

TAYLOR LIFE CENTER



*For a better tomorrow.*



# Handbook for Persons Served



11/2021

# Welcome!

Welcome to Taylor Life Center! We are glad you chose us to help you with your mental health needs. We hope you are happy with the services you receive.

We made this handbook to help you get the most out of our services. This handbook contains service and location information, your rights and duties, helpful resources, and more.

If you are ever unhappy with our services, please call Customer Services at (517) 676-2012 Please let us know how we can improve your experience.

Again, we are here to help! We want to provide you with the support, knowledge, and resources you need to help you on your journey to wellness!

In good health,



*Kathleen M Taylor*  
Chief Executive Officer  
Taylor Life Center

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# My Important Contact Information

Please fill this out and keep in a convenient place.

## My Support Staff: (case manager/therapist, etc.)

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

## My Psychiatrist:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

## My Medical Doctor: (primary care physician or PCP)

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

## My Pharmacy:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

I am allergic to: \_\_\_\_\_

## Emergency Contact:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

# Current Medications

**Name of Medication**

**Dosage/Instructions**

**Prescribing Physician**

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

# Directory of Facilities

## Administration Office

585 Jewett Rd., Mason, MI 48854 .....(517) 833-8100  
Mail correspondence: P.O. Box 289, Mason, MI 48854 Toll Free: (866) 975-2995  
Fax: (517) 676-5207

## Case Management

Flint– G-3169 Beecher Rd., Suite 103, Flint, MI 48532 .....(810) 237-0799  
Toll Free: (866) 975-6382  
Fax: (810) 237-0805  
Sterling Heights–38271 Mound Rd., Bldg B., Ste. 300, Sterling Hts, MI 48310 (586) 477-2054  
Fax: (586) 477-2056

## Outpatient Psychotherapy Clinics

Flint– G-3169 Beecher Rd., Suite 203, Flint, MI 48532 .....(810) 237-0799  
Toll Free: (866) 975-0380  
Fax: (810) 237-0805  
Owosso–632 N. Shiawassee St, Owosso, MI 48867 .....(989) 723-0330  
Fax: (989) 723-0327  
Sterling Heights–38271 Mound Rd., Bldg B., Ste. 300, Sterling Hts, MI 48310 (586) 477-2054  
Fax: (586) 477-2056

## Residential Services

Shiawassee County .....(989) 723-0330  
Fax: (989) 723-0327

## Psychiatric Health Clinic\*

G-3169 Beecher Rd., Suite 101, Flint, MI 48532 .....(810) 237-0799  
Toll Free: (866) 975-6382  
Fax: (810) 239-8330  
Sterling Heights–38271 Mound Rd., Bldg B., Ste. 300, Sterling Hts, MI 48310\*\* (586) 477-2054  
Fax: (586) 477-2056

\* Psychiatric services are only available to consumers we serve under contract with a community mental health.

\*\* This service is only available through telehealth at this location.

# Mission Statement

Our mission is to empower people to navigate their journey to wellness.

## Core Values

- Teamwork/Support
- Communication
- Innovation
- Solution-focused
- Dedication to mission

# Customer Services

We are here to help! Call (866) 975-2995 if you have a concern about your care. You may also call with your questions or ideas. If you are Deaf or hard of hearing, please call the Michigan Relay Center (7-1-1).

We can help you when:

- You are not happy with your services.
- You need help with service choices.
- You want information about Taylor Life Center.
- You need help in finding resources.
- You want to take part in a group or training.
- You need more information about a service.

## Receiving Services

To make sure you receive services quickly and in a way that is easy to understand, the following information will help you to prepare for your visit.

### For Your Visits

- Bring your insurance card and ID to every visit.
- If you can't keep an appointment, please call 24 hours before to change your time.
- If you do not show for an appointment, you may have to pay a fee.
- All co-pays and other payments are due before your visit.
- Please plan childcare for children not taking part in services.
- Staff is not able to watch your children. Please leave your children under the care of another adult.

Your primary clinician will help you with your treatment plan. He or she will explain treatment options and approve the services you both agree will help you.

### Proof of Guardianship

If you are a guardian or parent of a consumer, you must give any paperwork that proves you are his or her legal guardian. You may need to give one or more of these things:

- State driver's license or state I.D.,
- Emancipation papers,
- Birth certificate,
- Guardianship/adoption papers,
- Custody papers,
- Or court papers.

If a parent has joint custody of a child consumer, both parents must sign a Consent for Treatment.

### Language Assistance

Call Taylor Life Center Customer Services at (517) 676-2012 if you do not speak English or if you use sign language. We will find someone to translate for you. We can also give you a copy in your language.

### Accessibility & Accommodations

By law, all people will have physical access to our buildings. Service animals are welcome and will have access. Please call us at (517) 676-2012 if you need to change how you receive or access services. If you need more help, we will help connect you with the correct people who can help.

# Consumer Financial Responsibilities

We want you to receive good care. We also want to have a good relationship with you. Please read the list below to know how you can help.

## Identification

Please bring a government-issued photo ID and your social security number to your first appointment so that we may bill your insurance. Please let us know if you need help finding your insurance information. You do not have to bill your insurance. You may pay on your own at the time of your visit.

## Co-payment

If you have a co-payment or deductible, you must pay when you arrive for your visit. If you are not able to make your payment, please ask to talk to the front desk staff. You may pay with cash, check, or a credit card. Your insurance will receive a bill after your visit.

## Insurance Claims

Your insurance policy is a contract between you and your insurance company. You must know your benefits. Call your insurance company if you do not know your mental health and substance abuse benefits. The number to call is on the back of your insurance card.

If you want us to confirm your insurance benefits, please give us your insurance information for each health insurance you use. We will call each insurance to verify coverage. However, your insurance company makes the final decision to cover your treatment services.

If we work with your insurance company, we will need your insurance information to bill your primary insurance company for you. If you do not tell us about insurance or coverage changes, we will bill you for the total balance on your account.

## Referrals and Authorizations

If your insurance company needs a referral, an authorization, or both, you must give this information to Taylor Life Center. If you are unsure, you may call the number on the back of your insurance card. You may also let us know you are unsure, and we will try to help you get this information. Your insurance may pay less or none of your claim if you do not provide us with the referral, authorization, or both. We will bill you for the balance on your account.



## Self-Pay/Sliding Fee

Self-pay consumers may qualify for a sliding-scale fee based on their income. We will need your financial information to determine the payment fee for each service. We expect this payment on the day of service. If you can't pay on the day of service, we may ask you to develop a payment plan or reschedule your appointment.

## Returned Checks

Taylor Life Center will charge a \$25.00 fee for all returned checks. We will apply the fee to your account along with the amount of the original returned check. We expect payment within 15 days or before receiving further services. Payment can be cash, money order, or credit card.

## Minors

The parent(s) or guardian(s) who signed for a minor will receive billing statements and must pay all fees. The person attending the minor must pay any fees at the time of the appointment. If unable to pay these fees, we may reschedule the appointment. We may need a signed release to treat any unaccompanied minors.

## Unpaid Balances

You must pay any fees after receiving a bill. Unpaid fees will go to an outside collections process after 30 days. If you have questions about the bill, please call our billing staff at (517) 676-5405 or email [billinghelp@taylorlifecenter.org](mailto:billinghelp@taylorlifecenter.org).

# Consumer Roles and Responsibilities for Treatment

## Participation in the Therapy Process

Therapy is most useful when you and the therapist work together on treatment goals. To help this process, we ask that you:

- Be honest with the therapist;
- Openly talk about concerns;
- Do tasks outside of therapy when needed;
- Listen to the therapist;
- Give feedback to the therapist about the process;
- Attend scheduled sessions.

Solving problems is a part of therapy. We expect you to tell your therapist when you resolve your concerns or if you do not feel like you're making any progress. Please know that your therapist wants you to benefit from therapy.

## The Counseling Process

Counseling can help most people. It may also evoke strong feelings and sometimes make surprising changes in a person's actions. Talk to your therapist about any questions or distress you have about counseling. Your therapist may help you understand the process or use other ways that may be more comforting or both.

## Keeping Appointments

- We expect you to notify us at least 24-hours in advance if you cannot keep an appointment.
- Failure to show to an appointment may result in a fee.
- Our staff will contact you by phone if you fail to show for your appointment.
- If you miss or fail to cancel two or more sessions, you must talk to your therapist before continuing treatment. The therapist may refuse services, charge fees, or both if you no-call/no-show.
- If receiving psychiatric services, consumers must attend therapy two times a month at the start of treatment or based on medical need. The time needed will depend on treatment needs, insurances and payers, coordination with a primary care physician, and other factors based on the consumer.

# Consumer Code of Conduct

All persons entering a TLC facility

- May **not** smoke within 25 feet of a facility entrance.
- May **not** use tobacco, smoke, or vape inside the building.
- May **not** bring, have, or use any illegal drugs, alcohol, or marijuana inside the building.
- May **not** bring any prescription medication unless it is necessary to take while in the building.
- May **not** come to an appointment intoxicated or under the influence of substances.
- May **not** use profanity.
- May **not** carry any weapons that can harm or kill a person or animal. Weapons include firearms, knives, axes, bats, etc. This rule applies to persons with a permit to carry.



- However, it does not apply to law officers.
- May **not** use any violence.
  - May **not** bring a pet.
  - May **not** leave any children under age 16 unattended. The reception staff is not responsible for your children.

If you do not follow these rules, you may have to leave and reschedule your appointment for a different time. A team member will talk to you to ensure you understand the rules and create a plan to avoid more violations. More violations may result in ending services. You may appeal any long-term decisions by contacting your CMH Office of Recipient's Rights or TLC's Recipient Rights Advisor.

## Person/Family-Centered Planning

Person-centered planning (PCP) is the process used to design an individual plan of mental health or substance use disorder supports, service, or treatment. PCP is your right protected by the Michigan Mental Health Code. The process begins when you decide whom you would like at your PCP meetings (such as family members or friends) and which staff from your provider(s) you want to attend. You can decide when and where the PCP meetings take place. You can also decide what help you might need to help you participate in and understand the meetings.

During your PCP meeting, you will share your hopes and dreams and develop the goals or outcomes you want to achieve. The people attending this meeting will help you decide what supports, services, or treatment you need, whom you want to provide this service, how often you need the service, and where the service will happen. You have the right, under federal and state laws, to choose your provider.

After you start services, your PCP team will ask you from time to time how you feel about the supports, services, or treatment you are receiving and whether to make any changes. When asked, please give honest feedback about services. You have the right to ask at any time for a new PCP meeting if you want to talk about changing your plan of service.

Medicaid recipients have the right to "Independent Facilitation" of the PCP process. You may ask that someone other than your staff person conduct your planning meetings. You have the right to choose from available independent facilitators.

Children under the age of 18 with developmental disabilities or a serious emotional disturbance have the right to PCP. However, person-centered planning must recognize the value of the family and the fact that supports and services affect the entire family. The pre-planning appointment and development of the person-centered plan will involve the parent(s) or guardian(s) of children using "family-centered practice" in the delivery of supports, services, and treatment to their children.

### Topics covered during Person-Centered Planning (PCP)

During person-centered planning, you will learn about psychiatric advance directives, a crisis plan, self-determination, transition planning, and discharge. You will have the right to choose to develop any, all, or none of these.

#### **Psychiatric/Medical advance directive**

An advance directive for mental health care, also known as a durable power of attorney, is a document naming another person (patient advocate) to make mental health choices for you. The person you choose will make mental health choices for you if you lose the ability to make informed choices yourself. As hard as it is to face these issues, we can help ensure your wishes are honored in the future. An advance directive is voluntary. Once you define your wishes, the next step can be part of your person-centered planning process.



## Crisis plan

You have the right to develop a “crisis plan.” A crisis plan helps direct your care if you begin to have problems managing your life or become unable to make decisions and care for yourself. The crisis plan gives information and direction to others about what you would like to have done in a time of crisis. Examples are emergency contacts, friends or relatives to call, preferred medicines, or care of children, pets, or bills.

## Self-determination (Medicaid recipients only)

“Self-determination” is a choice for payment of medically needed services if you are an adult consumer receiving mental health services in Michigan. Self-determination is a process that will help you to plan and practice control over your life. You will direct a fixed amount of dollars to spend on your approved supports and services or an “individual budget.” You will also receive help in managing your providers if you choose such control.



## Transition planning

Transition planning begins at your first visit. The goal of transition planning is to ensure that we always respect your readiness to end or transition to less intensive services to meet your needs. We will talk with you, the friends and family you want to involve, and your treatment team, the terms to know when you are ready to end or transition to different services. Through these ongoing talks, our goal is to transition you at the right time to the right services and supports in a planned and sensitive way to optimize ongoing recovery and well-being.

## Service Array

Depending on your insurance coverage and your medical necessity, you may be eligible for some of the services below. Most are Medicaid services, however, some can be delivered through your private insurance company. Before services can start, you will take part in an assessment to find out if you are eligible for services. The assessment 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. 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 receive assistance in deciding 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.

**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 on-line at <http://www.mdch.state.mi.us/dch-medicaid/manuals/MedicaidProviderManual.pdf>**

**Cognitive behavioral therapy (CBT)** is a time-limited, problem-focused, and collaborative approach. It teaches individuals how to identify core beliefs; change maladaptive thoughts and behaviors; and develop healthy cognitive, behavioral, and physiologic responses. CBT utilizes numerous techniques including, but not limited to, behavior modification and rehearsal, cognitive restructuring, and physiologic techniques.

**Crisis interventions** are unscheduled individual or group services aimed at reducing or eliminating the impact of unexpected events on mental health and well-being.

**Dialectical behavior therapy (DBT)** is a specialized form of cognitive behavioral therapy designed specifically as a treatment for individuals with self-harmful behaviors such as cutting, suicidal thoughts, and urges and/or suicide attempts. Many clients with these behaviors meet criteria for borderline personality disorder (BPD). It is not abnormal for individuals diagnosed with BPD to also struggle with other problems including depression, bipolar disorder, post-traumatic stress disorder (PTSD), anxiety, eating disorders, or alcohol and drug problems.

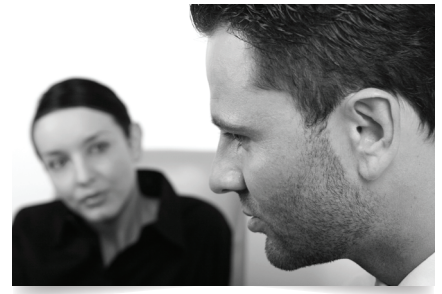
**Family psycho-education (FPE)** is a treatment modality designed to help individuals with serious mental illness attain a customary life with as much rich and full participation in the community as possible. The intervention focuses on informing families and support people about mental illness, developing coping skills, solving problems, creating social supports, and developing an alliance between consumers, practitioners, and their families or other support people.

**Medication administration** is when a doctor, nurse, or other licensed medical provider gives an injection, oral medication, or 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 medicines.

**Mental health therapy and counseling for adults, children, and families** includes individual, couples, or group therapy or counseling designed to help improve functioning and relationships with other people.

**Motivational interviewing** is a goal-directed, client-centered counseling style for eliciting behavioral change by helping clients to explore and resolve ambivalence. The operational assumption in motivational interviewing is that ambivalent attitudes or lack of resolve is the primary obstacle to behavioral change, so the examination and resolution of ambivalence becomes its key goal. Motivational interviewing has been applied to a wide range of problem behaviors related to alcohol and substance abuse as well as health promotion, medical treatment adherence, and mental health issues.



**Personal care in specialized residential settings** assists adults 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.

**Play therapy** is a way of doing therapy for minors to help them become more aware of issues, try-out or practice new behaviors, and help them process things in their life. Play is a natural outlet for children. Play therapy is highly useful for the therapist to make observations of the child and to develop positive relationships with your child.

**Skill-building assistance** includes supports and services to help individuals participate in work or volunteer activities in community-based settings.

**Targeted case management**, when partnered with Medicaid, provides case management services to specific target populations who meet certain criteria. Case management services include assessment, planning, linkage, advocacy, coordination, and monitoring to help consumers gain access to needed health and dental services, financial assistance, housing, employment, education, and social services.

**Telehealth** is the use of electronic communication and information technologies to provide or support clinical psychiatric care and outpatient therapy services at a distance. Telehealth may be conducted between physicians in consultation, between health care team members, or between mental health providers and a consumer.

**Treatment planning** assists a person and other individuals of his or her choosing in the development and periodic review of the Individual Plan of Services.

**Note: Taylor Life Center does not provide the services below, but can link or coordinate a consumer with another agency for those services, per eligibility.**

**Assertive Community Treatment (ACT)** provides intensive supports and services essential for individuals with serious mental illness to maintain independence in the community. An ACT Team can provide therapy, case management, psychiatric services, and peer-support services. The assists with accessing other needed resources and supports to maintain social, educational, and vocational success.



**Assistive technology** includes adaptive devices and supplies that are not covered under the individual's Medicaid Health Plan or by other community resources. These devices help individuals to better take care of themselves, or to better interact with the community in which they live, work, and play.

**Autism Medicaid Benefit Behavioral Health Treatment**, including Applied Behavioral Analysis (ABA), is provided for children under age 21 who've been diagnosed with Autism (ASD), and have Medicaid. The goals focus on improving deficits, such as communication, social interactions, and restricted behaviors. The services are to help prevent the worsening of symptoms and to promote physical/mental health and capabilities of the child.

**Behavior management review** If a person's illness or disability also involves challenging behaviors that could be harmful to others or interferes with their own safety or well-being, an ancillary plan (positive behavior supports plan) can be developed and integrated in the person's person-centered plan and monitored through the Behavior Treatment Plan Review Committee.

**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.

**Community living supports (CLS)** are activities provided by paid staff that help adults with either serious mental illness or developmental disabilities live independently and actively participate in the community. Community living supports may also help families who have children with special needs (such as developmental disabilities or serious emotional disturbance).

**Crisis residential services** are short-term alternatives to inpatient hospitalization provided in a licensed residential setting.

**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.

**Enhanced pharmacy** includes doctor-ordered nonprescription or over-the-counter items (such as vitamins or cough syrup) necessary to manage a health condition(s) when the person's Medicaid Health Plan does not cover these items.

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

**Family skills training** is education and training for families who live with and/or care for a family member who is eligible for specialty services or the Children’s Waiver Program.

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

**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 he or she may have.

**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.

**Housing assistance** is assistance with short-term, transitional, or one-time-only expenses in an individual’s own home that his or her resources and other community resources could not cover.

**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.

**Nursing home mental health assessment and monitoring** includes a review of a nursing home residents need for, and response to, mental health treatment along with consultations with nursing home staff.

**Occupational therapy** includes the evaluation by an occupational therapist of an individual’s ability to do things in order to take care of him or herself every day, and treatments to help increase these abilities.

**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.

**Peer-delivered and peer specialist services** includes assistance with benefit management, budgeting, and education. 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 journeys and are provided by individuals who are themselves in recovery from serious mental illness.



**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.

**Prevention service models** (such as infant mental health, school success, etc.) use both individual and group interventions designed to reduce the likelihood that individuals will need treatment from the public mental health system.

**Respite care services** are for consumer’s care givers to receive intermittent breaks to be able

to best maintain their own current mental health status and their relationship, as well as reducing overall stress in the household.

**Seeking safety** is a trauma-specific intervention designed to be a therapy for trauma, post-traumatic stress disorder (PTSD), and substance abuse. Seeking Safety focuses on coping skills and psycho-education, and has five key principles:

1. Safety is the overarching goal (helping clients attain safety in their relationships, thinking, behavior, and emotions);
2. Integrated treatment (working on both PTSD and substance abuse at the same time);
3. A focus on ideals to counteract the loss of ideals in both PTSD and substance abuse;
4. Four content areas: cognitive, behavioral, interpersonal, and case management;
5. Attention to clinician processes (helping clinicians work on counter transference, self-care, and other issues).

**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.

**Substance use and/or co-occurring disorder services** Taylor Life Center can coordinate or link consumers who have private insurance or self-pay to include the following services:

- Access, assessment, and referral determines the need for substance use disorder services and will assist you in getting to the right services and providers.
- Outpatient treatment includes counseling for the individual, and family and group therapy in an office setting.
- Intensive outpatient (IOP) is a service that provides more frequent and longer counseling sessions each week and may include day or evening programs.
- Methadone and LAAM treatment is 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 use disorder outpatient treatment.
- Sub-acute treatment 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.

**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.

**Transportation** may be provided to and from a person's home in order for him or her to take part in a non-medical Medicaid covered service.

**Wraparound services for children and adolescents** with serious emotional disturbance, and their families, include treatment and supports necessary to maintain the child in the family home.

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 mental health services, Taylor Life Center will work with your primary care doctor to coordinate your physical and mental health services. If you do not have a primary care doctor, we will help you find one.



# Recovery & Resiliency

Mental health and substance use disorder recovery is a journey of healing and transformation. Recovery helps people live meaningful lives in their community while striving to reach their potential.

**Recovery** is an individual journey that follows different paths and leads to different locations. *Recovery* is a process that we enter into and is a lifelong attitude. *Recovery* is unique to each person and can be defined only by the individual. What might be *recovery* for one person may be only part of the process for another. *Recovery* may also be defined as wellness.

In *recovery*, A relapse is not a failure but rather a challenge. A person who prepares for relapse, and uses the tools and skills learned throughout the recovery journey, can overcome and become a stronger individual. It takes time, and that is why recovery is a process leading to a future that holds many days of pleasure and the energy to endure through the trials of life.

**Resiliency** is the process of adapting well in the face of adversity, trauma, tragedy, threats, or significant sources of stress — such as family and relationship problems, serious health problems, or workplace and financial stressors. It means “bouncing back” from difficult experiences.

Being resilient does not mean that a person doesn’t experience difficulty or distress. Emotional pain and sadness are common in people who have suffered major adversity or trauma in their lives. The road to resilience is likely to involve great emotional distress. Resilience is not a trait that people either have or do not have. It involves behaviors, thoughts, and actions that can be learned and formed in anyone.



## Recipient Rights

Every person who receives public mental health services has certain rights. The Michigan Mental Health Code protects some rights. Some of your rights include:

- The right to be free from abuse and neglect.
- The right to confidentiality.
- The right to be treated with dignity and respect.
- The right to treatment suited to condition.

More information about your rights is in the booklet entitled “Your Rights”. You will receive this booklet and have your rights explained to you when you begin services and again every year. You may ask for this booklet at any time. You may file a Recipient Rights complaint at any time if you think a staff member has violated your rights. You can make a rights complaint in writing, over the phone, or in person.

If you receive substance use disorder services, you have rights protected by the Public Health Code. These rights will also be explained when you start services and then once again every year. You can find more information about your rights while receiving substance use disorder services in the pamphlet entitled “Know Your Rights.”

## Freedom from Retaliation

You may use the rights protection system without fear of retaliation if you receive public mental health or substance use disorder services. You will not receive punishment, harassment, or prejudice for contacting the rights protection system. The public mental health system will never use seclusion or restraint as a means of pressure, discipline, convenience, or retaliation.

# Confidentiality and Family Access to Information

You have the right to have information about your mental health treatment kept private. Others may only receive information about your treatment with your consent. However, sometimes it is necessary to share your information to coordinate your treatment or by law.

Family members have the right to give information to Taylor Life Center about you. However, without a *Consent to Share Information* signed by you, Taylor Life Center may not share information about you with a family member. Generally, for minor children under 18 years of age, custodial parents and guardians will get information about their child but need to sign a *Consent to Share Information* to share with others.

A minor who is age 12 or older may ask for and receive outpatient mental health services without the consent or knowledge of a parent or guardian. These services are limited to 12 sessions or four (4) months for each request. If you receive substance use disorder services, you have confidentiality rights specific to substance use disorder services. Mental health services without a parent or guardian consent exclude psychotropic medicines or pregnancy-ending referral services.

Under the Health Insurance Portability and Accountability Act (HIPAA), Taylor Life Center will give you an official *Notice of Privacy Practices* (page 17). This notice will tell you all the ways that information about you can be used or shared. The *Notice of Privacy* lists your rights under HIPAA, the Michigan Mental Health Code, or the Public Health Code. The notice also explains how you may file a complaint if you feel there is a violation of your privacy rights.



We may share private information about you:

- When you, your guardian, or parent for a minor, sign a *Consent to Share Information*
- To get benefits or to get paid for treatment, if needed.
- For research or data purposes, if needed. Information that identifies you is kept private.
- If you die and your spouse or other close relative needs the information to apply for and receive benefits.
- If you are going to harm yourself, another person, or both. In this case, staff may have to tell the police and the person you threaten to harm.
- If staff learns of or suspects child abuse or neglect. Staff must file a report with Children's Protective Services or local law enforcement.
- If Children's Protective Services contact staff with Form 1163M about open child abuse or neglect case.
- If staff learns of or suspects abuse or neglect of a helpless adult. Staff must call Adult Protective Services.

If you feel your confidentiality rights have been violated, call the Office of Recipient Rights at (517) 676-2012.

## Accessing Your Records

Taylor Life Center keeps a record of the care you receive. You have the right to look at your clinical records. You, your guardian, or your parent may ask to see all or a portion of your care record. You may also ask for a copy of the care records. You must submit your request in writing. You may ask for a Request for Access to Case Record at your local program office. We may charge you for the cost of copying. If community mental health keeps your treatment record, Taylor Life Center will help you access your records.

If you feel your record has incorrect information, you or a legal representative may ask for an amendment or correction. You may not remove what is already in the record, but you have the right to add a formal statement. If you do not receive access to your records, you, or someone on your behalf, may appeal the decision. You may do this by contacting Customer Services at (517) 676-2012.

## Informal Complaint Process

Contact your local program if you have any questions or concerns about your services. You will find a Directory of Facilities on page 5 of this handbook. If you are not content with the outcome of your informal complaint, please file a formal complaint/grievance form with your local program.

## Formal Complaint/Grievance Processes

### Formal Complaint/Grievances

We want you to feel comfortable talking to us; if you are unhappy with your services or supports or the staff who provide them, we want to know. If you cannot solve a problem, and the issue is not an “action,” you have the right to make a formal complaint/grievance. You may file a formal complaint/grievance in writing directly at your Taylor Life Center service location or by mailing the form to Recipient Rights. The staff at your service location may assist you if necessary.

Attn: Recipient Rights  
c/o ReFocus, L.L.C.  
768 Wildemere Dr.  
Mason, MI 48854

### Appeals

An appeal is a formal request to review an “action” or decision related to your services. You will get a notice when a decision is made that denies your request or reduces, suspends, or ends the services you already receive. You have the right to file an appeal when you disagree with a decision. Below are the ways you can appeal these decisions. There are also time limits on when you can file an appeal.

To file an appeal, you may:

- Ask for a Local Appeal by contacting the corporate office at (866) 975-2995 or your local CMH. Appeals processes and forms are available at all Taylor Life Center reception points or directly through a consumer’s clinician or the clinician’s supervisor.
- After using the local appeal process, you may ask for a Medicaid Fair Hearing before an administrative law judge (a state appeal). You must have Medicaid coverage to file for a Medicaid Fair Hearing. 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 Services to file an appeal.

Your request for an appeal must be within 60 calendar days of the date of the Adverse Benefit Determination notice. You must confirm this request in writing. You will receive the appeal results in writing within 30 calendar days from the date you filed the appeal. Appeal results will come within three calendar days if you asked for an expedited appeal.

If you believe your life, health, or well-being is in danger, you may ask for an expedited appeal. Your appeal will tell the staff you are concerned about your health and safety. Please note if your request for an expedited appeal is denied, we will call, write to you, or both within three calendar days. 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, or your legal representative, also have the right to review your appeal file before and during the appeals process.



# Privacy Notice

This notice describes how Taylor Life Center may use and disclose your personal information for business, treatment and billing purposes and your rights in relation to these uses. Please review the following description carefully.

We understand that information about you and your mental health and/or substance use treatment is personal. We are committed to protecting mental health information about you. We create a record (paper and electronic) of the care and services you receive from us. It includes your date of birth, gender, ID number, other personal information, and documentation about the services and treatment provided to you by Taylor Life Center. We also send or receive bills, reports from your doctor, and other data about your medical care. We need this record to provide you with quality care and to comply with certain legal requirements. This notice applies to all of the records generated by Taylor Life Center.

## Our Privacy Commitment to You

We are required to give you a notice of our privacy practices. Only people who have both the need and the legal right may see your information. Unless you give us permission in writing, we will only disclose your information for the purpose of treatment, payments, business operations—such as quality reviews—and to business associates who are performing services for you on our behalf. We also use and disclose this information when we are required by law to do so, such as, in order to avert a serious threat to health or safety, to workers compensation when applicable, and in response to court orders of any kind. Information may also be released to coroners, medical examiners and funeral directors.

- **Treatment:** We may disclose medical information about you to coordinate your health care between Taylor Life Center treatment sites that may serve you. For example, your psychiatrist may notify your case manager about a change in your medications.
- **Payment:** We may use and disclose information so the care you receive may be properly billed and paid for. For example, we may provide documentation to your insurance company about the dates and types of services that we have provided to you.
- **Business:** We may use your personal information as a part of doing business. For example, we may use information about you and the treatment you receive to check the quality of the services provided and develop methods to improve our services.
- **Exceptions:** For certain kinds of records, your permission may be needed for release for treatment, payment and business operations. For example, Taylor Life Center may not use or disclose your personal health information for marketing or sales purposes without your written permission.
- **As required by law:** We will release information when we are required by law to do so. Examples of such release would be for criminal investigations by law enforcement or national security purposes, subpoenas or other court orders, communicable disease reporting, disaster relief, review of our activities by government agencies, to avert a serious threat to health or safety or in other kinds of emergencies.
- **With your permission:** If you give us permission in writing, we may use and disclose your personal information. Other than the treatment, payment, and business operations uses described in this notice, Taylor Life Center must obtain your written permission for any use and/or disclosure of your personal health information. If you give us permission, you have the right to change your mind and revoke it. This must be in writing, also. We cannot take back any uses or disclosures already made with your permission.

## Your Privacy Rights

- **Your right to receive notification when there is a breach of your unsecured personal health information:** If there is ever a time when your personal health information is disclosed to anyone without a need or right to know that information, Taylor Life Center will notify you of that breach.

- **Your Right to Inspect and Copy:** In most cases, you have the right to look at or get copies of your records. Usually, this includes medical and billing records but does not include psychotherapy notes. We may deny your request. If you are denied access to medical information, you may request that the denial be reviewed. Another licensed health care professional chosen by Taylor Life Center will review your request and the denial. The person conducting the review will not be the person who denied your request. We will comply with the outcome of the review. You may be charged a fee for the cost of copying your records.
- **Your Right to Amend:** You may ask us to change your records if you feel that there is a mistake. We can deny your request for certain reasons. For example, if the information was not created by us; is not part of your medical information kept by or for Taylor Life Center; is not part of the information which you would be permitted to inspect or copy, or is inaccurate or incomplete. We must give you a written reason for our denial.
- **Your Rights to Request Restrictions on Our Use or Disclosure of Information:** You have the right to ask that we share information with you in a certain way or in a certain place. For example, you may ask us to send information to your work address instead of your home address. Your written request must specify how or where you wish to be contacted. You do not have to explain the basis for your request.
- **Your right to privacy in psychotherapy:** If you receive psychotherapy services from Taylor Life Center, it is your right that any notes taken by the therapist during the session may not be further disclosed without your written permission.
- **Your right to opt out of fundraising communications:** Taylor Life Center does not raise funds through fundraising drives. However, you have the right to opt out of fundraising communications from Taylor Life Center
- **Your right to restrict disclosures to your health plan:** In cases where you (or somebody other than your health plan) pay Taylor Life Center for your services in full, you have the right to restrict disclosures of some of your personal health information to your health plan.

### **Changes To This Notice**

We reserve the right to revise this notice. A revised notice will be effective for medical information we already have about you, as well as any information we may receive in the future. We are required by law to comply with whatever notice is currently in effect. This notice will contain the effective date. In addition, when you register to begin treatment at Taylor Life Center, we will offer you a copy of the notice in effect at that time. You will be required to sign a notice that you received this notice.

### **How to Use Your Rights Under this Notice**

If you want to exercise your rights under this notice, you may call us or write to us. All requests to us must be in writing, we will help you prepare your written request, if you wish.

- **Complaints to the Federal Government:** If you believe that your privacy rights have been violated, you have the right to file a complaint with the federal government. You may write to:

Office of Civil Rights  
 Department of Health and Human Services  
 200 Independence Avenue, S.W.  
 Washington D.C., 20201  
 Phone: (866) 627-7748  
 TTY: (886) 788-489  
 E-mail: [ocrprivacy@hhs.gov](mailto:ocrprivacy@hhs.gov)

You will not be penalized for filing a complaint with the federal government.

**Complaints and Communications to Taylor Life Center:** If you want to exercise your rights under this notice, or if you wish to communicate with us about privacy issues, or if you wish

to file a complaint, you can write to:

Taylor Life Center  
P.O. Box 289  
Mason, MI 48854

## Advocacy Organizations

### Local

Adult Well-Being Services— <a href="http://www.awbs.org">www.awbs.org</a>	(313) 924-7860
Association for Children’s Mental Health (ACMH)— <a href="http://www.acmh-mi.org">www.acmh-mi.org</a>	(888) 226-4543
Michigan Protection & Advocacy Services, Inc (MPAS)— <a href="http://www.mpas.org">www.mpas.org</a>	(800) 288-5923
National Alliance for Mental Illness—Michigan (NAMI)— <a href="http://www.namimi.org">www.namimi.org</a>	(517) 485-4049
The Arc—Michigan— <a href="http://www.arcmi.org">www.arcmi.org</a>	(800) 292-7851

### National

American Disability Association— <a href="http://www.ada.gov">www.ada.gov</a>	(800) 514-0301
Judge David L. Bazelon Center for Mental Health Law— <a href="http://www.bazelon.org">www.bazelon.org</a>	(202) 467-5730
National Empowerment Center (NEC)— <a href="http://www.power2u.org">www.power2u.org</a>	(800) 769-3728
Patriot Link— <a href="http://www.codeofsupport.org/patriotlink-program">www.codeofsupport.org/patriotlink-program</a>	(571) 418-6339
Veteran’s Crisis Line— <a href="http://www.veteranscrisisline.net">www.veteranscrisisline.net</a>	(800) 273-8255

Find additional advocacy organizations and resources online at our website—[www.taylorlifecenter.org/consumer-advocacy](http://www.taylorlifecenter.org/consumer-advocacy)

## Code of Ethics

### **Overview**

The Taylor Life Center *Code of Ethics* is intended to serve as a guide to the everyday professional conduct of Taylor Life Center team members.

### **Purpose of the Taylor Life Center Code of Ethics**

Taylor Life Center has an obligation to articulate its basic values, ethical principles, and ethical standards. The Taylor Life Center *Code of Ethics* sets for these values, principles and standards to guide Taylor Life Center team members conduct.

The *Code* is relevant to all Taylor Life Center team members regardless of their professional functions, the settings in which they work, or the populations they serve. Ethical decision-making is a process. There are many instances at Taylor Life Center where simple answers are not available to resolve complex ethical issues. Taylor Life Center team members should take into consideration all the values, principles, and standards in this *Code* that are relevant to any situation in which ethical judgment is warranted.

A code of ethics cannot guarantee ethical behavior. Moreover, a code of ethics cannot resolve all ethical issues or disputes or capture the richness and complexity involved in striving to make responsible choices within a moral community. Rather, a code of ethics sets forth values, ethical principles, and ethical standards to which team members aspire and by which their actions can be judged. Taylor Life Center team member’s ethical behavior should result from their personal commitment to engage in ethical practice.

### **Taylor Life Center Team Members Ethical Responsibilities to Persons Receiving Services**

Taylor Life Center team members may not engage in dual/exploitative relationships with con-

sumers, such as providing services to relatives and/or friends; engaging in sexual intimacy; borrowing or lending money.

Taylor Life Center team members may not exploit the vulnerability of a consumer, including befriending (including “friending” or otherwise engaging with a consumer on social media), lending money, accepting money or other gifts, providing gifts, accepting gratuities or engaging in personal social activities with current Taylor Life Center consumers. Team members are advised to refrain from such relationship with former consumers prior to one (1) year post-discharge and are discouraged thereafter.

In the event that a Taylor Life Center team member providing a clinical service (including psychiatric care, therapy and case management/supports coordination services) has an established personal relationship with a consumer of Taylor Life Center services, that team member must disclose the nature of the relationship to the program director and assist the program director to ensure that no professional or treatment relationship is established between the two parties. Such separation must be maintained even in the event the consumer requests the team members to be a part of his/her treatment team.

Under no circumstances may a Taylor Life Center team member use the power and influence inherent in his or her position to take advantage of a consumer for the profit or advantage of the team member.

Taylor Life Center team members may not use social media to engage in communication with a consumer or a consumer’s natural supports (unless the team member has a personal relationship with the consumer/natural support that preexists the consumer’s treatment episode AND that relationship has been disclosed to the program director in which the consumer receives services AND the program director of the department in which the team member works). Nor may the team member discuss the circumstances of a consumer/treatment episode, regardless of whether protected health information is included in text.

When a consumer’s condition indicates a clear and imminent danger to the consumer or others, the team members shall take reasonable action to notify the person under threat and/or law enforcement authorities.

### **Taylor Life Center Team Members Ethical Responsibilities to Colleagues**

Taylor Life Center team members must maintain professional working relationships.

Taylor Life Center team members with supervisory responsibilities must refrain from asking team members to carry out responsibilities outside those they are trained or licensed to perform, and refrain from actions or statements that create a hostile work environment.

### **Taylor Life Center Ethical Responsibilities in Practice Settings**

Taylor Life Center team members must report to work in an appropriate physical and mental condition to perform their work functions in a satisfactory manner. Team members may not possess and/or use alcohol, marijuana, and/or illicit drugs while performing job functions. Team members may not use any licit drug that may alter his or her ability to perform his or her job function.

Taylor Life Center team members must provide adequate notice when choosing to leave employment/contract/sub-contract with Taylor Life Center. Adequate notice is defined as providing enough time to complete the transfer of consumers to a different service provider, complete all outstanding documentation for services provided, and ensure reasonable steps can be taken to avoid abandoning the consumer when he/she is still in need of services.

Taylor Life Center team members shall not initiate any of the following activities against another team member or guests of Taylor Life Center:

- Aggressive physical violence;
- False reporting of wrong doing with the intent to cause suspicion and/or employment/contract termination against another team member;
- Retaliation for whistle blowing;
- Sexual harassment;
- Any other action that results in the bullying, harassment, demeaning, humiliation, or creation of an environment in which a team member, consumer, or guest feels unsafe.

Taylor Life Center team members may not allow personal problems, psychosocial distress, substance use, or health difficulties to interfere with professional judgment and performance nor allow such issues to jeopardize the best interests of consumers and/or colleagues.

Taylor Life Center team members with responsibility to develop and/or present Taylor Life Center marketing materials must accurately represent the company's scope of services, performance, organizational structure and competencies, as well as descriptive information regarding the company.

Taylor Life Center team members must maintain professional conduct during work hours or while performing work functions for Taylor Life Center, including:

- Thorough, accurate, and timely (within 24 hours) documentation of services performed;
- Accurate and timely documentation of the duration of services performed;
- Accurate documentation of mileage incurred while performing work functions for Taylor Life Center.
- Adherence to the scope of practice for which the team member is licensed and outlined in the team member's job description or statement of work;
- Honest representation in the witnessing of the primary signature on a document;
- Maintain an environment that protects the health and safety of team members and guests;
- Refrain from any and all activities that could alter one's state of consciousness during work hours and/or the hour directly preceding work hours, including but not limited to: drinking alcohol, using marijuana, taking any illicit or licit drugs, including those that have a sedative effect or otherwise alter one's state of consciousness, and sleeping;
- Refrain from any and all activities that could alter a team member's attention to duties described in their job description, including use of social media, e-mail, or telephone for personal reasons during working hours, and completing work duties assigned by a secondary employer;
- Refrain from engaging in practices that are inhumane, illegal or discriminatory;
- Refrain from performing therapy techniques or procedures which are considered experimental or outside of practices commonly identified as evidenced-based without the knowledge and permission of the program director;
- Protect the integrity of the clinical decisions made regarding consumers' treatment, independent of any financial compensation/risk.

Taylor Life Center team members with billing responsibilities must ensure that claims submitted to payers are honest representations of the service provided and are not wasteful, abusive, or fraudulent.

Taylor Life Center team members with an employment relationship with Taylor Life Center must present themselves ready for work at the time designated and work throughout their assigned shift unless otherwise prearranged with the team member's supervisor. Team members with

an employment relationship with Taylor Life Center that cannot fulfill their obligation to present themselves ready for work must notify their supervisor/designee of such before their shift is to begin, providing adequate time (at least one (1) hour) for the supervisor/designee to make alternative arrangements for service delivery or cancellation.

Taylor Life Center team members with a contractual or sub-contractual relationship with Taylor Life Center must present themselves ready for work at the times they have prearranged for the company. This includes scheduled meeting times at which the team member agreed to participate and regular scheduled worked hours that the team member arranged with the program director/designee. Changes to the mutually agreed upon, prearranged work schedule between the team member and the program director/designee must be mutually agreed to prior to the date of the scheduled change(s) in order to respect consumers' time and expectations.

Taylor Life Center team members responsible for providing services to consumers must remain actively engaged with the consumer throughout the period of time specified by the service code or the number of units of service delivered. If service delivery is interrupted for any reason on the part of the consumer or the team member delivering the service, the period of time during which active service did not occur cannot be included in the period of time billed.

Taylor Life Center team members shall fully inform consumers as to the purpose, nature, scope and progress of treatment, seeking the consumer's full participation in the process

Taylor Life Center team members shall complete work functions in good faith, understanding that they are representative of Taylor Life Center as an organization.

Taylor Life Center team members with responsibilities for executing contracts or other business arrangements shall do so in good faith, honestly and accurately representing what the agency will and will not do during the course of the contract.

Taylor Life Center team members with responsibilities for executing contracts shall not promise additional services or make verbal promises outside of the parameters of the contract. The written contract must always describe the complete and accurate understanding between the two parties.

Taylor Life Center team members with human resources responsibilities must perform all duties in compliance with written policies and standards, including:

- Refraining from any form of discrimination in hiring, promotion, performance appraisal, laying off team members, disciplinary action and competency/licensure checks;
- Honoring and encouraging diversity within the company's workforce;
- Maintaining team members employment and health related confidentiality;
- Ensuring a competent workforce;
- Refrain from hiring family members without the express permission of the CEO and corporate compliance officer.

Taylor Life Center team members with fundraising responsibilities must perform all duties in compliance with ethical fundraising practices, including:

- All fundraising on behalf of Taylor Life Center and/or consumers of Taylor Life Center services must have the express written permission of the chief executive officer prior to implementation;
- All funds raised on behalf of Taylor Life Center and/or consumers of Taylor Life Center services must be submitted to Taylor Life Center's financial office and are subject to Taylor Life Center's financial controls policies. Accounting must include the donation amount, the donor, the date of the gift/donation, and the value of any services, activities, or objects the donor received as a part of the fundraising event;

- Written and verbal fundraising advertisements and descriptions must accurately indicate the nature of the fundraising event, including the planned recipient(s) or cause(s) of the fundraising event;
- Donors are to be informed of the organization's mission, the identity of those serving on Taylor Life Center's Board of Directors, and to have access to Taylor Life Center's most recent financial statements.
- Donors have the right to be assured their gifts will be used for the purposes for which they were given and to receive appropriate acknowledgment and recognition for their gift(s);
- Persons fundraising on behalf of Taylor Life Center and/or consumers of Taylor Life Center services must handle information about donors and their donation(s) with respect and with confidentiality to the extent provided by law;
- Persons fundraising must also disclose to real or potential donors their relationship to the organization (employee, contract worker, volunteer, hired solicitor, etc.)
- Taylor Life Center will not sell or share any list of real or potential donors the organization might create.

Taylor Life Center team members who wish to do personal fundraising at Taylor Life Center locations must adhere to the following standards:

- All personal fundraising initiatives must be approved by the director of the program targeted for the fundraising activity;
- All personal fundraising activities must be passive (non-verbal), which includes posters hung in employee-only locations, circulation of a sign-up sheet or order form, and one (1) e-mail solicitation, and one (1) announcement through the company newsletter;
- Team members with supervisory responsibilities must refrain from engaging in fundraising activities among the team members under their direct supervision;
- Under no circumstances may donations to a personal fundraiser be involved in a quid pro quo situation;
- Under no circumstances may failure to donate to a team member's fundraiser be grounds for harassment, belittlement, ostracizing, or otherwise creating a negative work environment.

### **Taylor Life Center Team Members Ethical Responsibilities as Professionals**

Taylor Life Center team members must treat guests, (including consumers and their natural supports as well as other visitors to a Taylor Life Center program or facility) and co-team members with dignity and respect for their rights regardless of age, ethnicity, gender, sexual orientation, sexual identity, color, religion, national origin, veteran status, disability, weight, height, or any other status protected by state, federal or local law.

Taylor Life Center team members must comply with current state and federal mental health and/or substance abuse treatment laws, regulations, confidentiality and privacy standards, and Taylor Life Center policies. Team members must respect the confidentiality of information as defined in federal and state law and Taylor Life Center policies. Team members may not access confidential information of relatives, friends, acquaintances, or any other person for whom they do not have a need to know to perform a legitimate treatment, billing, or business function(s) for which they have been hired/contracted by Taylor Life Center to perform.

Taylor Life Center team members must accurately represent their competence, education, training and experience.

Taylor Life Center professional team members shall adhere to the ethical guidelines as promulgated by the professional association related to their specific licensure and/or scope of practice.

Taylor Life Center team members who have an employment relationship with Taylor Life Center

shall make continuous effort to improve their professional skills by:

- Submitting to supervision, review and evaluation;
- Being guided by the findings of supervision, review and evaluation;
- Participating in in-service and/or training opportunities offered by Taylor Life Center;
- Seeking, obtaining, and if necessary, paying for continuing education as required by their licensure/scope of duty;
- Seeking consultation/supervision when their skill level or personal objectivity is questionable or their scope of practice is exceeded.

Taylor Life Center team members who have a contractual or sub-contractual relationship with Taylor Life Center must make continuous effort to improve their professional skills by:

- Submitting to an annual performance review;
- Being guided by the findings of the annual performance review;
- Participating in in-service/training opportunities offered by Taylor Life Center;
- Seeking, obtaining, and paying for continuing education at the pace proscribed by their licensure/scope of duty.

Taylor Life Center team members shall maintain cultural competency in the area of diverse ethnic groups and cultural groups as required by Taylor Life Center policy.

Taylor Life Center team members are of good moral character.

Taylor Life Center team members shall not use their Taylor Life Center affiliation to recruit consumers for a private practice, church affiliation, or for political party membership, this not only applies to current team members, but also those whose employment or contract has been terminated for a period of not less than twelve (12) months.

Acceptance of a contract, sub-contract, or employment with Taylor Life Center implies that the team member agrees to comply with the policies, ethical standards, and work rules established by the Taylor Life Center Board of Directors. This policy must be reviewed with team members at orientation training and with all team members at least annually.

Any team members failing to fully comply with these ethical standards and work rules is subject to disciplinary/contract action up to and including termination.

## Mental Health Glossary

**Access:** The entry point to a community mental health (CMH), sometimes called an “access center,” where Medicaid beneficiaries and others can call or go to request mental health services.

**Adult benefits waiver:** Michigan health care program for certain low-income adults who are not eligible for the Medicaid program. Contact Customer Services for more information. This is a narrowly defined benefit that does not entitle you to all of the services and supports described in this handbook.

**Amount, duration, and scope:** How much, how long, and in what ways the Medicaid services that are listed in a person’s individual plan of service will be provided.

**Beneficiary:** An individual who is eligible for, and enrolled in, the Medicaid program in Michigan.

**CA:** An acronym for Substance Abuse Coordinating Agency. The CAs in Michigan manage services for people with substance use disorders.

**CMHSP:** An acronym for Community Mental Health Services Program. There are 46 CMHSPs in Michigan that provide services in their local areas to people with mental illness and developmental disabilities.



**Co-occurring disorder:** is a term used when a person has both a mental health disorder and a substance use disorder. Both the mental health and the substance use disorders may create significant challenges but the interactions of these disorders require integrated treatment

**Fair hearing:** A state-level review of a beneficiary's disagreements with a health plans denial, reduction, suspension, or termination of Medicaid services. State administrative law judges who are independent of the Michigan Department of Community Health perform the reviews.

**Deductible (or spend-down):** A term used when individuals qualify for Medicaid coverage even though their countable incomes are higher than the usual Medicaid income standard. Under this process, the medical expenses that an individual incurs during a month are subtracted from the individual's income during that month. Once the individual's income has been reduced to a state-specified level, the individual qualifies for Medicaid benefits for the remainder of the month.

**Developmental disability:** As defined by the Michigan Mental Health code: (a) If applied to a person older than five years, a severe chronic condition that is attributable to a mental or physical impairment or both, and is manifested before the age of 22 years; is likely to continue indefinitely; and results in substantial functional limitations in three or more areas of the following major life activities: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, and economic self-sufficiency.; and reflects the need for a combination and sequence of special, interdisciplinary, or generic care, treatment or other services that are of lifelong or extended durations; or (b) If applied to a minor from birth to age five, a substantial developmental delay or specific congenital or acquired condition with a high probability of resulting in a developmental disability.

**Health Insurance Portability and Accountability Act of 1996 (HIPAA):** This legislation is aimed, in part, at protecting the privacy and confidentiality of patient information. "Patient" means any recipient of public or private health care services, including mental health care.

**MDCH:** An acronym for the Michigan Department of Community Health. This state department, located in Lansing, oversees public-funded services provided in local communities and state facilities to people with mental illness, developmental disabilities, and substance use disorders.

**Medically necessary:** A term used to describe one of the criteria that must be met in order for a beneficiary to receive Medicaid services. It means that the specific service is expected to help the beneficiary with his or her mental health, developmental disability, or substance use disorder (or any other medical) condition. Some services assess needs and some services help maintain or improve functioning.

**Michigan Mental Health Code:** The state law that governs public mental health services provided to adults and children with mental illness, serious emotional disturbance, and developmental disabilities by local community mental health services programs and in state facilities.

**MiChild:** A Michigan health care program for low-income children who are not eligible for the Medicaid program. This is a limited benefit. Contact Customer Services for more information.

**Recovery:** A journey of healing and change allowing a person to live a meaningful life in a community of his or her choice, while working toward his or her full potential.

**Resiliency:** is the process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress — such as family and relationship problems, serious health problems or workplace and financial stressors.

**Specialty supports and services:** A term that means Medicaid-funded mental health, developmental disabilities, and substance use disorder supports and services that are managed by the Prepaid Inpatient Health Plans.

**SED:** An acronym for Serious Emotional Disturbance, and as defined by the Michigan Mental Health Code, means a diagnosable mental, behavioral, or emotional disorder affecting a child that exists or has existed during the past year for a period of time sufficient to meet diagnostic criteria specified in the most recent Diagnostic and Statistical Manual of Mental Disorders; and has resulted in functional impairment that substantially interferes with or limits the child's role or functioning in family, school, or community activities.

**Serious mental illness:** Is defined by Michigan Mental Health Code to mean a diagnosable mental, behavioral, or emotional disorder affecting an adult that exists or has existed within the past year for a period of time sufficient to meet diagnostic criteria specified in the most recent Diagnostic and Statistical Manual of Mental Disorders; and that has resulted in function impairment that substantially interferes with or limits one or more major life activities.

**Substance use disorder (or substance abuse):** Is defined in the Michigan Public Health Code to mean the taking of alcohol or other drugs at dosages that place an individual's social, economic, psychological, and physical welfare in potential hazard or to the extent that an individual loses the power of self-control as a result of the use of alcohol or drugs, or while habitually under the influence of alcohol or drugs, endangers public health, morals, safety, or welfare, or a combination thereof.

**Trauma-informed care:** Trauma-informed care is an approach to engaging people with histories of trauma that recognizes the presence of trauma symptoms and acknowledges the role that trauma has played in their lives.