

**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

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: cmhcustomerservices@miottawa.org

Lakeshore Coordinating Council

Customer service will be available to clients 24 hours a day, 7 days a week at



(616) 846-4662
Toll-free 1 866 846-7311
TTY (616) 846-4772

email: rthiemkey@lakeshoreca.org

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 Recipient Rights at
Muskegon (231) 724-1107 Ottawa (616) 393-5763

And/or if you have Medicaid You can ask at any time for a Medicaid Fair Hearing before an administrative law judge (a State appeal).
Muskegon (231) 724-1107 Ottawa (616) 393-5763

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 Customer Service to file an appeal.

Staff with the Access Center and the Office of Recipient Rights can explain the second opinion, local appeal, and recipient rights complaint processes. They will provide the paperwork you need and help you with filling it out. Staff will give you information so you can check the status of your appeal or complaint.

Providers in substance use disorder services will assist you with grievances and appeals. If you are not able to resolve the problem, contact Richard Thiemkey at **Lakeshore Coordinating Council**.

rthiemkey@lakeshoreca.org

(616) 846-6720 or 1-877-846-5221

MENTAL HEALTH MEDICAID SPECIALTY SUPPORTS AND SERVICES DESCRIPTIONS

Note: If you are a Medicaid 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 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.

Customer Service staff can help you access the manual and/or information from it.

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.

CMH Muskegon

Julia Rupp, Executive Director, 231 724-1111
Garland Kilgore, Recipient Rights Officer 231 724-1107
Sue Savoie, Customer Service Manager 231 720-3201

CMH Ottawa

Dr. Michael Brashears, Executive Director 616 393-5698
Brianna Fowler, Recipient Rights Officer 616 393-5763
Anna Bednarek, Customer Service 616 494-5574



Services and Network Providers



MENTAL HEALTH MEDICAID SPECIALTY SUPPORTS AND SERVICES DESCRIPTIONS

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 = 

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



Lakeshore Coordinating Council
for Prevention and Addiction Recovery Services

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.

Revised 10/2012

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 conducted to determine a person's level of functioning and mental health treatment needs. Physical health assessments are not part of this PIHP service.

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

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.

People seeking substance use disorder treatment should refer to page 17

Muskegon CMH



Ottawa CMH



Muskegon CMH



Ottawa CMH



Muskegon CMH



Ottawa CMH



Muskegon CMH



Ottawa CMH



West Shore Medical Personnel



Maxim Healthcare Services



Community Care Givers







HCH Home Health Services



Dale Bird Cortes

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	
Nephew Physical Therapy	
Kid at Heart Therapy	

Clinical Services

Definition of Covered Service

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.

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.


***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.

***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.

***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.



Providers in Our Network

Muskegon CMH	
Ottawa CMH	

Muskegon CMH	
→ Ottawa CMH	

Muskegon CMH	
→ Ottawa CMH	
Kid at Heart Therapy	

Kid at Heart Therapy	
→ Muskegon CMH	
Nephew Physical Therapy	
Barbara Brown	

Muskegon CMH	
Ottawa CMH	
Kelly Rimbey	
Kid at Heart Therapy	

* 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 support 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.

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



Forest View Hospital



Harbor Oaks Hospital



Havenwyk Hospital



Pine Rest Christian
Mental Health Services



Caro Center



Hawthorn Center










Kalamazoo Psychiatric Hospital



Crisis Services Continued /Inpatient

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.

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

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	 



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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Assertive Community Treatment (ACT)

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. ACT may be provided daily for individuals who participate.

Muskegon CMH	
Ottawa CMH	

***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.

Muskegon CMH



Ottawa CMH



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



Psychosocial Rehabilitation

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.

Muskegon CMH



Ottawa CMH



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.

Treatment planning begins in a **person-centered process (PCP)**, you will be asked about your hopes and dreams, and to identify the goals you want to achieve. You will decide what supports, services, or treatment you need, who provides this service, how often, and where.



























You have the right to **“independent facilitation,”** to **choose** someone other than the LBHA staff to conduct your planning meetings. *Ask your CMH staff for more information and a list of current facilitators or call CMH Customer Service 231 720-3201.*

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



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.

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 Svs.	
Pathways	
Pine Rest Christian Homes	
Hope Network DCS	
Hope Network Behavioral Health Services	
Hope Network Rehab Services	
BHD&T -Gusco Money Management	
GT Financial	
Stuart Wilson, C.P.A., P.C.	
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	
Pathways	
Pine Rest Christian Homes	
Hope Network DCS	
Hope Network Rehab	

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.







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. **Peer Mentors** help people with developmental disabilities.

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

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.

LIFE SKILLS

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	
Muskegon CMH	
Beacon Specialized Residential Services, Inc.	 
Heritage Homes	
MOKA	
Turning Leaf Residential Rehabilitation Services	
Ottawa CMH	
Alliance Medical	 
Arc / Muskegon	
ARS Assisted Living	
Aval, Inc	
Comfort Keepers	
Daybreak	
Diversified Medical Staffing	 
Evergreen Commons	
Healthy Focus	
Heritage Home	
HGA	
Lutheran Social Services of MI	 
MOKA	 
Pioneer Resources	 
Real Life Living Services	
St. John's Healthcare	
Unified Health Partners	
Westshore Medical Personnel Services	 

Definition of Covered Service


Providers in Our Network

Additional Services /Life Skills continued



Behavior Treatment 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 treatment 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.

Ottawa CMH	
Muskegon CMH	
Beacon Services	
Case Management of MI	






***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.

Muskegon CMH	
Ottawa CMH	

***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 all other sources of funding must be explored first, before using Medicaid funds for environmental modifications.

Muskegon CMH	
Ottawa CMH	

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.

Classic Macatawa	
Rosebud	
Muskegon CMH	
Ottawa CMH	
Pioneer Resources	

* Needs a Prescription




Definition of Covered Service








Providers in Our Network

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.

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.

Muskegon CMH	
Ottawa CMH	
Children's Advocacy Center	

Alliance Medical	
Healthy Focus	
Heritage Homes, Inc.	
MOKA	
PNA LTD/ Homecare Inc.	
United Health Partners	
Westshore Medical Personnel Services	





























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.

Muskegon CMH	
Ottawa CMH	

Definition of Covered Service

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.
























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.	
Dauids House Ministries	
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	 
Hope Network - Integrated Recovery	
Hope Network—Developmental and Community Services	
Hudsonville Christian AFC	

Definition of Covered Service

Providers in Our Network

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.

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	
76th Street	

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

Some Medicaid beneficiaries are eligible for special services that help them avoid having to go to an institution for 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:

Definition of Covered Service






















Family Support and Training provides family-focused assistance to family members relating to and caring for a relative with serious mental illness, serious emotional disturbance, or developmental disabilities. “Family Skills Training” is education and training for families who live with and or care for a family member who is eligible for the Children’s Waiver Program.

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.

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

Providers in Our Network

Maxim Health Care	
Community Care Givers	
HCH Home Healthcare	
West Shore Medical Personnel Services	
MOKA	
Daybreak	
Indian Trails	
Goodwill	
Indian Trails	
Kandu	
Pioneer Resources	
MOKA	
Alliance Medical	
Community Caregivers	
Diversified Medical Staffing	
HCH Home Health Services	
Maxim Health Care Services	
PNA	
Unified Health Partners	
West Shore Medical Personnel Services	 

Goods and Services (for HSW enrollees) is a non-staff service that replaces the assistance that staff would be hired to provide. This service, used in conjunction with a self-determination arrangement, provides assistance to increase independence, facilitate productivity, or promote community inclusion.

Please check with the primary staff for a list of providers for these individualized services.

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.

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.

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



Prevention Service Models; such as, Parent Management Training, Infant Mental Health / HBS, 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 Persons With Substance Use Disorders.



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.

Kori White-Bissot, Exec. Director

324 Washington Ave, Suite 202
Grand Haven, MI 49417
(616) 846-6720 or 1-877-846-5221 toll free
TTY (616) 846-4772
www.lakeshoreca.org
e-mail: kbissot@lakeshoreca.org

Lakeshore Coordinating Council For Prevention and Addiction Recovery Services LCC Customer Services

Our new Customer Service department is available to assist individuals and their families in finding the most appropriate substance use disorder treatment provider to help them overcome their addiction.

**Customer service will be available to clients 24 hours a day, 7 days a week
at (616) 846-4662 or toll-free at 1 866 846-7311 TTY 616-846-4772**

Our customer service department is also available to assist other organizations in identifying the best treatment provider to meet a client's need when making a referral to addiction services.

Services for Persons with Substance Use Disorders

The Substance Abuse treatment services listed below are covered by Medicaid. These services are available through [Lakeshore Behavioral Health Alliance LCC, 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.

Designated Entry Providers will conduct pre-screening to determine eligibility for LCC funded services, a full assessment for eligible clients, inform the person of the providers available to meet their needs, and make referrals when appropriate.

Designated Entry Providers**

Designated Entry Providers are listed below. Information about the full provider network is available on our website, www.lakeshoreca.org.

Catholic Charities West Michigan (adolescent focus)

- Holland: 355 Settler Rd, Holland, MI 49242 - Phone: 616.796.9595, TF: 888.786.5633
- Muskegon: 1095 Third St., Muskegon, MI 49441 - Phone: 231.726.4735

Muskegon County

- Mercy Life Counseling: 125 E. Southern, Muskegon, MI 49442 - Phone: 231.726.3582
- West Michigan Therapy: 1823 Commerce St., Muskegon, MI 49442 - Phone: 231.728.2138

Ottagan Addictions Rehabilitations (OAR) (offer residential treatment)

- Grand Haven: 700 Washington Ave., Grand Haven, MI 49417 - Phone: 616.842.6710
- Holland: 483 Century Lane, Holland, MI 49423 - Phone: 616.396.5284

Pathways, MI

- Grand Haven: 321 S. Beechtree St., Grand Haven, MI 49417 - Phone: 616.846.5880
- Holland: 412 Century Lane, Holland, MI 49423 - Phone: 616.396.2301



Lakeshore
Behavioral Health Alliance

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

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

additional service features in italics

Methadone and LAAM Treatment may be 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.

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

Pathways, MI- Holland
Chemically dependent, Women's Specialty Program

Pathways, MI- Grand Haven
*Chemically dependent,
Spanish language, Women's Specialty Program*

Pine Rest –Holland
Dual diagnosis

Behavioral Health Services of Holland Hospital
Dual diagnosis, court referral

Muskegon CMH
Dual diagnosis

Ottagan Addictions Rehabilitation (OAR)
Women'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

Cherry Street Services (Project Rehab)

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

Cherry Street Services (Project Rehab)

Mental Health and Substance Abuse Services for Adult Benefits Waiver Enrollees

Individuals enrolled in the Adult Benefits Waiver (ABW) may be eligible for mental health and substance abuse services such as those listed below. An assessment will determine the medical necessity for the services. The ABW enrollee may be required to pay a co-pay for these services.

Note: the Michigan Medicaid Provider Manual contains complete definitions of the following services as well as eligibility criteria and provider qualifications. The Manual may be accessed at www.mdch.state.mi.us/dch-medicaid/manuals/MedicaidProviderManual.pdf. Customer Service staff can help you access the manual and/or information from it.

Mental Health Services

- Crisis interventions for mental health-related emergency situations and/or conditions.
- Identification, assessment and diagnostic evaluation to determine the beneficiary's mental health status, condition and specific needs.
- Inpatient hospital psychiatric care for mentally ill beneficiaries who require care in a 24-hour medically-structured and supervised licensed facility.

Other medically necessary mental health services:

- Psychotherapy or counseling (individual, family, group) when indicated;
- Interpretation or explanation of results of psychiatric examination, other medical examinations and procedures, or other accumulated data to family or other responsible persons, or advising them how to assist the beneficiary;
- Pharmacological management, including prescription, administration, and review of medication use and effects; or
- Specialized community mental health clinical and rehabilitation services, including case management, psychosocial interventions and other community supports, as medically necessary, and when utilized as an approved alternative to more restrictive care or placement.

Substance Abuse Services

- Initial assessment, diagnostic evaluation, referral and patient placement;
- Outpatient Treatment;
- Federal Food and Drug Administration (FDA) approved pharmacological supports for Levo-Alpha-Acetyl-Methadol (LAAM) and Methadone only; or
- Other substance abuse services that may be provided, at the discretion of the PIHP, to enhance outcomes.

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)
- * 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

Contact your Health Plan for these services.

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) 739-9315

Intercare
285 James St., Holland
Phone: 1-800-653-9428

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, Customer Service:
Lakeshore Coordinating Council
324 Washington Ave, Grand haven MI
Phone: (616) 846-4662

Application Assistance:
Muskegon Community Health Project
565 W. Western, Muskegon
Phone: (231) 672-3201

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.

- Alliance Medical Services *Hablamos Español***
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
- Aval, Inc.**
1145 E. Wesley Ave., Muskegon, MI 49442 (231) 773-5355
www.pioneerresources.org — www.pioneertrails.net
www.lakeshoreridelink.org
e-mail: gscott@pioneerresources.org
- 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
- 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.cmmi.biz
- Catholic Charities of West Michigan**
355 Settlers Rd., Holland, MI 49424 (616) 796-9595
Hablamos Español
- 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
- 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., Bloomingdale, MI 49026 (269) 521-6028

Davids House Ministries
2355 Banner Drive SW, Wyoming, MI 49509

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

Deaf & Hard of Hearing Services
4328 Kalamazoo Ave SE
Grand Rapids, MI 49508 (616) 732-7358

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, 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

Diversified Medical Staffing
2025 E. Beltline SE, Suite 205, Grand Rapids, MI 49456
www.dmshome.com, cferro@dmshome.com

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

El Centro of Bethany—**Hablamos Español**
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/

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
130 Central Ave., Suite 220 (616) 394-3346
Holland, MI 49423
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 (586) 725-5777
Sari Arbromovich, CEO

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

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

Havenwyk Hospital
1525 University Dr., Auburn Hills, MI 48326 (248) 373-9200

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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

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: joej@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

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Oaklawn Hospital
200 N. Madison Ave., Marshal, MI 49068 (269) 781-4484
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 Español*
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

Real Life Living Services
2922 Fuller Ave. NE #203-B,
Grand Rapids, MI 49505 616-272-3064
www.rlls.org, e-mail: tammy@rlls.org

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
712 Columbus Avenue
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 (313) 344-7730
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 23218, Lansing, MI 48909 (517) 393-8968
e-mail: excedir@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 (616) 233-6505
www.voicesforhealth.com
e-mail: info@voicesforhealth.com

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

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Muskegon Customer Service (231) 720-3201 27
www.co.muskegon.mi.us/cmh

Ottawa Customer Service (616) 494-5545
www.miottawa.org/cmh

Wedgwood Christian Services
3300 36th St., PO Box 88007
Grand Rapids, MI 49512
www.wedgwood.org

(616) 942-2110

West Shore Medical Personnel Services
941 W. Broadway, Muskegon, MI 49444 (231) 755-0637

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

Michigan Medicaid Health Plan Listing

McLaren Health Plan
G- 3245 Beech Rd.
Flint MI 48532
(888) 327-0671

Meridan Health Plan of Michigan, Inc.
777 Woodward Avenue, Suite 600
Detroit, MI 48226
(313) 324-3700 (888)
437-0606
<http://www.mhplan.com>

Molina Healthcare of Michigan
100 W. Big Beaver Road, Suite 600
Troy, MI 48084
(248) 925-1700 (888) 898-7969
<http://www.molinahealthcare.com/>

Priority Health Government Programs, Inc.
1231 E. Beltline NE
Grand Rapids, MI 9525-4501
(616)942-0954 or (888) 975-
102

<http://www.priority-health.com>

UnitedHealthcare Community Plan
26957 Northwestern Highway Suite 400
Southfield, MI 48033
(248) 559-5656 or (800) 903-5253
<http://www.uhccommunityplan.com>

As of 10/16/12



Muskegon Customer Service (231) 720-3201
www.co.muskegon.mi.us/cmh

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Ottawa Customer Service (616) 494-5545
www.miottawa.org/cmh