ■ ■ ■
Wynsma CTH		■ ■ ■ ■ ■
76th Street		■ ■ ■ ■ ■

Prevention Service Models; such as, Parent Management Training, Childcare Expulsion Prevention, etc. use both individual and group interventions designed to reduce the likelihood that individuals will need treatment from the public mental health system.

Additional Services for Only Habilitation Supports Waiver (HSW) and Children’s Waiver Participants:

Definition of Covered Service

Providers in Our Network

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.

Healthy Focus

MOKA

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.

Maxim Health Care

Community Care Givers

HCH Home Healthcare

West Shore Medical
Personnel Services

Daybreak

MOKA

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.

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

Kandu

Pioneer Resources

MOKA

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

Alliance Medical

Community Caregivers

HCH Home Health Services

Indian Trails

Maxim Health Care Services

PNA

Unified Health Partners

West Shore Medical
Personnel Services

Specialty Services (for Children’s Waiver Enrollees) are music, recreation, art, or massage therapies that may be provided to help reduce or manage the symptoms of a child’s mental health condition or developmental disability. Specialty services might also include specialized child and family training, coaching, staff supervision, or monitoring of program goals.

Franciscan Life Process Ctr.

Life Therapeutic Solutions

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

Additional Services for Persons With Substance Use Disorders.



Karen Young-Hartley, MPH
324 Washington Ave, Suite 202
Grand Haven, Michigan 49417
(616) 846-6720 or 1-877-846-5221 toll free
www.lakeshoreca.org
e-mail:khartley@lakeshoreca.org

The Substance Abuse treatment services listed below are covered by Medicaid. These services are available through Lakeshore Coordinating Council for Substance Abuse Services, a partner in the Lakeshore Behavioral Health Alliance. Dual-diagnosis refers to co-existing disorders of substance use and mental illnesses.

Definition of Covered Service

Access, Assessment, and Referral (AAR)

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

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

additional service features in italics

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.

Specialty Providers in Our Network

Shoreline Consultation Services
1-800-981-2481

Alcohol & Chemical Abuse Consultants

Catholic Charities of West Michigan
Adolescents & Families Hispanic bi-lingual, bi-cultural

Pathways, MI- Holland
Chemically dependent

Pathways, MI- Grand Haven
Chemically dependent, Spanish language

Pine Rest –Holland
Dual diagnosis

Behavioral Health Services of Holland Hospital
Dual diagnosis, court referral

Muskegon CMH
Dual diagnosis

Ottagan Addictions Rehabilitation (OAR)
Woman's specialty program

Mercy Health Partners Life Counseling
Women's Specialty program

West Michigan Therapy, Inc
*Alcohol-related driving offenses,
Women's Specialty program*

East Side Substance Abuse Clinic

Pro-Action (Project Rehab)

Sub-Acute Detoxification is medical care in a residential setting for people who are withdrawing from alcohol or other drugs, *prior to continuing treatment.*

Residential Treatment is intensive therapeutic services which include overnight stays in a staffed licensed facility, *usually for less than 30 days.*

Salvation Army—Turning Point Program

Jim Gilmore Treatment Program of
Community Health Center

Chester A. Ray Center (OAR) (Men)

Harbor House (OAR) (Women)

Salvation Army—Turning Point Program

Wedgwood Christian Services
(Adolescents Only)

Kairos Treatment Ctr.
Bridgeport, Saginaw Co. (Adolescents only)

Pine Rest Christian
Mental Health Services

Pro-Action (Project Rehab)

Additional Medicaid Services

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 Health Program is a 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:

DHS Muskegon, 2500 Baker St., Muskegon Hts., (231) 733-3700

DHS Holland, 12185 James St., Ste 200, Holland MI, (616) 394-7200

or contact CMH Customer Services for assistance. Muskegon (231) 720-3201 and Ottawa (616) 494-5545

Medicaid Health Plan Services

If you are enrolled in a Medicaid Health Plan, the following kinds of health care services are available to you through your Health Plan 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)

- * 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

Contact your Health Plan for these services.

Provider Directory

Providers who have the capacity to deliver services in alternate languages are identified in the directory. Each of our contracted providers will provide language accommodation with advance notice. Anyone whose primary communication is other than spoken English may request interpreter services or assistive technology to interact with the PIHP and its service providers.

Individuals and organizations listed in the **services and provider guide** are in the directory below. Please ask your supports coordinator / case manager for more information about the providers which are currently available for the services in your plan. A complete list of the organizations in our network is available by contacting CMH Customer Services.

Alcohol & Chemical Abuse Consultants

635 W. Summit, Muskegon, MI 49441 (231) 737-9840

Alliance Medical Services **Hablamos Espanol**

529 E. 16th St., Holland, MI 49423 (616) 355-0100

www.alliancemedicalservices.com

e-mail: staffing@alliancemedicalservices.com

Amanda Family Inc.

5734 Jefferson, Muskegon, MI 49442 (231) 830-1778

e-mail: JNGS@aol.com

American Homestead CTH (Hartgers)

9339 Oriole Dr., Coopersville, MI 49404 (616) 837-9283

Arc/Muskegon

1145 E. Wesley Ave., Muskegon, MI 49442 (231) 777-2006

www.arcmuskegon.org e-mail: arcmuskegoni2k.com

ARS Assisted Living

845 Stern St. Allegan MI 49010 (269) 686-8331

arsassistedliving@yahoo.com

Bronson-Battle Creek - Fieldstone Center

165 N. Washington Ave., Battle Creek, MI 49016 (269) 966-8000

www.trinity-health.org

e-mail: milesj@trinity-health.org

Beacon Specialized Residential Services, Inc

P.O. Box 69, Bangor, MI 49013 (269) 427-8400

www.beaconserv.org

e-mail: ken.ratzlaff@beaconserv.org

Hablamos Espanol

Behavioral Health Services, Holland Hospital

854 S. Washington, Suite 330 (616) 355-3926

Holland, MI 49423

Bethany Christian Services

12048 James St., Holland, MI 49423 (616) 396-0623

www.bethany.org/holland

e-mail: seckert@bethany.org

Best Way Providers, Inc.

P.O. Box 596, Muskegon, MI 49443 (231) 728-2208

skacmar@hotmail.com

BCA Stone Crest Center

15000 Gratiot, Detroit MI 48205 (313) 245-0611

BHT&D—Gusco Money Management

356 E. Main St., POB 60, Saranac, MI 48881 (616) 642-9467

www.bhtdcpa.com

e-mail: cpa@bhtdcp.com

Bracey Home

1364 Marquette Ave., Muskegon, MI 49442 (231) 777-3092

Brains, LLP

3351 Eagle Run Dr. NE, Grand Rapids, MI 49525

www.brainspotential.com

staff@brainspotential.com

Caro Center

2000 Chambers Rd., Caro, MI 48723 (989) 672-9342

Case Management of MI

PO Box 3035, Kalamazoo MI 49003 (269) 381-4446

www.cmami.biz

Catholic Charities of West Michigan

355 Settlers Rd., Holland, MI 49424 (616) 796-9595

Hablamos Espanol

Catholic Charities of West Michigan

1095 Third St., Ste. 125 Muskegon, MI 49441 (231) 726-4735

www.ccwestmi.org

dmccormack@ccwestmi.org

Central Ave. AFC (A.1. Residential)

495 Central Ave., Holland, MI 49423 (616) 667-2686

Central Park Employment Services

586 Old Orchard Rd., Holland MI 49423 (616) 994-3076

e-mail: jgfooster@ameritech.net

Chester A. Ray Center (OAR)

231 Washington Blvd., Holland, MI 49423 (616) 396-6872

Children's Advocacy Center

12185 Union St., Holland, MI 4942 (616) 393-6123

www.cac-ottawa.org

Comfort Keepers

837 Maple Ave., Holland, MI 49423 (616) 395-2653

www.comfortkeepers.com

Community Care Givers

3101 Prairie St., SW, Grandville, MI 49418 (616) 531-9973

Community Health Ctr. Of Branch County

274 E. Chicago Dr., Coldwater, MI 49036 (517) 279-5369

Classic Macatawa Taxi

494 Lincoln Ave. Ste. 40 (616) 796-0600

Holland MI 49423

Cornerstone 1 Inc.
98 45th St., Bloomington MI 49026 (269) 521-6028

Daybreak Adult Services Inc.
572 Lake Forest, Muskegon, MI 49441 (231) 780-2229
www.daybreakserves.com
e-mail: rick@daybreakserves.com

Dean CTH
14227 Rockwood Ln., Grand Haven, MI 49417 (616) 846-4053

Deb's CTH
110 Alden St., Spring Lake, MI 49456 (616) 296-0327

Disability Connection
27 E. Clay Ave. Muskegon MI 49441 (231) 722-0088
www.dcilmi.org TTY number (231) 722-0088
e-mail: director@dcilmi.org

Deer Creek AFC
487 Harrison St., Coopersville, MI 49404 (616) 384-2108

East Side Substance Abuse Clinic
445 E. Sherman Blvd., Muskegon, MI 49444 (231) 739-4359

Evergreen Commons
480 State St., Holland, MI 49423 (616) 355-5131
www.evergreencommons.org
e-mail: evergreen@evergreencommons.org

Expert Care Management
1707 W. Big Beaver Rd., Troy, MI 48084 (866) 812-8896
www.emshealthcare.com

El Centro of Bethany—*Hablamos Espanol*
12048 James St., Holland, MI 49424 (616) 396-0623
www.bethany.org/elcentro
www.seckert@bethany.org

FA-HO-LO Family, Inc.
5734 Jefferson, Muskegon, MI 49442 (231) 788-0678
e-mail: JNGS3@aol.com

Family Connections
675 East 16th St., Holland MI 49423 (616) 355-7051

Franciscan Life Process Center
11650 Downes St., Lowell MI 49331 (616) 897-7842
www.lifeprocesscenter.org
flpc@lifeprocesscenter.org

Fireside AFC (Hapke)
389 Lake Shore Dr., Holland, MI 49424 (616) 994-7020

Forest View Hospital
1055 Medical Park Dr., S.E. (800) 949-8439
Grand Rapids, MI 49546
www.forestviewhospital.com/home.html
e-mail: emily.quinn-nausadis@UHSINC.com

Goodwill Industries
271 E. Apple Ave., Muskegon, MI 49442 (231) 722-7871
www.goodwillwm.org/
e-mail: rcarlson@goodwillwm.org/

Great Lakes Dental Excellence
5978 S. Harvey, Muskegon Hts., MI 49444 (231) 799-0404

Greenville Acres
4691 W. County Farm Rd. (616) 754-5673
Greenville, MI 48838
e-mail: gva@avis.net

GT Financial Services
215 Broadus, Sturgis, MI 49091 (269) 651-4500
dbair@gtindependence.com

HCH Home Health Services
602 Michigan Ave., Holland, MI 49423 (616) 394-3346
www.hollandhospital.org
e-mail: info@hollandhospital.org

H.G.A. Support Services
500 W. Western Ave., Ste. 300 (231) 728-3501
Muskegon, MI 49440
e-mail: hgaje@comcast.com

Harbor House (OAR)
377 Lincoln St., Holland, MI 49423 (616) 355-7095

Harbor House Ministries
919 44th St., Jenison, MI 49428 (616) 797-9920
www.harborhouseministries.org
E-mail: pdriesenga@harborhouseministries.org

Harbor Oaks Hospital
35031 23 Mile Rd, New Baltimore MI 48047
Sari Arbromovich, CEO

Harmony Enterprises Inc.
PO Box 118, Plainwell MI 49080 (269) 345-1295
E-mail: joannDavis@yahoo.net

Hansma, Stephanie CTH
338 Cleveland W. St., Coopersville, MI 49404 (616) 837-7015

Havenwyk Hospital
1525 University Dr., Auburn Hills MI 48326
Diane Heanerman, Interim CEO

Hawthorn Center
18471 Haggerty Rd., Northville, MI 48167 (800) 434-2340
e-mail: joshi@michigan.gov

Heritage Homes, Inc.
400 136th Ave., Bldg. 200, Ste. 205 (616) 395-9311
Holland, MI 49424
e-mail: dnoordijk@yahoo.com

Hillsdale Community Health Center
168 S. Howell St., Hillsdale, MI 49242 (517) 437-4451

Holland Community Hospital
602 Michigan Ave., Holland, MI 49423 (616) 394-3507
www.hollandhospital.org/
e-mail: sherro@hollandhospital.org

Holland Drop-in Center
704 Michigan Ave., Holland, MI 49423 (616) 355-2207

Home Life, Inc.
5420-A Beckley Road, PMB 234 (616) 660-0854
Battle Creek, MI 49015
www.talkhome.net

Homeward Bound Therapeutic Services
Info at Customer Service 231 720-3200

Hope Network Behavioral Health Services
1256 Walker, N.W. Grand Rapids, MI 49504 (616) 235-2910
www.hopenetwork.org

Hope Network Integrated Recovery
755 36th St. SE, Grand Rapids MI 49518 (616) 310-8000
www.hopenetwork.org

Hope Network—Rehab
1490 E. Beltline, Grand Rapids, MI 49506 (616) 940-0040
www.hopenetwork.org/rehabilitation-services

Hope Network of West Michigan
3375 S. Division, Grand Rapids, MI 49508 (616) 248-5114
www.hopenetwork.org
e-mail: jkrause@hopenetwork.org

Hudsonville Christian Assisted Living
4903 Tyler Oaks Dr., Hudsonville, MI 49426 (616) 662-9336

Indian Trails Camp
0-1859 Lake MI Dr. Grand Rapids MI 49543 (616) 677-5251
www.indiantrailscamp.org
E-mail: thileman@indiantrailscamp.org

JBC Home
2508 McIlwraith, Muskegon Hts., MI 49444 (231) 737-0015
e-mail: JBCHomes@comcast.net

Jim Gilmore Treatment Program
Community Healing Center
1910 Shaffer Rd., Kalamazoo, MI 49001 (269) 382-9820

Kairos Health Care
6379 Dixie Highway, Bridgeport, MI 48722 (989) 777-4357

Kalamazoo Psychiatric Hospital
P.O. Box A, Oakland Dr. (616) 337-3000
Kalamazoo, MI 49001

Kandu Industries
4190 Sunnyside Dr., Holland, MI 49424 (616) 842-3190
www.kandu.org
e-mail: bchildress@kandu.org

Kelly's Kare
7888 Whitehall Rd., Whitehall, MI 49461 (231) 893-3626
e-mail: kgrant987@verizon.net

Kid at Heart Therapy
520 Butternut Dr. Ste. 8 (PMB 224) (616) 212-5149
Holland MI 49424
www.kidathearttherapy.com

Life Therapeutic Solutions
PO Box 90002, Wyoming MI 49509 (616) 510-1128
fenlona2323@yahoo.com

Lutheran Social Services
8131 E. Jefferson, Detroit, MI 48214 (313) 823-7700
www.lssm.org/
e-mail: lrile@lssm.org

Lydia's
15187 160th, Grand Haven, MI 49417 (616) 844-3059

Maxim Healthcare Services
2627 E. Beltline, Ste. 210 (616) 285-5100
Grand Rapids, MI 49546
www.maximhealthcare.com

Mercy Health Partners, Hackley Campus
1700 Clinton, Muskegon, MI 49442 (231) 726-3511

**Mercy Health Partners Life Counseling
(formerly Child & Family Services of Muskegon)**
1352 Terrace St., Muskegon, MI 49442 (231) 726-3582
www.mghp.com/services/counselingservices.shtml

Memorial Medical Center
One Atkins Dr., Ludington, MI 49431 (616) 845-3641
www.mmcwm.com TTY number (231) 843-9766
e-mail: Kareng@mmcwm.com

MOKA
3391 Merriam, Ste. 201, Muskegon, MI 49444 (231) 830-9376
www.moka.org/
e-mail: tzmolek@moka.org

Nephew PT
91 Douglas Ave. Se. 140, Holland MI 49424 (616) 796-9391
e-mail: melissa@nephewpt.com

Oaklawn Hospital
200 N. Madison Ave., Marshal MI 49068
Rob Covert, CEO

Oriole Drive CTH (Wynsma)
9034 Oriole Dr., Coopersville, MI 49404 (616) 837-7138

Ottagan Addiction Rehabilitation (OAR)
483 Century Ln., Holland MI (616) 396-5284
and 1310 Wisconsin Ste 303, (616) 842-6710
Grand Haven, MI 49417

Pathways, MI– Holland *Habla Espanol*

412 Century Ln., Holland, MI 49423 (616) 396-8070
and 321 Beechtree, Grand Haven, MI 49417 (616) 846-6052
www.pathwaysmi.org
e-mail: pathways@pathwaysmi.org

Pine Rest Christian Homes

300 68th St., PO Box 165 (616) 559-5822
Grand Rapids MI 49501
www.pinerest.org e-mail: doug.vance@pinerest.org

Pine Rest Christian Mental Health Services

300 68th St., Grand Rapids, MI 49548 (616) 281-6373
www.pinerest.org TTY number (616) 281-6446
e-mail: doug.vance@pinerest.org

Pine Rest Holland

926 S. Washington, Ste. 210 (616) 820-3723
Holland, MI 49423

Pine Ridge Adult Care Home, LLC

15467 Port Sheldon, West Olive MI 49460 (616) 399-1774

Pioneer Resources

1145 E. Wesley Ave., Muskegon, MI 49442 (231) 773-5355
www.pioneerresources.org — www.pioneertrails.net
www.lakeshoreridelink.org
e-mail: gscott@pioneerresources.org

PNA LTD/Homecare, Inc.

905 W. Summit, Muskegon, MI 49441 (231) 755-7115
e-mail: hcipna@aol.com

ProtoCall Services, Inc.

621 SW Alder, Portland, OR 97205 (800) 435-2197
www.protocallsrv.com
e-mail: pro2call@protocallsrv.com

Recovery Cooperative of Muskegon

1871 Peck St., , Muskegon, MI 49441 (231) 722-3741

Ridgewood AFC (Lubinski)

13893 Ridgewood Dr., Holland, MI 49424 (616) 786-9860

Rocking Horse Ranch

19138 144th Ave., Fruitport, MI 49415 (616) 846-6593
e-mail: moonyeen@gmail.com

Rosebud taxi

Grand Haven (616) 935-1291

Saint Mary's Health Care

300 68th St., Grand Rapids, MI 49501 (616) 455-5000
doug.vance@pinerest.org

Samaritan Behavioral Center

5555 Corner Ave., Detroit MI 48213
Richard Young, CEO

St. John's Health Care

609 N. Washington Ave., Ludington MI 49431 (231) 845-7922

Sam's Place (Portoluri)

11856 Reed St., Grand Haven, MI 49417 (616) 842-9266

Schiele, Fredrica

15306 State Rd., Spring Lake, MI 49456 (616) 847-0928

76th St. (formerly Country Haven)

3554 76th St. Caledonia, MI 49316 (616) 698-6681

Shel-Mar AFC (Rawlings)

15881 32nd Ave., Coopersville, MI 49404 (616) 667-3268

Shoreline Consultation Services

950 W. Norton, Ste. 301 (231) 733-5334
Muskegon, MI 49441 1-800-981-2481

Stillson CTH

709 Verhoeks, Grand Haven MI 49417 (616) 842-6658

Strong AFC

211 Friant St., Grand Haven, MI 49417

Stuart Wilson C.P.A. P.C.

222. N. Saginaw Rd. Ste.3 Midland MI 48640 (989) 832-5400
www.stuartwilsonfi.com
e-mail: stuart@stuartwilsonfi.com

Turning Leaf Residential Rehabilitation Services

PO Box 6310, East Lansing, MI 48826 (517) 393-8968
e-mail: execdir@turningleafrehab.com

Unified Health Partners

635 W. Summit, Muskegon, MI 49441 (231) 830-9030
www.unifiedhealthpartners.com
e-mail: kathie@unifiedhealthpartners.com/

Voices for Health

2851 Michigan St. NE, Grand Rapids MI 49506
www.voicesforhealth.com
e-mail: info@voicesforhealth.com

Vonk's AFC

13246 120th Ave., Grand Haven, MI 49417 (616) 607-9171

Wedgwood Christian Services

3300 36th St., PO Box 88007 (616) 942-2110
Grand Rapids, MI 49512
www.wedgwood.org

(continued on next page)



West Michigan Therapy, Inc.

130 E. Apple, Muskegon, MI 49442 (231) 728-2138
and 2333 Jarman, Muskegon Hts., MI 49444 (231) 739-6840

West Shore Medical Personnel Services

941 W. Broadway, Muskegon MI 49444 (231) 755-0637

Wynsma CTH

9084 Leonard Rd., Coopersville, MI 49404 (616) 837-6307

If you are already enrolled in one of the health plans 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 ACCESS for assistance.

Muskegon (231) 720-3200 and Ottawa 1-877- 588-4357

Federal Qualified Health Clinics:

Hackley Community Care
2700 Baker, Muskegon Phone: (231)737-1335

Muskegon Family Care
2201 S. Getty, Muskegon Phone: (231)733-4800

Intercare
285 James St., Holland Phone:1-800-6539428

Access Health / Muskegon Care (Adult Benefit Waiver)
1200 Ransom Street, Suite 102 Muskegon, MI 49442
Phone: (231) 728-5180 Fax: (231) 728-5160

Substance Abuse, Assessment and Referral:
Shoreline Consultation
950 W. Norton #301 Muskegon Phone: (231) 733-5334

Application Assistance:
Muskegon Community Health Project
565 W. Western, Muskegon Phone: (231) 670-3201

