

WE BELIEVE...

- Substance use disorders are a treatable disease
- In easy access to appropriate services
- No one should be denied treatment based on their inability to pay for services
- Everyone is to be treated with dignity and respect at all times

CONTACT INFORMATION

If you have questions about a process or wish to contact Care Coordination Center management, you may call the Care Coordination manager at 517.853.0495 ext. 111, or via E-Mail at JDiver@MSSAC.com.

Mid-South Care Coordination Center
2875 Northwind Drive, Suite 111
East Lansing, Michigan 48823
Web Site: www.mssac.com



MSSAC Care Coordination Center A Guide for Referral Agencies



**Steps your clients
may take for a
new beginning.**

If you suspect or identify clientele who struggle with alcohol and/or drug use/abuse, we are here for you. MSSAC's **Care Coordination Center** offers one of two options you may choose for your clientele to take to achieve a new beginning for a substance free and improved lifestyle.

OPTION 1. CARE COORDINATION CENTER

We have trained and compassionate Utilization Coordinators at our Care Coordination Center who may screen, refer, and assist your clientele in the steps they may take for a new beginning. Your clientele need no longer to go through several layers to be appropriately placed for service.

One phone call will allow our Utilization Coordinators to:

- Speak directly to your clientele,
- Gather information from your clientele
- Identify needs by asking questions from a screening tool

- Determine eligibility and appropriateness for substance use disorder treatment services
- Refer, when appropriate, to a local substance use disorder treatment provider by directly connecting your clientele to schedule an appointment for an assessment
- Provide support, ensure attendance, answer questions, and explain best practices to high-risk clientele
- Provide for Limited English Proficiency interpretation needs

OPTION 2. PROVIDER PANEL

Another option is to go through our Provider Panel, listed on our web site at www.mssac.com. Your clientele may contact one of our licensed treatment providers directly. Once a call is made to one of our providers, your clientele will be screened over the phone and then scheduled to come in for an assessment within 5 business days. *All assessments must be in person and not over the phone.*

ELIGIBILITY

To receive services, clients must be a resident of Clinton, Eaton, Gratiot, Hillsdale, Ingham, Ionia, Jackson, Lenawee, or Newaygo County, and be enrolled in Medicaid, Adult Benefit Waiver, or Mi-Child programs in those counties, or low income citizens in these counties may be eligible for financial assistance to receive treatment.

HOURS

Hours of the Care Coordination Center are 8:30 a.m. to 4:30 p.m., Monday through Friday. Although the Care Coordination Center is not an emergency service, calls will be answered after hours, on weekends, and on holidays. To reach the Care Coordination Center for a referral, please dial 517.853.0495, or use our toll-free number 1.888.230.7629. The Care Coordination Center is here to help you.