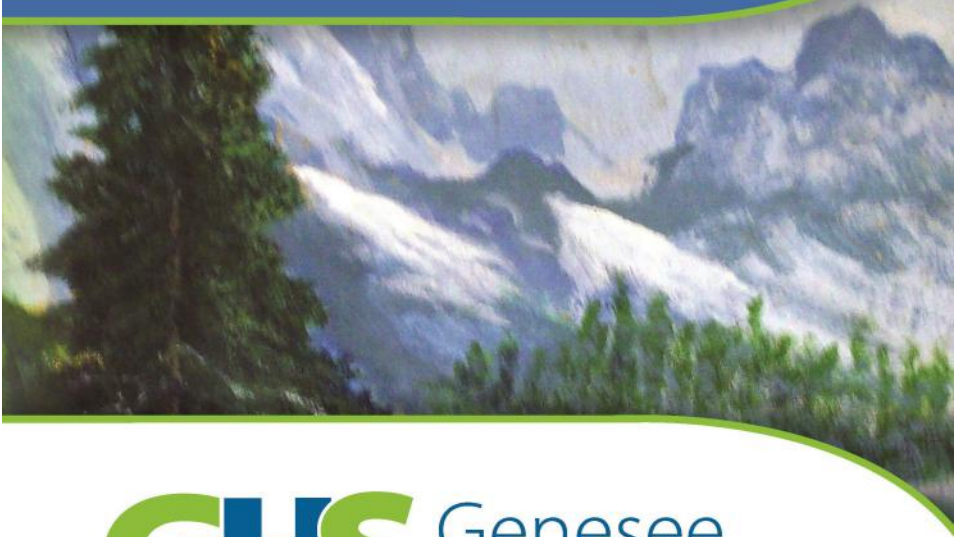


Member of the Region 10 PIHP



Hope and health in the community

ACCESS TO SERVICES

420 W. Fifth Avenue • Flint, MI 48503

Phone: (810) 257-3740

Toll Free: (866) 346-3648

TTY: (810) 232-6310

Available 24 Hours per Day, Seven Days per Week

www.genhs.org



MISSION, VISION, AND VALUES



Mission Statement



Supporting recovery, prevention, health, and wellness of the body, the mind, and the community.



Our Vision



GHS will take positive action to promote hope and health by recognizing the interconnectedness of the body, the mind, and the community. We will do this by drawing out and strengthening the natural systems of support inherent to all communities so that individuals achieve the lives they desire. We will use a relationship-based model of care to empower the people we serve and all members of our community to be the drivers of their own health and wellness goals. We will support those who need it with highly-qualified caring professional teams able to respond to needs across all spheres of life: physical, mental, social, and spiritual. We believe that recovery is possible, worthwhile, and achievable for everyone.



GHS Values



- ◆ Welcoming, accessible, responsive services
- ◆ Providers who understand the need for relationship
- ◆ Inclusiveness founded upon the inherent worth and dignity of every member of the community, with respect and appreciation for diversity of opinions, preferences, and life choices
- ◆ Delivery systems that integrate physical and behavioral health care
- ◆ Accountable, transparent stewardship of the public's trust
- ◆ Good corporate citizenship, partnership, and leadership across the community's many networks of services and supports, both public and private

GHS DIRECTORY



Mr. Danis Russell Chief Executive Officer	(810) 257-3707 drussell@genhs.org
Karry Steele Senior Director of Business Operations	(810) 257-3707 ksteele@genhs.org
Katie Baxter Senior Director of Clinical Operations	(810) 257-3707 kbaxter@genhs.org
Lisa Shumpert Corporate Compliance Officer	(810) 424-6061 lshumpert@genhs.org
Anthony Ellis, M.D. Medical Director	(810) 257-3707
Shawn Edwards Senior Director of Engagement, Diversity & Inclusion Education and Customer Services	(810) 257-3707 (866) 211-5455 sedwards@genhs.org
Cheryl Rousseau Director of Office of Recipient Rights	(810) 257-3710 (877) 668-8933 TTY: (810) 257-1346
Jennifer McCarty Senior Director, Clinical Performance & Innovation	(810) 257-3710 Jmccarty@genhs.org
Crisis Services 24 Hours / Day - 7 days / Week	(810) 257-3740 (877) 946-3648 TTY: (810) 232-6310

MEDICAID HEALTH PLANS (MSPs)



Medicaid Health Plans cover medical services not included in the service array for mental health and substance use disorders offered through the Region 10 Prepaid Inpatient Health Plan and its member Community Mental Health centers. For a list of medical services, see Chapter 9 in your Customer Handbook. The Medicaid Health Plans that serve Region 10 for Genesee County are listed below.

HAP Empowered (formerly Midwest Health Plan)
(888) 654-2200
<https://www.hap.org/midwest>

McLaren Health Plan
(888) 327-0671
<http://www.mclarenhealthplan.org>

Molina Healthcare of Michigan
(866) 449-6828
<http://www.molinahealthcare.com>

United Health Care Community Plan
(800) 903-5253
<https://www.uhccommunityplan.com/mi>

Blue Cross Complete
(800) 228-8554
<http://www.mibluecrosscomplete.com>

Meridian Health Plan of Michigan, Inc.
(888) 773-2647
<http://www.corp.mhplan.com>



COMMUNITY RESOURCES

Social Security (800) 772-1213
 24 hr. automated national TTY (800) 325-0778
 Robert T. Longway..... (888) 318-7282
 Local TTY (810)-233-6635
 N Flint Office..... (877) 748-9766
 N. Flint Office TTY..... (800) 325-0778

Mich. Department of Human Services

Clio(810) 787-7101

Mich. Department of Health and Human Services.....(517)-241-3740

Genesee County Health Department..... (810) 257-3612

Michigan Relay Center 711

Legal Services of Eastern Michigan(810) 234-2621

Disability Network(810) 742-1800

TTY(810) 742-7647

MTA—Your Ride:

- | | |
|------------------------------|--------------------------------|
| • Burton: (810) 767-5992 | • Flushing: (810) 780-8930 |
| • Clio: (810) 780-8920 | • Grand Blanc: (810) 780-8960 |
| • Davison: (810) 780-8910 | • Mount Morris: (810) 780-8970 |
| • Fenton: (810) 780-8965 | • Otisville: (810) 780-8940 |
| • Flint East: (810) 767-5541 | • Swartz Creek: (810) 780-8950 |
| • Flint West: (810) 233-4751 | |

Michigan Rehabilitation Services(810) 760-2103

Shelter of Flint.....no longer One Stop Shelter of Flint..... (810) 239-5433
 2-1-1 (for non-emergency help)..... 2-1-1

Genesee Free Clinic(810) 235-4211

Salvation Army(810) 232-2196

Genesee Community Health Center

Center City(810) 496-5777

Atherton East (810) 422-5834

Housing and Assessment Resource Agency...was One Stop Housing (810) 600-4525

Red Cross(810) 232-1401

Genesee County Community Action Resource (GCCARD) (810) 768-4675



ADVOCACY ORGANIZATIONS

- ◆ Community Resources: Dial 2-1-1
- ◆ NAMI Michigan (National Alliance for the Mentally Ill): (517) 485-4049
 - Genesee County: (810) 232-6498
 - Website (local): www.namigenesee.org
 - National Website www.nami.org
- ◆ Association for Children's Mental Health: (517) 372-4016
 - Toll Free: (888) 226-4543
 - Website: www.acmh-mi.org
- ◆ The ARC-Michigan: A State Organization on Developmental Disabilities
 - Main: (517) 487-5426
 - Toll Free: (800) 292-7851
 - Website: <http://arcmi.org>
 - National Website: www.thearc.org
- ◆ Disability Rights Michigan (formerly Michigan Protection and Advocacy Services, Inc.) (517) 487-1755
 - Toll Free: (800) 288-5923
 - Website: www.drnich.org
- ◆ United Cerebral Palsy of Michigan: (800) 828-2714
- ◆ Voices for Children Advocacy Center (was Weiss): (810) 238-3333
- ◆ Poison Control: (800) 222-1222
- ◆ REACH: (810) 233-8700

WEBSITE RESOURCES



- ◆ Center for Educational Networking (Special Education in Michigan): www.cenmi.org
- ◆ MedLine Plus Health Information: www.nlm.nih.gov/medlineplus
- ◆ Mental Health Net: www.mentalhelp.net
- ◆ Michigan Department of Health & Human Services: www.michigan.gov/mdhhs (has replaced Michigan Department of Community Health link)
- ◆ Michigan Disability Rights Coalition: www.copower.org
- ◆ NAMI Fact Sheets: <https://www.nami.org/Learn-More/Fact-Sheet-Library>
- ◆ National Suicide Prevention Lifeline: www.suicidepreventionlifeline.org
- ◆ Substance Abuse and Mental Health Service Administration (SAMHSA): www.samhsa.gov
- ◆ American Psychological Association: www.apa.org



Frequently Asked Questions

1) Do I need to have insurance?

NO. Genesee Health System's Access Center will determine and identify a person's eligibility for publicly funded services and supports. After it is determined that a person is eligible to receive services, GHS will work with the individual based upon income and number of dependents.

2) Do I need to have an appointment?

NO. We accept walk-in clients for adults Monday thru Friday from 8:00 am - 4:00 pm. However, it is best to call us before hand as some of the screenings and services can be completed over the phone.

3) If I come in for services, how long does it take to start receiving treatment?

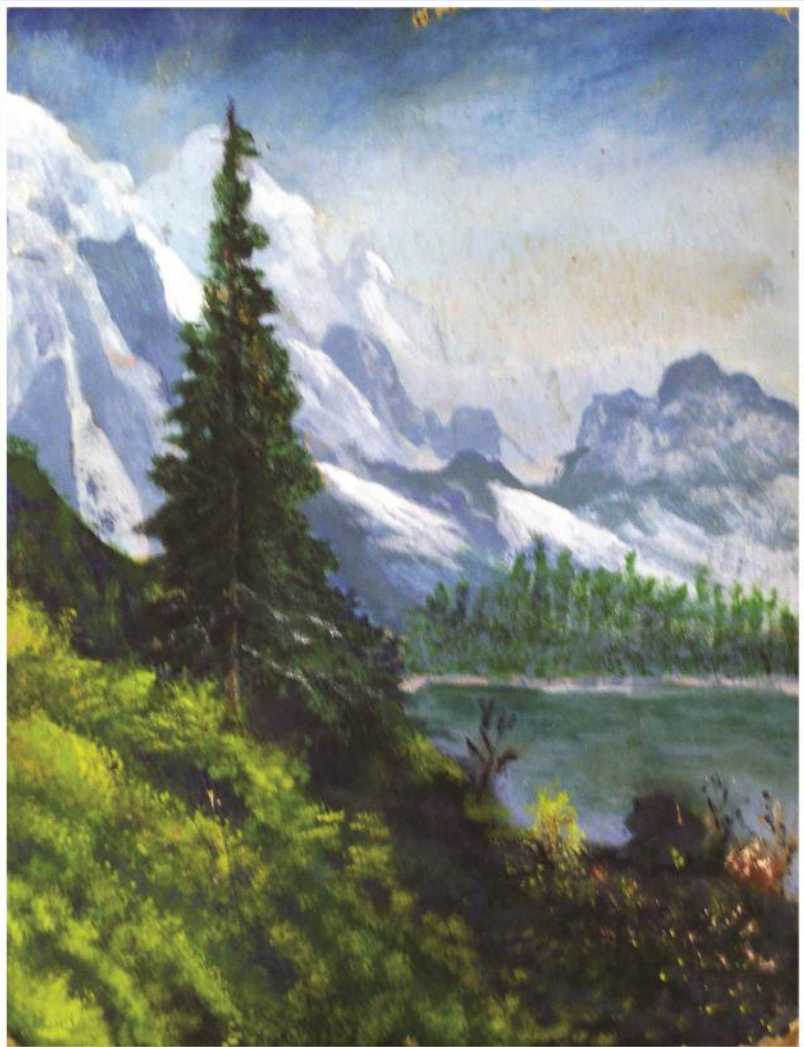
If treatment is recommended, non-emergent services are typically established within 14 days. If there is an emergency or crisis, services are available immediately.

4) Do I need to bring anything with me?

YES. Individuals coming in for a screening should bring their insurance card (if applicable) their social security number/card, a current listing of medications or the medication bottles. Guardianship or Court Papers are required as well - if applicable (e.g. to care for someone over the age of 18, for a mandate as part of probation, etc.)

**Remember, help is only a phone call away.
WITHOUT YOU, WE WOULDN'T BE HERE!**

Contact our Customer Services Department at (810) 257 - 3705. We are available Monday - Friday between 8:00 am - 5:00 pm for assistance. As always, you may contact our 24 hour crisis line at: (810) 257 - 3740 or Toll Free at: (877) 346-3648



Artwork by Steven Graves

GHS Genesee
HEALTH SYSTEM
Hope and health in the community

www.genhs.org