

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

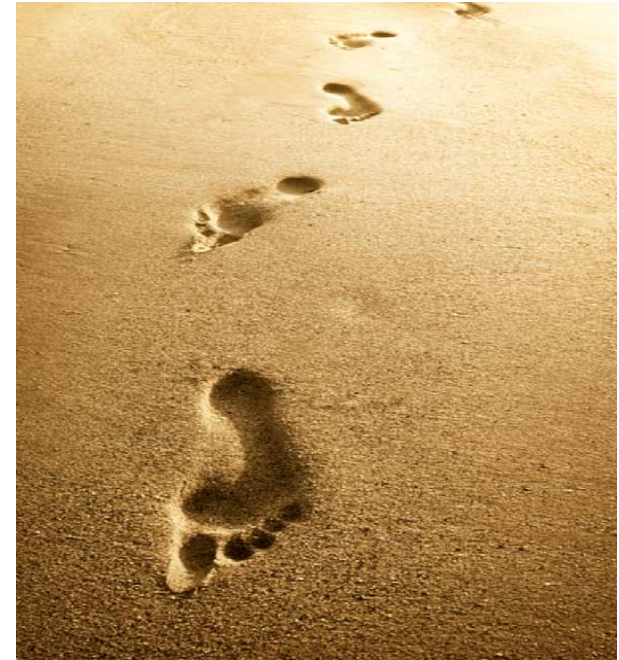
If you have questions about a process or wish to contact Care Coordination Center management, you may contact the Care Coordination manager at 517.853.0495 ext. 111, or via E-Mail at JDiver@MSSAC.com

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 You and/or
Your Family Struggling with
Substance Use/Abuse



**Steps to take for a
new beginning.**

If you or a family member struggles with alcohol and/or drug use/abuse, we are here for you. MSSAC's Care Coordination Center offers one of two options you or your family member may 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 in the steps you or your family member may take for a new beginning.

When you call our Care Coordination Center, one of our Utilization Coordinators will:

- Speak directly to you
- Gather information from you
- Identify your 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 to schedule an appointment for an assessment
- Provide support, ensure attendance, answer questions, and explain best practices if you or your family member is high-risk
- Provide for Limited English Proficiency interpretation needs

Option 2. PROVIDER PANEL

Another option is to go directly to a contracted provider rather than go through our Care Coordination Center. You or your family member may directly contact one of our licensed treatment providers listed under *Our Providers* on our web site at www.mssac.com. Choose the county you live in and the names and telephone numbers of the providers in your area will come up. Once you make that call, you or your family member will be screened over the phone and then scheduled to come in for an assessment. *All assessments must be in*

person and not over the phone. You will be scheduled to access treatment after your assessment.

ELIGIBILITY

To receive services, you or your family member 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 MiChild programs in those counties, or if you are a low income citizen in one of these counties, you 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-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 please dial 517.853.0495 or use our toll free number 1.888.230.7629. The Care Coordination Center is here to help you.