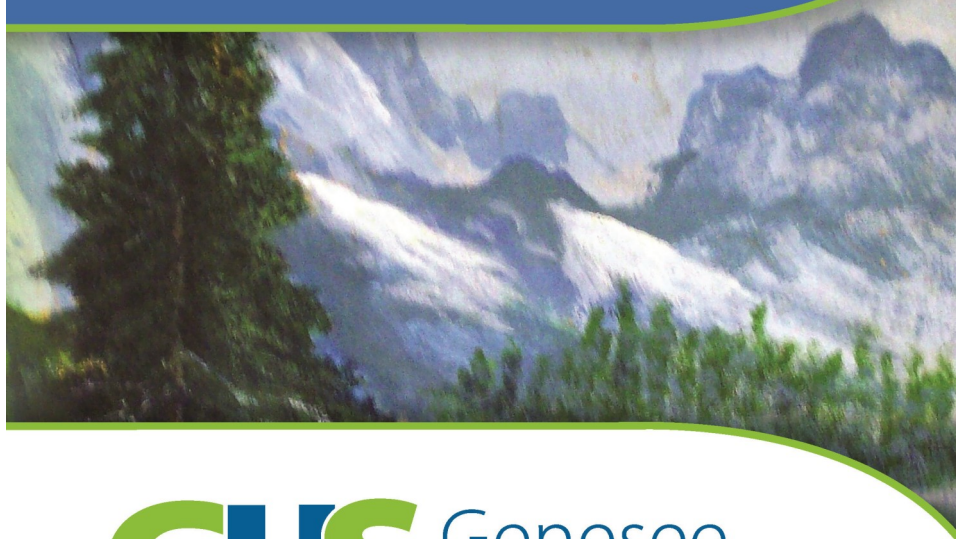


# Member of the Region 10 PIHP



*Hope and health in the community*

## **ACCESS TO SERVICES**

420 W. Fifth Avenue • Flint, MI 48503

**Phone: (810) 257-3740**

**Toll Free: (866) 346-3648**

**TTY: (810) 232-6310**

*Available 24 Hours per Day, Seven Days per Week*

[www.genhs.org](http://www.genhs.org)



# MISSION, VISION, AND VALUES



## Mission Statement



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



## Our Vision



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



## GHS Values



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

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# GHS DIRECTORY

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

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## MEDICAID HEALTH PLANS (MSPs)

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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.

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

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

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

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

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

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



# COMMUNITY RESOURCES

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

## Mich. Department of Human Services

Clio .....(810) 787-7101

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

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

**Michigan Relay Center** ..... 711

**Legal Services of Eastern Michigan** .....(810) 234-2621

**Disability Network** .....(810) 742-1800

TTY .....(810) 742-7647

## MTA—Your Ride:

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

**Michigan Rehabilitation Services** .....(810) 760-2103

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

**Genesee Free Clinic** .....(810) 235-4211

**Salvation Army** .....(810) 232-2196

## Genesee Community Health Center

Center City .....(810) 496-5777

Atherton East ..... (810) 422-5834

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

**Red Cross** .....(810) 232-1401

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



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## ADVOCACY ORGANIZATIONS

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- ◆ 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](http://www.namigenesee.org)
  - National Website [www.nami.org](http://www.nami.org)
- ◆ Association for Children's Mental Health: (517) 372-4016
  - Toll Free: (888) 226-4543
  - Website: [www.acmh-mi.org](http://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](http://www.thearc.org)
- ◆ Disability Rights Michigan (formerly Michigan Protection and Advocacy Services, Inc.) (517) 487-1755
  - Toll Free: (800) 288-5923
  - Website: [www.drnich.org](http://www.drnich.org)
- ◆ United Cerebral Palsy of Michigan: (800) 828-2714
- ◆ Voices for Children Advocacy Center (was Weiss): (810) 238-3333
- ◆ Poison Control: (800) 222-1222
- ◆ REACH: (810) 233-8700

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## WEBSITE RESOURCES

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



## Frequently Asked Questions

### **1) Do I need to have insurance?**

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

### **2) Do I need to have an appointment?**

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

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

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

### **4) Do I need to bring anything with me?**

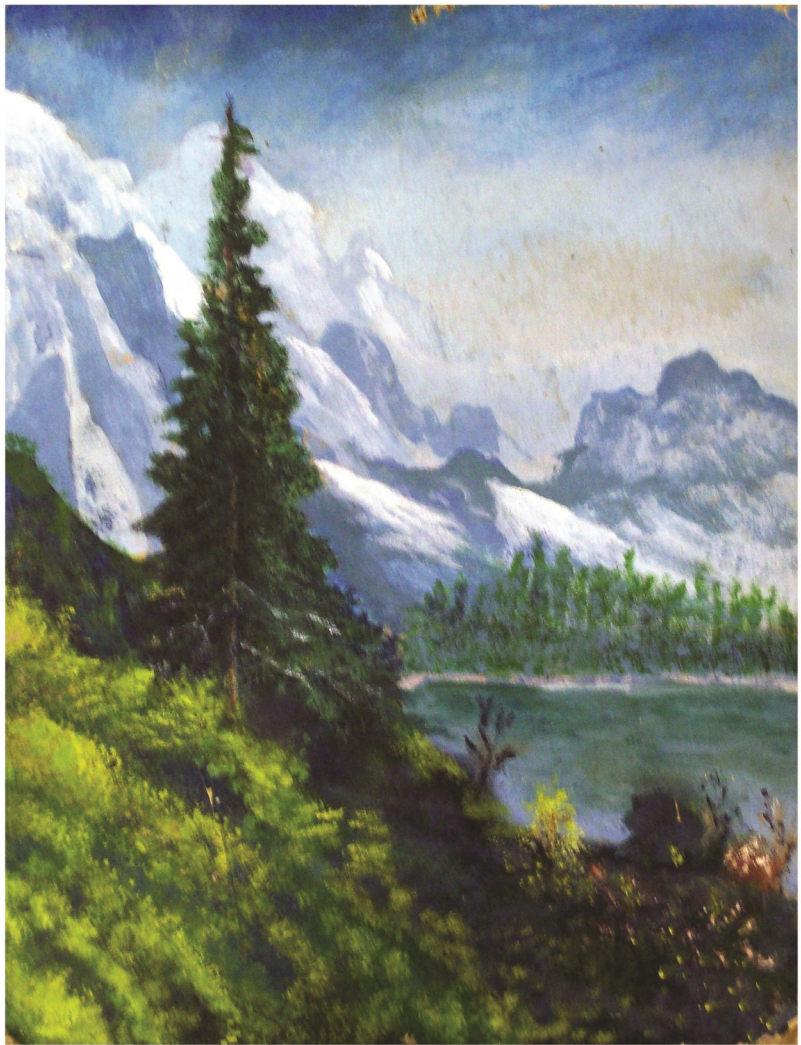
YES. Individuals coming in for a screening should bring their insurance card (if applicable) their social security number/card, a current listing of medications or the medication bottles. Guardianship or Court Papers are required as well - if applicable (e.g. to care for someone over the age of 18, for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

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

Contact our Customer Services Department at (810) 257 - 3705. We are available Monday - Friday between 8:00 am - 5:00 pm for assistance.

As always, you may contact our 24 hour crisis line at: (810) 257 - 3740 or Toll Free at: (877) 346-3648





Artwork by Steven Graves

**GHS** Genesee  
**HEALTH SYSTEM**  
*Hope and health in the community*

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