

Consumer Satisfaction

To give comments on services, please contact us:

- ◆ Through the “Public Forum” section of our website @ [.mssac.com](http://www.mssac.com)
- ◆ By sending us a letter
- ◆ By Calling our Customer Services Department at [\(517\) 853-0495](tel:5178530495) or [Toll-Free \(888\) 230-7629](tel:8882307629)

If you have hearing or speech problems, and need help, please call:

The Michigan Relay Center
Dial 711 or Toll-Free (800) 649-3777

Mid-South Substance Abuse Commission

2875 Northwind Dr, Suite 215
East Lansing MI 48823-5035

Toll-Free (888) 230-7629

Phone (517) 853-0495

Fax (517) 853-0496

www.mssac.com

Consumer Handbook



Mid-South Substance Abuse Commission

REGIONAL COORDINATING AGENCY

*Serving Clinton, Eaton, Gratiot, Hillsdale, Ingham,
Ionia, Jackson, Lenawee, Newaygo Counties*

Table of Contents

- About Us2
 - Mission Statement2
- Committee Meetings3
- Hours3
- Providers3
- Services4
- Your Rights and Responsibilities5
 - You have the right to.....5
 - You are responsible for5
 - If you feel your rights have been violated6
 - For more information about your rights.....6
- Confidentiality6
- Consumer Satisfaction7

If you feel your rights have been violated:

Talk with the Recipient Rights Advisor where the problem occurred. If this does not help, you may file a grievance or a formal complaint. Please see the *Client Grievance & Appeal Choices* brochure to learn more. You may get a written answer or phone call to talk about your case. You may file an appeal to the Recipient Rights Regional Consultant at MSSAC if you do not like the answer. For help with writing a grievance or filing a formal complaint or an appeal, please call:

**MSSAC Recipient Rights Regional Consultant
(517) 337-4406 ext. 111 or toll-free (888) 313-7700**

To learn more about your rights, talk to the Recipient Rights Advisor for your program. You may also contact:

Recipient Rights Coordinator
Michigan Dept of Community Health
Bureau of Health Systems
Division of Licensing & Certification
Substance Abuse Quality Assurance & Licensing
PO Box 30664
Lansing, MI 48909



Confidentiality

Information in your file is private. It is protected by law. It may only be given when you agree. It may also be given when there is a special court order.

Your Rights and Responsibilities

You have the right to:

- ◆ Be treated with respect, dignity and privacy.
- ◆ Participate in health care decisions.
- ◆ Be free from any form of restraint.
- ◆ Have civil rights guaranteed by law.
- ◆ Be told how much services will cost.
- ◆ Be told how much you will pay.
- ◆ Refuse services & be told what may happen if you do.
- ◆ Talk with your own doctor or lawyer.
- ◆ Know the program rules.
- ◆ Know how breaking program rules could affect your treatment.
- ◆ Be informed of any medications used in your treatment.
- ◆ Suggest changes to services.
- ◆ Know about & agree to any research or tests.
- ◆ Help make your treatment plan.
- ◆ Get a copy or summary of your record unless the program director decides otherwise.
- ◆ Not be abused or neglected.
- ◆ Approve who may and may not be given information about you.
- ◆ Get information on treatment options.
- ◆ Get information on Advance Directives.

You are responsible for:

- ◆ Payment of your bill.
- ◆ Knowing what your insurance company will pay for.
- ◆ Providing correct information about yourself.
- ◆ Following program rules.
- ◆ Being considerate to others who are getting services.
- ◆ Being considerate to staff.

About Us

The Mid-South Substance Abuse Commission (MSSAC) covers the following counties: Clinton, Eaton, Gratiot, Hillsdale, Ingham, Ionia, Jackson, Lenawee and Newaygo.

We:

- Make plans using rules set by the Michigan Department of Community Health (MDCH).
- Review paperwork for licensing.
- Give technical help to providers.
- Give information to MDCH.
- Work with a budget set by MDCH.
- Write contracts for providers.
- Review and improve services.

Mission Statement

Our purpose is to develop and administer a comprehensive plan to obtain and provide resources that prevent and reduce the misuse and abuse of alcohol and other drugs.

It is our goal to assure access to services in the areas of prevention, intervention, assessment and treatment in the MSSAC service area.



Committee Meetings

MSSAC works and meets with a Board of Directors. These members come from each of our counties. Visit our website @ .mssac.com to learn more about meeting minutes and times.

Hours

Our hours are Monday through Friday from 8:00 am to 5:00 pm. We offer coverage 24 hours a day, 7 days a week at **(888) 230-7629**.

Providers

A list of our providers may be found inside this handbook. They are also listed on our website. All MSSAC providers have emergency services available 24 hours a day, 7 days a week. Please dial 911 or go to your local hospital if you need emergency services after hours.



Services

Please contact one of our providers or call Care Coordination Center (CCC) at **(888) 230-7629** if you need help. CCC is available **24 hours a day, 7 days a week** to help you.

Trained staff will talk to you. They will ask about your treatment needs. You may be told you have a choice of providers to go to. You may also be told about free or low cost services.

You may move through many types of care during your treatment. Your services may include:

- ◆ Detoxification
- ◆ Residential Treatment
- ◆ Intensive Outpatient Individual & Group Therapy
- ◆ Outpatient Individual & Group Therapy
- ◆ Case Management
- ◆ Women's Specialty Programs
- ◆ Hispanic Specialty Programs
- ◆ Co-Occurring Treatment Services
- ◆ Primary Health Care referrals
- ◆ HIV/AIDS Services
- ◆ Prevention Services

Please call CCC if you have a disability or condition and need special help.

