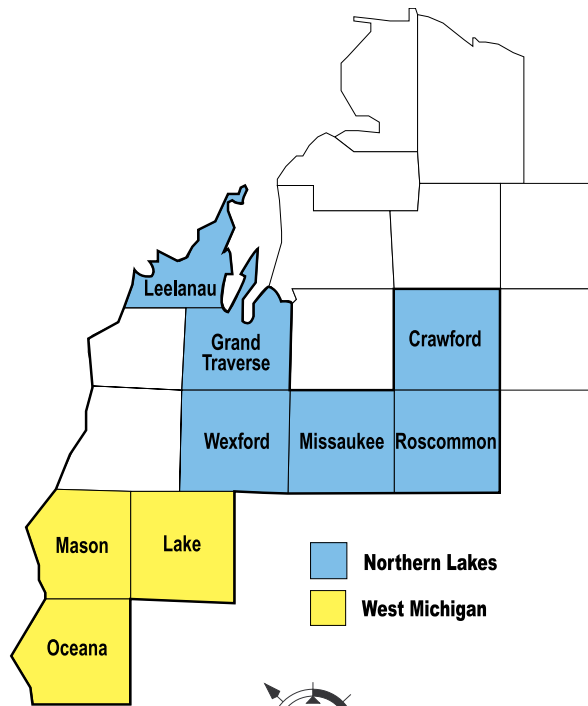


Everyone at some point in life needs a little help and support. That's why all of the organizations that belong to the Northwest Community Mental Health Affiliation (shown on the back page) provide many services for the care of individuals that are having emotional difficulty, or who have a mental illness, developmental disability or substance abuse problem.



■ Northern Lakes
■ West Michigan



Northwest
COMMUNITY
MENTAL HEALTH
Affiliation

Northern Lakes CMH

Grand Traverse, Leelanau(231) 922-4850

Crawford, Missaukee, Roscommon, Wexford.....(800) 492-5742

West Michigan CMH System(800) 992-2061

To access Substance Abuse Services call:

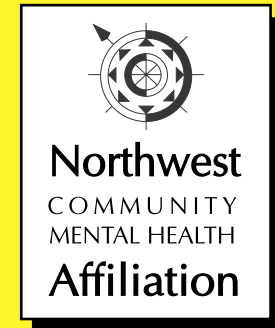
Northern Michigan Substance Abuse Services(800) 686-0749
(All counties)

Oral interpretive services are available at no charge.
Call Customer Services at 1-800-337-8598 for information.

Northwest Community Mental Health Affiliation receives its principal funding from the Michigan Department of Community Health.

These materials were reviewed by consumers.

**We want to make sure you
and your family receive
the right care at the right place
and the right time.**



**Help within
your reach**

The right care • The right place • The right time

If you or a family member are eligible for Medicaid benefits, and are in need of behavioral* health services, we promise that we will provide you with:

- Confidential care, 24 hours a day, 365 days a year.
- Help for your behavioral health needs. If we do not provide the service that can help you, we will help you find a resource who can.
- Person-centered planning and the opportunity to ask questions, make choices, and help decide what your plan of care will be.
- A clean and comfortable setting for receiving care.
- Respectful and dignified care at all times.

* Behavioral Health includes mental health, developmental disabilities and substance abuse services.

Accessing Services

- **Telephone Assistance** — When you call you'll get a mental health professional who can help you with your situation. Crisis intervention emergencies will be quickly taken care of in person by professional staff in one of our local offices.
- **Information & Referral** — Immediate answers to your questions about community services and how to receive help from us and other agencies.
- **Assessments** — To decide what kind of help you might need, a caring, qualified behavioral health professional will arrange an interview at a time convenient for you.
- **Easy Access to Needed Services** — After your confidential interview we will talk together about the findings and recommendations. If you need behavioral health services, you will be linked quickly to the program that is best for you. In most cases, we will arrange your first appointment before you leave so treatment can begin without needless delay.
- **Benefit Assistance** — We will work with Medicaid or your insurance company to make payment arrangements and answer your questions about costs and payment.
- **Coordination of Your Care** — We will coordinate services with your physician and insurance company to make sure you get efficient and cost-effective treatment. We will also ask about your experience with us. Your impressions are very important to us as we work to continuously improve our service.



If you disagree with our treatment recommendation you may request a second opinion.

If you have a problem getting the service you need or don't agree with what treatment is recommended, please call the number for your area on the back of this brochure, 24 hours a day, and ask for help.