



Member of the Region 10 PIHP

CONSUMER HANDBOOK



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

1040 W. Bristol Road. Flint, MI 48507



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



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Matt Potts Director of Office of Recipient Rights	(810) 257-3710 (877) 668-8933 TTY: (810) 257-1346
Crisis Services 24 Hours / Day - 7 days / Week	(810) 257-3740 TTY: (810) 232-6310
Behavioral Health Urgent Care and Mobile Crisis Team	(810) 496-5500
Genesee Community Health Center	(810) 496-5777

GHS is a Certified Community Behavioral Health Clinic (CCBHC)

We can provide you with services and support if you need help with your mental health or substance use disorder. It doesn't matter what insurance you have, where you live or how much money you make; you won't be turned away.

You can decide what information you want to share with us. The information you share helps us make sure that the services you need are available to you.

- Same day and Next Day Appointments ● Case Management ● Substance Use Disorder Services
- Outpatient Counseling and Medication Assisted Treatment ● Peer Coaching
- Veterans Services ● Crisis Counseling ● Recovery Support

GENESEE HEALTH SYSTEM

CCBHC Recipient Handbook

Mental Health • Substance Use Disorder • Crisis • Recovery Support

HELP AND SERVICES

Main Campus / Walk-In	1040 W. Bristol Road, Flint, MI 48507 Monday-Friday, 8:00 AM-5:00 PM
Customer Services	(810) 257-3705 • Toll-Free (866) 211-5455 TTY (810) 257-1346 • Monday-Friday, 8:00 AM-5:00 PM
24/7 Crisis	(810) 257-3740 • Text GHS to 934688 • Dial 988
Behavioral Health Urgent Care	(810) 496-5500 • 1040 W. Bristol Road • Open 24/7/365
Emergency	Call 911 or go to the nearest emergency department

Revision Date: 9/2026

This handbook is for recipients receiving CCBHC services through Genesee Health System.

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1. Welcome to Genesee Health System CCBHC

Genesee Health System (GHS) is a Certified Community Behavioral Health Clinic (CCBHC). GHS provides services and support for people seeking help with mental health or substance use disorder needs. CCBHC services are designed to reduce barriers to care and connect people to the right level of support as quickly as possible.

Our Mission

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.

Our 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.

Our CCBHC commitment

You can seek help regardless of your insurance status, where you live, or your ability to pay. GHS will help identify the services and funding options that fit your needs. You may decide what information you want to share, except when information is required by law or necessary to safely provide care.

What you can expect

- Easy access to mental health, substance use disorder, crisis, and recovery-oriented services.
- Person-centered, trauma-informed care that respects your goals, preferences, culture, language, and strengths.
- Help coordinating behavioral health, physical health, substance use, and community services.
- Information about your rights, privacy, payment responsibilities, grievances, appeals, and how to ask for help.
- Assistance from Customer Services when you are unsure where to start or which process applies to your concern.

This handbook explains GHS CCBHC services and recipient protections. It does not replace your individual plan of service, treatment plan, Notice of Privacy Practices, Recipient Rights booklet, written service authorization notice, or other notices required by law.

2. Customer Services, Clinic Access, and Hours

Customer Services

GHS Customer Services can answer questions, help you understand available services, assist with service choices, explain grievances and appeals, connect you with Recipient Rights, and help you locate other resources.

Location	Genesee Health System, 1040 W. Bristol Road, Flint, MI 48507
Hours	Monday-Friday, 8:00 AM-5:00 PM
Telephone	(810) 257-3705
Toll-Free	(866) 211-5455
TTY	(810) 257-1346
Website	www.genhs.org

Clinic access and walk-in services

You may call or walk in to request help. No appointment is required to begin the access process. Care Specialists will talk with you about your needs and help identify an appropriate service or next step. Some same-day services are available.

- Main walk-in location: 1040 W. Bristol Road, Flint, MI 48507.
- Walk-in hours: Monday-Friday, 8:00 AM-5:00 PM.
- Care/Access line: (810) 257-3740; toll-free (877) 346-3648; TTY (810) 232-6310.

Access to services

GHS serves people with Medicaid, Medicare, commercial insurance, other coverage, and people who are uninsured or underinsured. Services are based on your needs, applicable clinical criteria, available benefits or funding, and CCBHC requirements. If a requested service cannot be provided directly by GHS, staff will help connect you to an appropriate resource or provider.

3. Mental Health, SUD, Crisis, Emergency, and After-Hours Services

Mental health and substance use disorder services

GHS CCBHC services include mental health and substance use disorder assessment, outpatient treatment, care coordination, recovery supports, peer services, crisis services, and other behavioral health supports. To request mental health or SUD services, call the Care/Access line at (810) 257-3740 or Customer Services at (810) 257-3705. You may also walk in at 1040 W. Bristol Road during regular business hours.

24/7 crisis and after-hours help

If you need help now

GHS Crisis Line: (810) 257-3740 - available 24 hours a day, 7 days a week, 365 days a year. You may also text GHS to 934688 or dial 988 for the Suicide & Crisis Lifeline.

Behavioral Health Urgent Care and Mobile Crisis services are available 24/7/365 at (810) 496-5500. Walk-in Behavioral Health Urgent Care is located at 1040 W. Bristol Road, Flint, MI 48507. Virtual urgent care and mobile crisis response are also available through this number.

Emergency services

If you or another person is in immediate danger, has a life-threatening medical emergency, or cannot be kept safe, call 911 or go to the nearest emergency department. Emergency services are available without waiting for routine clinic authorization.

After stabilization

After a behavioral health emergency is stabilized, GHS will help connect you to appropriate follow-up services, which may include outpatient therapy, medication services, case management, crisis follow-up, recovery support, or other services needed to support continued stability and recovery.

4. Language Assistance and Accessibility Accommodations

Language assistance

If English is not your primary language, or if you have a limited ability to read, speak, or understand English, language assistance is available to you at no cost.

If you are deaf or hard of hearing, you may use the Michigan Relay Center by dialing 7-1-1 and asking to be connected to GHS. You may also contact GHS Customer Services TTY at (810) 257-1346.

If you need a sign language interpreter, contact Customer Services at (810) 257-3705 or toll-free at (866) 211-5455 as soon as possible so arrangements can be made. Sign language interpreters are available at no cost to you.

If you need an interpreter for a spoken language, contact Customer Services. Language interpreters are available at no cost to you. You may also request this handbook or other important information in another language or in an alternate format.

Accessibility and accommodations

GHS buildings and programs are intended to be accessible to people with qualifying disabilities in accordance with federal and state law. Qualified service animals are permitted consistent with applicable law and GHS policy.

If you need an accommodation for yourself, a family member, or a friend, contact Customer Services at (810) 257-3705. Requests may be made by telephone, in person, or in writing. Staff will explain how your request will be handled and who is responsible for responding to it.

If you are hard of hearing and do not use sign language, you may request another communication method, such as a personal communication device or Computer Assisted Realtime Translation (CART). Communication aids and CART are available at no cost when required for effective communication.

Alternate formats

You may request information in large print, audio, Braille, accessible electronic format, or another appropriate format at no additional cost. Contact Customer Services for assistance.

5. Coordination of Care

To improve the quality and safety of your services, GHS wants to coordinate your care with the medical providers who care for your physical health and with other providers involved in your treatment. If you receive both mental health and substance use disorder services, those services should be coordinated when appropriate.

Coordinating care can improve recovery, reduce duplication, improve medication safety, and help your providers understand your full treatment needs. You may be asked to sign a Release of Information so that GHS can share information with other providers when your authorization is required.

- You may identify the providers and supports you want involved in your care, subject to legal requirements and safety needs.
- You may ask questions about what information will be shared and why.
- You may revoke an authorization as allowed by law.
- If you do not have a primary care or medical provider and would like help finding one, contact Customer Services at (810) 257-3705.

Some information may be shared without your written authorization when permitted or required by law, including certain treatment, payment, health care operations, emergency, safety, and oversight situations. See Chapter 8 and the GHS Notice of Privacy Practices for more information.

6. Person-Centered Planning and SUD Treatment Planning

Mental health: Person-Centered Planning (PCP)

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

The process begins with you. You decide whom you would like to participate in planning, such as family members, friends, providers, or other supports. You may also discuss when and where planning will occur and what assistance you need to fully participate and understand the process.

During PCP, you will be asked about your hopes, goals, strengths, needs, preferences, and what is important to you. The planning team will work with you to identify the supports, services, or treatment you need; who will provide them; how often they are needed; and where they will be provided. You will receive a written plan describing the agreed-upon services and goals.

- You may ask questions and express disagreement with recommendations.
- You may request changes or a new PCP meeting when your needs or goals change.
- You have the right to information about available choices and providers.
- You may ask about independent facilitation of the planning process when available and applicable.

Children and youth

Children under age 18 with developmental disabilities or serious emotional disturbance also have the right to person-centered planning, using Family Driven, Youth Guided Planning. The process recognizes the importance of the family and the impact of services on the whole family. As a child grows into adolescence, planning becomes increasingly youth-driven and family-guided to support preparation for adulthood.

Topics discussed during PCP

During PCP, you will receive information about options such as psychiatric advance directives, crisis planning, and self-directed services/choice voucher options when applicable. You may choose whether to develop or use these options.

- Psychiatric Advance Directive: lets adults document treatment preferences for a future time when they may be unable to make or communicate decisions.
- Crisis Plan: describes what you would like others to do if you are in crisis or temporarily unable to manage important needs.
- Self-Directed Services/Choice Voucher: may allow eligible recipients to exercise additional choice and control over authorized supports and an individual budget.

Substance use disorder: Individualized Treatment Planning

Substance use disorder treatment planning is individualized because one plan does not fit everyone. You and your clinician will develop a treatment plan based on your needs, strengths, goals, culture, preferences, recovery priorities, and the severity of your substance use concerns.

Your SUD treatment plan should clearly identify:

- Your goals for treatment, recovery, health, relationships, safety, housing, employment, or other areas important to you.
- The services and level of care recommended to address your needs, including co-occurring mental health needs when present.
- How often services will occur and who will provide them.
- Recovery supports, peer support, medication treatment when appropriate, and coordination with medical care.
- How progress will be reviewed and how the plan can be changed when your needs or goals change.
- Aftercare, continuing recovery supports, and discharge planning.

You may include family members or other supports in SUD planning when you choose and when disclosure is permitted. Your preferences and confidentiality rights will be respected throughout the planning process.

7. Payment for Services

GHS is a CCBHC. You may request help regardless of your insurance status or ability to pay, and GHS will work with you to identify available coverage, funding, and payment options.

If you are enrolled in Medicaid and meet the criteria for covered specialty or CCBHC behavioral health services, the cost of covered, authorized services will be paid according to your Medicaid benefit. You will not be charged more than any cost-sharing responsibility allowed under your benefit.

Some Medicaid members may have cost sharing. Cost sharing can include a deductible, spend-down, copayment, or coinsurance. Your Medicaid benefit level determines whether you have any cost-sharing responsibility. If MDHHS has assigned you a deductible or spend-down, you may be responsible for part of the cost of services until that requirement is met.

If you lose Medicaid coverage, GHS may need to review which funding source can pay for your services. Different eligibility criteria may apply to services supported by another source, such as other insurance, Medicare, general funds, grant funds, or other available resources.

If Medicare is your primary payer, GHS will coordinate benefits and any applicable cost-sharing consistent with coverage rules. GHS accepts many insurance plans and also uses a sliding fee scale based on income and household size to reduce financial barriers when applicable.

Questions about cost

Ask staff before services are provided if you have questions about a bill, cost-sharing, insurance, a sliding fee, or whether a service is covered. Customer Services can help connect you with the appropriate staff.

8. HIPAA Privacy, Confidentiality, and Family Access to Information

Your privacy

You have the right to have information about your behavioral health treatment kept private. GHS protects your Protected Health Information (PHI) under HIPAA, the Michigan Mental Health Code, the Public Health Code, and other applicable federal and state privacy laws.

GHS may use or disclose PHI without a separate written authorization when permitted by law for purposes such as treatment, payment, health care operations, emergencies, required reporting, public health, oversight, and other legally permitted purposes. Additional protections may apply to certain substance use disorder records.

Your records and privacy rights

- Request access to or a copy of your health record, subject to legal limits.
- Request a correction or amendment if you believe information is inaccurate or incomplete.
- Request confidential communications or certain restrictions, when allowed by law.
- Receive a copy of the GHS Notice of Privacy Practices.
- Ask questions or make a privacy complaint without retaliation.

Family access to information

Family members and other supports may give information to GHS about you. In most situations, GHS cannot disclose your protected information to family members or others without your permission unless disclosure is otherwise permitted or required by law. You may sign a Release of Information identifying who may receive information and what may be shared.

For minors and people with legal guardians, parents or guardians may have access or decision-making rights as provided by law. Some services or information may have special confidentiality rules. Staff can explain the rules that apply to your situation.

Health Information Department

For medical record requests or questions about access to records, contact the GHS Health Information Department at 1040 W. Bristol Road, Flint, MI 48507; phone (810) 257-3753; fax (810) 762-5254; email HID@genhs.org. Do not send sensitive information through unencrypted email.

9. Recipient Rights and Reporting

Every person who receives public behavioral health services has rights. The Michigan Mental Health Code protects many mental health rights, and the Michigan Public Health Code protects rights related to substance use disorder services.

Some of your rights

- The right to be free from abuse and neglect.
- The right to confidentiality and privacy.
- The right to be treated with dignity and respect.
- The right to treatment suited to your condition and needs.
- The right to participate in decisions about your care and to receive information you can understand.
- The right to make a Recipient Rights complaint if you believe your rights have been violated.
- The right to use the rights protection system without retaliation, harassment, discrimination, coercion, or punishment.

You will receive information about your rights when you begin services and again as required. You may ask for a copy of the GHS Recipient Rights booklet at any time.

How to report a Recipient Rights concern

Genesee Health System Office of Recipient Rights

1040 W. Bristol Road, Flint, MI 48507

Phone: (810) 257-3710

Toll-Free: (877) 668-8933

TTY: (810) 257-1346

A Recipient Rights complaint may be made orally or in writing. You may file a complaint yourself or have another person assist you. GHS Customer Services can also help you identify whether your concern should be handled as a Recipient Rights complaint, grievance, appeal, or another type of review.

Freedom from retaliation

You are free to exercise your rights and use the rights protection system without fear of retaliation, harassment, discrimination, coercion, or punishment. Seclusion or restraint may not be used as a means of coercion, discipline, convenience, or retaliation.

10. Grievances, Appeals, and Service Authorization Denials

GHS will help you understand which review process applies to your concern. The correct process depends on what happened, how the service is funded, and which provider was responsible for the service or decision.

Important CCBHC rule

If your concern, grievance, or service decision involves a service delivered by another provider, the grievance or appeal responsibility remains with the provider where the issue occurred. GHS will help you identify the correct process and help make sure you can access it. If the issue occurred in a GHS CCBHC service, GHS will assist you with the GHS process.

Grievances: Medicaid and non-Medicaid

A grievance is an expression of dissatisfaction about your services, supports, staff, access, quality of care, or another matter that is not a service authorization denial. You may file a grievance at any time.

To file a grievance about a GHS CCBHC service, call, visit, or write GHS Customer Services. Staff will help you file the grievance and explain the process. In most cases, a grievance will be resolved within 90 calendar days after the responsible organization receives it.

- Customer Services: (810) 257-3705 or toll-free (866) 211-5455.
- In person/mail: 1040 W. Bristol Road, Flint, MI 48507.
- You may ask another person to assist or speak for you when permitted.
- If the concern may also involve a rights violation, you may contact the GHS Office of Recipient Rights.

Service authorization denials and written notice

When a covered or funded service is denied, reduced, suspended, or terminated, you should receive written information explaining the decision, the reason for the decision, the effective date when applicable, and how to request review. Customer Services can help you understand the notice and identify the correct appeal or dispute process.

Medicaid appeals

For a Medicaid-funded service, you may request a local appeal when you disagree with an adverse service decision. Examples include a denial or limited authorization, reduction, suspension, termination, denial of payment, or certain failures to make or implement a service decision within required timeframes.

- Request the appeal within 60 calendar days of the date on the adverse benefit determination notice.
- You may provide information supporting your appeal and may have another person assist or represent you as allowed.
- A standard appeal is generally completed within 30 calendar days.
- If you qualify for an expedited appeal because waiting could seriously jeopardize your health or ability to function, the decision is generally made within 72 hours.
- The timeframe may be extended by up to 14 calendar days when you request the extension or when additional information is needed and the delay is in your best interest.

Continuation of Medicaid services during an appeal

If a Medicaid service is being reduced, suspended, or terminated before the current authorization ends, you may be able to continue the service while an appeal is pending if you request the appeal and continuation within the timeframe stated on your notice, generally within 10 calendar days of the effective date. If the final decision upholds the reduction, suspension, termination, or denial, you may be responsible for the cost of continued services as allowed by law and policy.

Medicaid State Fair Hearing

After the local Medicaid appeal is completed, if the decision is not in your favor, you may request a Medicaid State Fair Hearing. The request generally must be made within 120 calendar days of the appeal decision. Customer Services will help you obtain the correct hearing information and forms. A State Fair Hearing applies to Medicaid-funded service decisions and does not automatically apply to services paid through a non-Medicaid funding source.

Non-Medicaid review of service denials

If a GHS CCBHC service paid through a non-Medicaid funding source is denied, reduced, suspended, or terminated, contact GHS Customer Services to request review and to receive information about the local dispute or review process that applies to that funding source. GHS will explain the reason for the decision, the available review steps, any applicable timeframes, and how to receive assistance.

If the non-Medicaid service or decision came from another provider, that provider is responsible for its grievance, appeal, or dispute process. GHS will help you identify the responsible provider and gain access to the appropriate process.

Need help deciding which process to use?

Contact GHS Customer Services at (810) 257-3705. You do not need to know the name of the process before asking for help. Staff will help determine whether your concern should be handled as a grievance, Medicaid appeal, non-Medicaid review, Recipient Rights complaint, privacy complaint, or another process.

11. Fraud, Waste, and Abuse Reporting

Fraud, waste, and abuse can reduce resources available for health care. Examples may include billing for services that were not provided, falsifying records, knowingly submitting false information for payment, double billing, or misuse of public funds.

Report fraud, waste, or abuse to the MDHHS Office of Inspector General

MDHHS Office of Inspector General (OIG)

Call: 1-855-MI-FRAUD (643-7283)

Reports may be made anonymously.

Mail: Office of Inspector General, P.O. Box 30062, Lansing, MI 48909

You may make a good-faith report without giving your name. GHS will not reduce or deny your services because you made a good-faith fraud, waste, abuse, privacy, rights, grievance, or compliance report.

12. Recovery, Resiliency, Appointments, and Service Information

Recovery and resiliency

Recovery is a personal process of healing, growth, and change that can help a person live a meaningful life in the community while working toward their own potential. Recovery looks different for each person. Progress may include setbacks or relapse; a setback does not mean recovery has failed. Your treatment team will work with you to identify supports, strengths, coping skills, and services that support your goals.

For children and families, resiliency means the ability to adapt, recover, and continue developing despite challenges. Services should strengthen the child or youth and the family or support system around them.

Providing information for your care

To help GHS provide safe and effective care, tell your providers about your behavioral health history, substance use history, hospital stays, treatments, medications, allergies, medical conditions, insurance coverage, and other information that may affect your care. You decide what information to share except where information is required by law or necessary for safe treatment.

Appointments

Please keep scheduled appointments whenever possible. If you cannot attend, contact your provider as soon as possible so the appointment can be rescheduled and the time may be offered to another person. Ask your program about any program-specific cancellation or missed-appointment expectations.

Changes in contact or insurance information

Tell GHS when your address, phone number, insurance, or other important information changes. If you receive Medicaid, also report required eligibility or household changes to MDHHS so your coverage information remains accurate.

13. Points of Contact

Service	Contact	Hours / Notes
GHS Main Campus / Walk-In	1040 W. Bristol Road, Flint, MI 48507	Monday-Friday, 8:00 AM-5:00 PM
Customer Services	(810) 257-3705 Toll-Free (866) 211-5455 TTY (810) 257-1346	Monday-Friday, 8:00 AM-5:00 PM
Accessing Ongoing Services	(810) 257-3705 Toll-Free (866) 211-5455 TTY (810) 257-1346	Walk-in Intake Monday-Friday, 8:00 AM-2:30 PM
Crisis Line	(810) 257-3740 Text GHS to 934688 988	24/7/365
Behavioral Health Urgent Care / Mobile Crisis	(810) 496-5500 1040 W. Bristol Road	24/7/365
Office of Recipient Rights	(810) 257-3710 Toll-Free (877) 668-8933 TTY (810) 257-1346	1040 W. Bristol Road, Flint, MI 48507
Health Information Department	(810) 257-3753 Fax (810) 762-5254 HID@genhs.org	1040 W. Bristol Road, Flint, MI 48507
Emergency	911	Immediate life-threatening or safety emergency
MDHHS OIG - Fraud, Waste, Abuse	1-855-MI-FRAUD (643-7283)	Anonymous reports accepted; P.O. Box 30062, Lansing, MI 48909

14. Tag Lines and Non-Discrimination Notice

You have the right to receive language assistance and information in an alternate format, such as large print, audio, Braille, or an accessible electronic format, at no additional cost. The following tag lines notify recipients that free language assistance is available. Call GHS Customer Services at (810) 257-3705 or toll-free at (866) 211-5455. Michigan Relay: 7-1-1.

[illegible]

Non-Discrimination and Accessibility

Genesee Health System complies with applicable federal civil rights laws and does not exclude people or treat them differently on a prohibited basis. GHS provides free aids and services to people with disabilities to communicate effectively, including qualified sign language interpreters and information in alternate formats, and provides free language assistance to people whose primary language is not English or who have limited English proficiency.

If you need language or accessibility assistance, contact GHS Customer Services at (810) 257-3705 or toll-free at (866) 211-5455. If you are deaf or hard of hearing, call TTY (810) 257-1346 or Michigan Relay 7-1-1. If you believe GHS did not provide needed language or accessibility services, Customer Services can help you file a grievance or connect you with the appropriate complaint process.

KEEP THIS PAGE HANDY

Genesee Health System CCBHC Quick Contacts

Customer Services	(810) 257-3705	Mon-Fri 8 AM-5 PM
Crisis Line	(810) 257-3740	24/7/365
Behavioral Health Urgent Care	(810) 496-5500	24/7/365
Recipient Rights	(810) 257-3710	Rights questions/complaints
Emergency	911	Immediate danger or medical emergency
Suicide & Crisis Lifeline	988	24/7
Fraud, Waste, Abuse - MDHHS OIG	1-855-MI-FRAUD (643-7283)	Anonymous reports accepted

Main Campus: 1040 W. Bristol Road, Flint, MI 48507 • www.genhs.org

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 24 hr. automated national TTY Robert T Longway Local TTY N Flint Office N Flint Office TTY	(800) 772-1213 (800) 325-0778 (888) 318-7282 (810)-233-6635 (877) 748-9766 (800) 325-0778
Mich. Department of Human Services Clio	(517)-241-3740 (810) 787-7101
Genesee County Health Department	(810) 257-3612
Michigan Relay Center	711
Legal Services of Eastern Michigan	(810) 234-2621
Disability Network TTY	(810) 742-1800 (810) 742-7647
MTA—Your Ride: Burton Clio Davison Fenton Flint East Flint West Flushing Grand Blanc Mount Morris Otisville Swartz Creek	(810) 767-5992 (810) 780-8920 (810) 780-8910 (810) 780-8965 (810) 767-5541 (810) 233-4751 (810) 780-8930 (810) 780-8960 (810) 780-8970 (810) 780-8940 (810) 780-8950
Michigan Rehabilitation Services	(810) 760-2103
Shelter of Flint	(810) 239-5433
Genesee Free Clinic	(810) 235-4211
Salvation Army	(810) 232-2196
Genesee Community Health Center	(810) 496-5777
Housing Coordinated Entry	(810) 544-HELP (4357)
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):

- Main: (517) 485-4049
- Genesee County: (810) 232-6498
- Website (local): www.namigenesee.org
- National Website: www.nami.org

Association for Children's Mental Health:

- Main: (517) 372-4019
- 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.):

- Main: (517) 487-1755
- Website: www.drmich.org

United Cerebral Palsy of Michigan:

- Main: (800) 828-2714

Voices for Children Advocacy Center (was Weiss):

- Main: (810) 238-3333

Poison Control:

- Main: (800) 222-1222

Traverse Place:

- Main: (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

1) Do I need to have insurance?

NO. Genesee Health System's Care Specialists will determine and identify a person's eligibility for services and supports. After 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.)

5) How does my rights as a CCBHC consumer, differ from a Non-CCBHC consumer?

See Genesee Health System CCBHC Recipient Handbook insert.

**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**

You can also text **GHS to 934688**
Behavioral Health Urgent Care and Crisis Mobile Team **(810) 496-5500**

Help is Here

GHS

Genesee HEALTH SYSTEM



Begin Services Today

CUSTOMER SERVICES

1040 W. Bristol Road
Flint, MI 48507

Monday – Friday, 8 A.M. – 5 P.M.

(810) 257-3705

TTY: (810) 257-1346

BEHAVIORAL HEALTH URGENT CARE

Call Us

Crisis Line
810-257-3740



Walk-in Care &
Mobile Crisis Teams
810-496-5500
TTY 810-232-6310

Text Us

Text GHS to
WEGOTU (934688)

Visit Us

1040 W. Bristol Road
Flint, MI 48507
MTA Bus Route 11

www.genhs.org



ACCESSING Ongoing Services

MAIN ENTRANCE

Complete Your Intake with Genesee Health System to Start Receiving Services

- Call the GHS Main Line: 810-257-3705 or
- Visit two available locations
 - GHS Main Campus at 1040 W. Bristol Road, Flint 48507
 - Center for Children's Integrated Services at 1402 Saginaw Street, Flint 48503

Walk-in Monday – Friday, 8 AM to 2:30 P.M.

Park in the visitor parking and enter at the main entrance

Stop by the Customer Services desk for further assistance

GHS Crisis Services are Available 24/7

Behavioral Health Urgent Care and Mobile Crisis Services: 810-496-5500

GHS Crisis Line: 810-257-3740

Text Crisis Line: Text GHS to 934688 (WeGotU)

You are not alone. Support is just one call or visit away.

genhs.org/HelpNow

