



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



Mr. Danis Russell Chief Executive Officer	(810) 257-3707 drussell@genhs.org
Jennifer McCarty Vice President, Chief Operating Officer	(810) 257-3710 Jmccarty@genhs.org
Lisa Shumpert Corporate Compliance and Privacy Officer	(810) 424-6061 lshumpert@genhs.org
Mark Kanzawa, MD Chief Medical Officer of Psychiatric Services	(810) 257-3707
Shawn Edwards Senior Director of Engagement, Diversity & Inclusion Education and Customer Services	(810) 257-3707 sedwards@genhs.org
Cheryl Rousseau 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 CCBHC

We can provide you 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

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):** (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.drmich.org
- ◆ **United Cerebral Palsy of Michigan:** (800) 828-2714
- ◆ **Voices for Children Advocacy Center (was Weiss):** (810) 238-3333
- ◆ **Poison Control:** (800) 222-1222
- ◆ **Traverse Place** (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.)

**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 call **988** or text **FLINT to 741741**
Behavioral Health Urgent Care and Crisis Mobile Team **(810) 496-5500**

Help is
Here

GHS
Genesee HEALTH SYSTEM



Begin Services Today:

1040 W. Bristol Road
Flint, MI 48507

Monday – Friday
8 A.M. – 5 P.M.

(810) 257-3740

TTY: (810) 232-6310

24 HOUR CRISIS LINE

7 days a week, 24 hours a day

(810) 257-3740

TTY: (810) 232-6310

CUSTOMER SERVICES

Monday – Friday 8 A.M. – 5 P.M.

(810) 257-3705

TTY: (810) 257-1346

BEHAVIORAL HEALTH URGENT CARE

422 W. 4th Avenue • Flint, MI 48503

(810) 496-5500

TTY: (810) 232-6310

Walk-In Services:

7 days a week - extended hours

Video Chat Services:

7 days a week, 24 hours a day

Mobile Crisis Services:

7 days a week, 24 hours a day

www.genhs.org

