Customer Services Handbook

2026 Local Supplement to the NorthCare Network Customer Service Handbook

103 West U.S. Highway 2 • Wakefield, Michigan 49968

Main Office: 906-229-6120

Hours: Monday-Friday 8:00 AM -4:00 PM (CST)

24-Hour Crisis Services: 800-348-0032

Access (request for services): 906-663-1892 (local) or 833-906-5437 (toll-free)

TTY/Relay: 711 • www.gccmh.org

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This handbook complements the NorthCare Network Customer Service Handbook.

Language Assistance and Accommodations

If you are an individual who does not speak English as your primary language and/or who has a limited ability to read, speak, or understand English, you have the right to receive language assistance.

If you are a person who is deaf or hard of hearing, you can utilize the Michigan Relay Center (MRC) to reach your PIHP, CMHSP or service provider. Please call 7-1-1 and ask MRC to connect you to the number you are trying to reach. If you prefer to use a TTY, please contact your local community mental health agency at the following TTY phone number: 800-649-3777

If you need a sign language interpreter, contact Gogebic CMH at 906-229-6120 as soon as possible, so that one will be made available. Sign language interpreters are available at no cost to you.

If you do not speak English, contact Gogebic CMH at 906-229-6120 so that arrangements can be made for an interpreter for you. Language interpreters are available at no cost to you.

Free oral language translation is available. If someone you know does not speak English and needs services, please encourage the individual to contact their local provider.

Accessibility and Accommodations:

In accordance with federal and state laws, all buildings and programs of Gogebic CMH are required to be physically accessible to individuals with all qualifying disabilities. Any individual who receives emotional, visual, or mobility support from a qualified/trained and identified service animal such as a dog will be given access, along with the service animal, to all buildings and programs of Gogebic CMH. If you need more information or if you have questions about accessibility or service/support animals, contact Gogebic CMH at 906-229-6120.

If you need to request an accommodation on behalf of yourself or a family member or a friend, you can contact Gogebic CMH at 906-229-6120. You will be told how to request an accommodation (this can be done over the phone, in person and/or in writing) and you will be told who at the agency is responsible for handling accommodation requests.

If you are an individual who is hard of hearing but do not know sign language and need another form of communication, such as a personal communication device or Computer Assisted Realtime Translation (CART), contact the Gogebic CMH Customer Services at 906-229-6120 or email Kristina Potesta, Customer Services Coordinator at kpotesta@gccmh.org. Communication devices and CART are available at no cost to you.

General Information

Our Mission

To enhance the quality of life for our community by offering comprehensive behavioral health services in a trauma-informed culture of care, promoting person-centered planning, integrated healthcare, recovery, and community inclusion.

Using the Handbook

This Handbook serves as a general overview for recipients that receive services from Gogebic CMH. Refer to the *NorthCare Network Customer Service Handbook* for more detailed information about qualifying for services, access and service authorization, medical necessity, Medicaid service descriptions, person-centered planning, recovery and resiliency, emergency care guidance, rights, grievances and appeals, privacy, language access, accessibility, non-discrimination, fraud/waste/abuse, and the glossary.

Contact NorthCare Customer Service at: 888-333-8030 (toll free) or 906-225-7254.

For local questions, call Gogebic CMH at 906-229-6120.

General Information and Local Contacts

- **Address:** 103 West U.S. Highway 2, Wakefield, MI 49968 | www.gccmh.org
- **Phone number (Main office and appointments):** 906-229-6120
- **Office hours:** 8:00 a.m.–4:00 p.m. (CST) Monday – Friday
- **Request services (Access):** 906-663-1892 (local) or 833-906-5437 (toll-free)
- **24-hour Gogebic County crisis line:** 800-348-0032
- **Customer Services after-hours voicemail:** 906-229-6148 | Confidential fax: 906-229-6191
- **TTY / relay:** dial 711
- **NorthCare Customer Services:** 888-333-8030 or 906-225-7254
- **Tess Greenough —** CEO: 906-229-6106
- **Courtney Maslanka —** Finance Director: 906-229-6110
- **Amy Saarnio Wyka —** Clinical Director: 906-229-6150
- **Janet DiGiorgio —** Community Services Director: 906-229-6155
- **Micki Sorensen —** Compliance Liaison: 906-229-6105
- **Kristina Potesta —** Recipient Rights Officer/Customer Services Coordinator: 906-229-6104

Appointments and Transportation

Appointments and General Expectations

- Please arrive 10–15 minutes early for your first appointment to complete paperwork.
- If you need to cancel or change an appointment, call 906-229-6120 as soon as possible. Repeated missed appointments may affect service arrangements; talk to your care team about barriers to attendance.
- Gogebic CMH psychiatric services are provided as part of an assessed treatment plan, not as a stand-alone psychiatric-only service.
- Gogebic CMH is a violence-free setting. Threats and weapons are not permitted.
- Gogebic CMH buildings, grounds, parking areas and vehicles are tobacco-free. The existing residential-program policy provides an exception for residents in designated areas of AFC group homes.
- Staff and recipients are expected to interact respectfully; safety concerns may result in an interrupted visit or other appropriate response.

Transportation Assistance

If you need help getting to a Gogebic CMH program, contact 906-229-6120. Gogebic CMH may authorize transportation when another suitable option is not available, using the least expensive appropriate means. Typically, this means that Gogebic CMH will offer complimentary bus tickets (round trip) to use local public transportation for recipients to attend Gogebic CMH appointments. Generally, Gogebic CMH staff do not assist recipients to appointments at other agencies. However, they may help direct you to other resources for alternate transportation. Ask for the agency's Accessible Transportation to Programs policy. Coverage and arrangements depend on the individual situation.

Gogebic CMHA Program Rules (expanded)

1. Hours of Operation: Monday through Friday ~ 8:00 a.m. to 4:00 p.m. CST (Before or after-hours appointments may be available upon request). **Crisis Intervention services are available seven days per week, 24 hours per day by contacting (1-800-348-0032) **

2. No Shows and Cancellations: It is crucial and important to yourself and Gogebic CMH for you to be on time and keep your appointments. If you are unable to keep your scheduled appointment, it is requested that you cancel as soon as possible. If you repeatedly "no show" for your appointments your services may be discontinued.

3. Under the Influence: If you are presumed to be under the influence of alcohol or other drugs, your session/contact will be canceled and rescheduled. If you need to change or cancel a scheduled appointment, please call 906-229-6120. ** Please arrive 10 to 15 minutes early for your first appointment, to complete the necessary paperwork.**

4. Dignity and Respect: Consumers and staff shall be treated with dignity and respect on the telephone and face to face. Angry, explosive behavior or language is unacceptable and will not be tolerated. Hostile, angry telephone conversations will be terminated. The staff person involved may state something similar to, "I understand you are upset; however, this conversation will be ended until we can talk calmly. You are welcome to call back later." Inappropriate behavior at Gogebic CMH will result in a person being given the choice to behave safely and respectfully or to leave the premise. Law enforcement may be contacted for assistance to ensure the safety of all present.

5. Psychiatric Services: Psychiatric services at Gogebic CMH are not a stand-alone service. Psychiatric services may be recommended as part of the array of services you receive based on your assessed needs. Gogebic CMH does not provide psychiatric services only.

6. Violence Free: Gogebic CMH is a violence free zone. Weapons or threats of violence will not be tolerated and will be dealt with through appropriate legal channels.

7. Tobacco Free: All buildings, grounds including parking lots, lawns, sidewalks, and vehicles under the governance of Gogebic CMH shall be tobacco-free. At no time shall tobacco products be offered for sale at any of these locations. The exception to this is in the Residential Program where residents live and may smoke. Smoking will be restricted to designated areas at the AFC Group Homes for Residential Program residents only.

8. Confidentiality: Confidentiality of services is vital in the provision of services and is protected under the Michigan Mental Health Code and Rules. Your provider cannot release consumer information to anyone without a signed release of information. There are circumstances under which your provider is mandated to release information, such as adult and child protective services, duty to warn issues, and gathering of statistical data, etc. Gogebic CMH strongly encourages consumers to sign a release of information for the referral source, primary care physician and courts when appropriate.

9. Child Abuse and/or Neglect: If a Gogebic CMH employee has reasonable cause to suspect that a child has been abused, neglected, or sexually exploited, they are mandated by law to provide a verbal and written report to the Michigan Department of Health and Human Services.

10. Adult Protective Services: If a Gogebic CMH employee has reasonable cause to suspect or believe an adult has been abused, neglected, exploited, or maltreated, they are mandated by law to provide a verbal and written report to the Michigan Department of Health and Human Services.

11. Duty to Warn: If a Gogebic CMH employee has reasonable cause to suspect or believe that a person poses a threat to a third person, it is the legal responsibility of the employee to warn the threatened third party and notify law enforcement of the potential risk of harm.

Community Involvement and Feedback

Your local voice and participation

The Gogebic CMH Board has 12 members appointed by the Gogebic County Board of Commissioners. Board meetings are posted and open to the public. The Consumer Advisory Council includes current or former recipients, family members, guardians and advocates and meets at least quarterly. To learn how to participate, call 906-229-6120.

Gogebic CMH's Recipient Rights Advisory Committee meets at least semiannually and advises the local Office of Recipient Rights. Gogebic CMH also has a Recipient Rights Appeals Committee. For local recipient-rights questions, contact Kristina Potesta at 906-229-6104. For general rights and appeal procedures, consult the NorthCare handbook.

Consumer satisfaction survey

Your feedback helps Gogebic CMH improve services. Scan the QR code below to complete the regional satisfaction survey. You can also complete it using the kiosk located in the main lobby. Paper copies are available at the Gogebic CMH office; ask your case manager or Customer Services for help if you would like assistance.

⚖ Recipient Rights Complaints and Grievances

Recipient Rights complaint: If you believe your rights under the Michigan Mental Health Code were violated, contact Gogebic CMH's Recipient Rights Officer, Kristina Potesta at: 906-229-6104. You may ask for assistance in filing a complaint from any staff member. Rights complaints are reviewed through the Recipient Rights process.

Service grievance: If you are dissatisfied with services, staff, access, or how you were treated, you may contact NorthCare Customer Services at 888-333-8030 (if you are a Medicaid recipient) or Gogebic CMH Customer Services at 906-229-6120 (if your insurance is non-Medicaid). A grievance is different from a Recipient Rights complaint or an appeal of a service decision and includes dissatisfaction with provision of services when a Michigan Mental Health Code right is not involved.

For details about filing, time frames, appeals, and Medicaid fair hearings, consult the NorthCare Network Customer Service Handbook. You may request help understanding which process applies to your concern.

Services and Supports

Gogebic CMH helps people identify services based on individual needs, eligibility, medical necessity, available programs, and the person-centered planning process.

The following is an overview of the types of supports Gogebic CMH offers. It is not a promise that every service is offered directly by Gogebic CMH or available to every person.

Please refer to NorthCare Network's Customer Services Handbook, which contains the complete regional Medicaid service array and detailed benefit descriptions.

Assessment, treatment and clinical care

- **Assessment and evaluation —** helps determine behavioral health needs, functioning and appropriate care.
- **Mental health therapy and counseling —** individual and family treatment to support emotional well-being, daily functioning and relationships.
- **Psychiatric and medication-related services —** medication review, monitoring and administration when included in an assessed plan; Gogebic CMH does not offer psychiatric-only services.
- **Health services —** behavioral-health related health assessment, treatment and professional monitoring.
- **Crisis intervention and stabilization —** help during a behavioral health crisis; Individuals may come into the office to meet with a crisis worker during open business hours Monday through Friday. Afterhours, call the 24-hour crisis line at 800-348-0032.
- **Community inpatient and crisis residential services —** higher-intensity or short-term settings when clinically indicated and arranged through the care system.

Support at Home and in the Community

- **Targeted case management and supports coordination —** helps plan services, coordinate providers and connect with community resources.
- **Community Living Supports (CLS) —** assistance with independence and participation in everyday community life.
- **Home-based services for children and families —** individualized support delivered at home or in community settings.
- **Family support and training —** education and assistance for families caring for an eligible person.
- **Respite care —** temporary relief for unpaid primary caregivers of eligible individuals.
- **Personal care in specialized residential settings —** assistance with daily living and basic needs in qualifying residential programs.
- **Housing assistance and environmental modifications —** certain limited supports or modifications when program requirements are met.
- **Transportation —** assistance connected with covered services when other suitable options are unavailable.

Recovery, Independence and Participation

- **Peer-delivered and peer specialist services —** support from people with lived experience of recovery or disability.
- **Skill-building assistance —** supports provided to develop everyday, school, work and community skills.
- **Supported or integrated employment —** supports for finding and keeping community employment.
- **Behavior treatment planning and review —** individualized planning when behavioral supports are needed.

- **Self-determination and fiscal intermediary services —** help managing approved individualized support arrangements.

- **ICSS (Intensive Crisis Stabilization Services) —** coordinated supports for eligible children and adolescents with serious emotional disturbance and their families.

Additional specialized services

- **Occupational therapy, physical therapy, speech and language therapy, and assistive technology —** may be covered when eligibility and other requirements are met; some require a prescription.

- **Early and Periodic Screening, Diagnostic and Treatment (EPSDT) —** Medicaid benefit protections for eligible children and young people under 21.

- **Specialized waiver supports —** some services are limited to eligible Habilitation Supports Waiver or Children's Waiver participants.

- **Substance use disorder treatment —** see NorthCare's handbook for the regional provider network and SUD (Substance Use Disorder) service descriptions.

Clinical Guidelines and Accessing Services

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Evidence-based practices and clinical guidelines

NorthCare Network publishes Clinical Practice Guidelines and information about evidence-based practices used in behavioral health care. To learn more, visit: https://northcarenetwork.org/providers/clinical-practice-guidelines-manual/

If you are interested, all clinical practice guidelines are available in paper form, free of charge, and will be provided to you within 5 business days of your request.

How services are selected

Call Access at 906-663-1892 or 833-906-5437 (toll free). A staff member will discuss your concerns and help determine next steps. Your assessment and person-centered planning process identify which services are appropriate. Services may be provided directly, through a contracted provider, or by referral, depending on the program and authorization requirements. See the NorthCare Network Customer Services Handbook for full eligibility, authorization, rights and appeals information.

? Definitions of Common CMH Terms

Access Services — The first contact for requesting services and discussing needs and eligibility.

Assessment — A review of a person's needs, strengths and symptoms to help plan services.

Case Management — Help coordinating treatment, supports, appointments and community resources.

CMH / CMHSP — Community Mental Health / Community Mental Health Services Program; a local public behavioral health provider.

Community Living Supports (CLS) — Assistance with skills and activities that support living and participating in the community.

Crisis Intervention — Immediate support for a behavioral health emergency or urgent concern.

Developmental Disability — A disability beginning during the developmental years that substantially affects everyday functioning.

Eligibility — Rules used to determine whether someone qualifies for particular services or funding.

Medical Necessity — A determination that a service is clinically appropriate and meets applicable coverage criteria.

Medicaid — A government health coverage program for eligible people.

NorthCare Network / PIHP — The regional Prepaid Inpatient Health Plan that manages specialty behavioral health Medicaid funding and provider arrangements.

Person-Centered Planning (PCP) — A planning process led by the individual's goals, preferences, strengths and support needs.

Recipient Rights — Legal protections for people receiving public mental health services, including a process for reporting concerns.

Recovery — A personal process of improving health, well-being and the ability to live a meaningful life.

Respite — Short-term relief for an unpaid caregiver when program requirements are met.

Definitions of Common CMH Terms (continued)

Serious Emotional Disturbance (SED) — A term used for certain significant emotional or behavioral conditions affecting children.

Serious Mental Illness (SMI) — A term used for certain mental health conditions that substantially affect an adult's functioning.

Sliding Fee Scale — A method of adjusting charges based on household income and size for eligible services.

Supports Coordination — Assistance identifying, arranging and monitoring needed supports and services.

Waiver — A Medicaid program with special eligibility rules and additional approved services.

Sliding Fee Scale

The Sliding Fee Discount Program allows Gogebic CMH to discount the normal charges for most services to those who qualify.

How do I get an application for the Sliding Fee Discount Program?
Everyone is asked to complete several forms at their first appointment to help decide their ability to pay. In some situations, a person may not have the ability to pay the normal fees and they may be eligible for the discount program.

How is eligibility for the Sliding Fee Discount Program decided?
The number of people and the income of all household members is used to determine who is eligible for the discount program. *You will need to provide proof of income for all people in your household over the age of 19.*

Who is considered a "household member"?
These are people related by blood, marriage, or adoption, and are legally responsible for each other financially.

How much will I pay if approved for the Sliding Fee Discount Program?
The charge for your visits ($0 or $10) will depend upon your household income and size. If you are approved for the discount program, you will receive a letter that will tell the amount you will be expected to pay for services.

Household Size	2026 Annual Gross Household Income
1	Up to $31,920
2	Up to $43,280
3	Up to $54,640
4	Up to $66,000
5	Up to $77,360

The amount goes up with each additional person in the family (see Sliding Fee Handout for additional guidelines). **Staff are available to answer questions and help you complete the forms if needed.**

*SLIDING FEE DISCOUNT PROGRAM APPLICATION INSTRUCTIONS

The Sliding Fee Discount Program may help you to get a discount for the cost of services here.

- All information you provide will remain confidential.
- If you have private insurance, your normal co-pays will still apply.

STEP 1: Return the completed Sliding Fee Discount Program application to the front desk staff.

STEP 2: You must bring in proof of income for ALL household members over the age of 19. Your discount program application may be denied if we do not receive all items by the return date on the application.

Accepted Proof of Income documents:

- Most recent federal or state income tax form (preferred)
- W-2's
- 3 months of most recent paystubs
- 3 months of most recent unemployment statements or unemployment check stubs

You will receive written notice if you are eligible for a discount of fees within 30 days.

Gogebic Community Mental Health Authority
Sliding Fee Scale for Outpatient / Office Based Mental Health Services
Based on 2026 Federal Poverty Guidelines (Gross Income)

Sliding Fee Category Code	A		B		C	
Consumer Responsibility Per Outpatient Visit	**$0**		**$10**		**100% OF CHARGES**	
% of Poverty	100-133%		134-200%		200+%	
Family Size/Income	Above	Below	Above	Below	Above	
1	$0	**$21,226**	**$21,227**	**$31,920**	**$31,921**	not eligible
2	$0	**$28,781**	**$28,782**	**$43,280**	**$43,281**	not eligible
3	$0	**$36,335**	**$36,336**	**$54,640**	**$54,641**	not eligible
4	$0	**$43,890**	**$43,891**	**$66,000**	**$66,001**	not eligible
5	$0	**$51,444**	**$51,445**	**$77,360**	**$77,361**	not eligible
6	$0	**$58,998**	**$58,999**	**$88,720**	**$88,721**	not eligible
7	$0	**$66,553**	**$66,554**	**$100,080**	**$100,081**	not eligible
8	$0	**$74,107**	**$74,108**	**$111,440**	**$111,441**	not eligible

*Additional amount added for each additional person (see expanded guidelines).