

Welcome

Primary User

To A Place of Healing

Client Handbook



Welcome

Welcome to Recovery Technology a Place of Healing. We are proud to provide you with a variety of services that will promote your emotional well-being. We are glad you chose to make use of our services and want you to feel comfortable with the help and support you will receive from our highly trained staff.



We have created this handbook to help you get the most out of our services. It has been developed with you in mind as well as your supports. It contains information about our services, facilities, client rights and responsibilities, advocacy groups and additional information and resources. We hope you find it helpful. We are here to provide you with the support, knowledge and resources you need to achieve a higher quality of life.

Our Mission Statement

Our mission is to make a positive difference in the quality of lives for the people we support.

Vision Statement

We are committed to helping people achieve their passions.

Core Values

Treat People the way we would want our loved ones to be treated

Practice the skills we advocate

Above all else do no harm

Always take the high road

Accountability

Compassion

Credibility

Honesty

Customer Services

We are here to help you! If at any time you have concerns, questions or suggestions, please call (517) 780-3336.

Hours of Operation

Recovery Technology's office hours are Monday through Friday, 8:00 am to 5:00 pm. Weekend and evening hours are available by appointment only.

After Hours Emergency Services

If you are experiencing a medical emergency, call 911 or go to the closest emergency room. For psychiatric emergencies, call (517) 789-1200 or go to the closest emergency room.

Receiving Services

To make sure you receive services quickly and in a way that is easy to understand, the following information will help you to prepare for your visit:

- Guardianship papers (if applicable).
- Bring your Medicaid or insurance card and identification every time you visit.
- If you cannot keep your appointment and need to reschedule, please give us 24-hour notice.
- If your children are not participating in the service, please try to arrange child care as the staff cannot be responsible for watching children.
- Your assigned clinician will assist you with your Person-Centered Treatment planning. Your clinician will explain treatment options and receive authorization for the services that are agreed upon.

Language Assistance: If you do not speak English or need a sign language interpreter, contact our office at (517) 780-3336. We will make arrangements for you to have an interpreter while you receive our services. If you need a copy of information in a different language other than English, please contact us.

Accessibility and Accommodations: In accordance with federal and state laws, our facility is required to be physically accessible to individuals with all qualifying disabilities. Any individual who receives emotional, visual or mobility support from a service animal such as a dog will be given access, along with the service animal. If you need more information, have questions about accessibility or service/support animals, or you need to request an accommodation on behalf of yourself, a family member or a friend

you may contact us. You will be told how to request an accommodation and who is responsible for handling accommodation requests.

Ability to Pay: Recovery Technology accepts most insurances and offers rates for those paying cash for services. For those clients who have Standard Medicaid or no insurance, an authorization for services must be received from LifeWays. A fee assessment is completed to determine a client's ability to pay. For other insurances Recovery Technology will receive approval from your insurance company and inform you of any fees that you may be responsible for prior to receiving services. Your Co-pays are to be paid at the time that service is rendered. Cash pay clients are also expected to pay at the time service is rendered.

Orientation to our facility: During your initial visit, you will be oriented to our facility, including emergency exits and shelters, fire extinguishers and first aid kit locations and where to come when receiving on-going services.

Assessment/Intake Process

At your initial appointment, you will receive an intake assessment. Clients referred from LifeWays usually have their assessments completed at the LifeWays Access Center. The purpose of assessment is to determine a person's eligibility for services and our ability to provide those services. We will gather historical information as well as current information, the person's strengths, needs, abilities and preferences. If during the assessment, urgent and critical needs are identified, Recovery Technology will take immediate action in addressing those needs.

Person-Centered Planning

The process used to design your individual plan of service or treatment is called "Person-Centered Planning" or PCP. PCP is your right and is protected by the Michigan Mental Health Code. The process begins when you determine whom you would like at your PCP meetings (such as family members or friends) and which staff from your provider you would like to attend. You can decide when and where the PCP meetings will be held. You can also decide what assistance you might need to help you participate in and understand the meetings. During your PCP meeting, you will be asked what your hopes and dreams are and will be helped to develop the goals or outcomes you want to achieve.

After you begin receiving services, you will be asked from time to time how you feel about the supports, services or treatment you are receiving and whether any changes need to be made. You are encouraged to give feedback during surveys or at any time you would like to provide feedback. You have the right to ask at any time for a new PCP meeting if you want to talk about changing your plan of service.

You have the right to "Independent Facilitation" of the PCP process. This means you may request that someone other than your clinician conduct your planning meetings. You have the right to choose from available independent facilitators.

Children under the age of 18 with developmental disabilities or serious emotional disturbance also have the right to PCP. However, person-centered planning must recognize the importance of the family and the fact that supports and services impact the entire family. The parent(s) or guardian(s) of children will be involved in pre-planning and person-centered planning using “family-centered practice,” the delivery of supports, services and treatment to their children.

Topics covered during person centered planning:

Psychiatric Advance Directive: Adults have the right under Michigan law to a “psychiatric advance directive.” A psychiatric advance directive is a tool for making decisions before a crisis in which you may become unable to make a decision about the kind of treatment you want and do not want. This lets other people, including family, friends and service providers know what you want when you cannot speak for yourself.

Crisis Plan: You have the right to develop a “crisis plan.” A crisis plan is intended to direct your care if you begin to have problems managing your life or become unable to make decisions and care for yourself. The crisis plan gives information and direction to others about what you would like to have done in time of crisis.

Self-determination: “Self-determination” is an option for payment of medically necessary services you might request if you are an adult beneficiary receiving mental health services in Michigan. It is a process that will help you to design and exercise control over your own life by directing a fixed amount of dollars that will be spent on your authorized supports and services. This is often referred to as an “individual budget.” You would also be supported in your management of providers if you choose such control.

Transition/Discharge: Clients are discharged or transitioned from our services when they have attained their goals as identified in their treatment plan, you require a higher or lower level of care and are referred out, you have stopped engaging in services, have a change in insurance coverage or you have moved from our service area. Our goal is to discharge or transition you with a understandable plan for your future.

Recipient Rights

Every person who receives public mental health services has certain rights. The Michigan Mental Health Code protects some rights. Some of your rights include:

- The right to be free from abuse and neglect
- The right to confidentiality
- The right to be treated with dignity and respect
- The right to treatment suited to condition
- Recovery Technology LLC does not use seclusion or restraints

At times, clients are court ordered to treatment. Recovery Technology will make every attempt to make court ordered treatment a positive experience. However, Recovery Technology is also obligated to follow court orders as much as the client is. We will only report to the court issues that are required, keeping your confidentiality as much as possible.

More information about your rights is contained in the booklet entitled “Your Rights.” You will be given this booklet and have your rights explained to you when you first start services and then once again every year. You can also ask for this booklet at any time.

You may file a Recipient Rights complaint at any time if you think staff has violated your rights. You can make a rights complaint in writing, over the phone or in person.

LifeWays Recipient Rights: (517) 780-3332

Recovery Technology Recipient Rights Officer: Andra Antczak: (517) 796-4520

Freedom from Retaliation: If you use public mental health or substance use disorder services, you are free to exercise your rights, and to use the rights protection system without fear of retaliation, harassment, or discrimination. In addition, under no circumstances will the public mental health system use seclusion or restraint as a means of coercion, discipline, convenience or retaliation.

Client’s Responsibilities/Code of Conduct

Clients are responsible for their own personal and environmental wellbeing. The following code of conduct emphasizes the responsibilities of a client while receiving services:

- Behaviors are not permitted which could result in injury to oneself, to others, or destruction, loss or damage of property.
- Possession and/or consumption of alcohol or illegal or non-prescription, controlled drugs on the premises is prohibited.
- Weapons or dangerous objects are prohibited on the premises.
- Sexually inappropriate behavior and/or harassment is prohibited.
- Smoking is not permitted on the premises or within 20 feet of the entrance to Recovery Technology.
- Recovery Technology is not responsible for lost or stolen property.
- You are expected to participate in the Treatment Dispute and Grievance process if you disagree with your recommended and approved treatment.
- You are expected to cooperate in the fee assessment process and to apply for all available benefits, including insurance to which you are entitled in order to minimize your service costs.
- You are expected to use natural supports before requesting specific LifeWays/Recovery Technology services.

- Provide Recovery Technology staff with accurate and complete information about your medical history, past illnesses, allergies, hospitalizations and medications.
- Report any changes in your condition or treatment from other providers
- You should ask for clarity if anything seems unclear to you regarding your treatment here.
- Follow your person-centered plan and crisis plan.
- You should have realistic expectations about what we are able to do for you.
- Help us to help you. If something isn't working, be clear and let us know.
- Treat the staff with respect.
- Violation of this Code of Responsibilities/Conduct may result in discharge from services.

Confidentiality and Family Access to Information

You have the right to have information about your mental health treatment kept private. Generally, information about you can only be given to others with your permission. However, there are times when your information is shared in order to coordinate your treatment or when it is required by law.

Family members have the right to provide information to Recovery Technology about you. However, without a release of information signed by you, Recovery Technology may not give information about you to a family member. Generally, for minor children under the age of 18 years, custodial parents and guardians are provided information about their child and must sign a Release of Information to share with others.

If you are a minor who is 14 years of age or older, you are entitled to ask for and receive outpatient mental health services (not including psychotropic medication or pregnancy termination referral services) without the consent or knowledge of your parent or guardian. These services are limited to twelve (12) sessions or four (4) months for each request.

Under the Health Insurance Portability and Accountability Act (HIPAA), you will be provided with an official Notice of Privacy Practices from Recovery Technology. This notice will tell you all the ways that information about you can be used or disclosed. It will also include a listing of your rights provided under HIPAA and the Michigan Mental Health Code and/or Public Health Code and how you can file a complaint if you feel your right to privacy have been violated.

Confidential information about you may be released:

- When you or your guardian (parent if you're a minor) signs a Release of Information
- If needed to get benefits for you or to get paid for the cost of treatment
- If the information is needed for research or statistical purposes-information that identifies you is still protected
- If you die and your spouse or other close relative needs the information to apply for and receive benefits

- If you are going to harm yourself and/or another person. In this case, staff may have to tell the police and the person you threatened to harm
- If staff learns of or suspects that child abuse or neglect is happening. In this case, a report must be made to Children’s Protective Services or local law enforcement
- If staff is contacted by Children’s Protective Services with Form 1163M regarding an open child abuse or neglect case
- If staff learns of or suspects that a vulnerable adult is being abused or neglected. In this case, Adult Protective Services must be called.

Accessing Your Records: Recovery Technology keeps a record of the care you receive. You have the right to look at your own clinical records. You or your guardian (parent if you are a minor) can ask to see or get a copy of all or part of your record. Your request must be in writing. There may be a charge for the cost of copying.

If you or your legal representative believes your record contains incorrect information, you or he/she may request that your record be amended or corrected. You may not remove what is already in the record, but you have the right to add a formal statement.

If you are denied access to your record, you or someone on your behalf may appeal the decision. You can do this by calling (517) 780-3336

Grievances and Appeals Process

Grievances: We want you to feel comfortable talking to us. If you are unhappy with your services or supports or the staff who provide them, we want to know. If you are unable to solve a problem and the issue is not an “action,” you have the right to make a formal “grievance” any time. You can choose to file a grievance directly at Recovery Technology.

Appeals: An appeal is a formal request to review an “action” or decision related to your services. You will be given notice when a decision is made that denies your request for services, or reduces, suspends or terminates the services you already receive. You have the right to file an appeal when you do not agree with such a decision. Below are the ways you can appeal these decisions. There are also time limits on when you can file an appeal once you receive a decision about your services.

To file an appeal, you may:

- Ask for a “Local Appeal” by contacting Recovery Technology at (517) 780-3336, or LifeWays Customer Services at (517) 780-3332. Appeals processes and forms are also available at Recovery Technology’s reception points or directly through a client’s clinician or the clinician’s supervisor.
- You can ask at any time for a Medicaid Fair Hearing before an administrative law judge (a state appeal). You must have Medicaid coverage to file for a Medicaid Fair Hearing. Your appeal will

be completed quickly, and you will have the chance to provide information or have someone speak for you regarding the appeal. You may ask for assistance from Customer Services to file an appeal.

- Your request for an appeal must be within 45 calendar days of the date of the “action” notice and this request must be confirmed in writing. You will receive written notice of the results of the appeal within 45 calendar days from the date you filed it, unless you asked for an expedited appeal, in which case you will be told within three calendar days.

If you believe your life, health or well-being is in danger, you can ask for an expedited appeal. This will tell staff you are concerned about your health and safety. Please note if your request for an expedited appeal is denied, we will call and/or write to you within three calendar days. Your appeal will be completed quickly, and you will have the chance to provide information or have someone speak for you regarding the appeal. You, or your legal representative, also have the right to review your appeal file before and during the appeals process.

Code of Ethics

Overview: The Recovery Technology LLC Code of Ethics is intended to serve as a guide to the everyday professional conduct of our personnel.

Code of Ethics Purpose: Recovery Technology LLC has an obligation to articulate its basic values, ethical principles and ethical standards. The Code is relevant to all personnel regardless of their professional functions.

Ethical decision-making is a process. There are many instances where simple answers are not available to resolve complex ethical issues. Our personnel should take into consideration all the values, principles and standards in this Code that are relevant to any situation in which ethical judgment is warranted.

A code of ethics cannot guarantee ethical behavior. Moreover, a code of ethics cannot resolve all ethical issues or disputes or capture the richness and complexity involved in striving to make responsible choices within a moral community. Rather, a code of ethics sets forth values, ethical principles and standards to which personnel aspire and by which their actions can be judged. Our personnel’s ethical behavior should result from their personal commitment to engage in ethical practice.

Additional Resources

Recovery Technology.....	(517) 780-3336
Recovery Technology ACT/IDDT program.....	(517) 796-4520
LifeWays Customer Services.....	(517) 780-3332
LifeWays Office of Recipient Rights.....	(517) 780-3332
Crisis Line.....	(517) 789-1200
Allegiance Hospital Access Center.....	(517) 789-5971
Poison Control.....	(800) 222-1222
Association for Children’s Mental Health (ACMH).....	(517) 372-4014
Toll Free.....	(800) 782-0883
Michigan Protection and Advocacy Services, Inc. (MPAS).....	(517) 487-1755
Toll Free.....	(800) 288-5923
National Alliance for Mental Illness-Michigan (NAMI).....	(800) 331-4264

www.recoverytechnology.org

Recovery Technology

www.namimi.org

National Institute of Mental Health (NIMH)

www.nimh.nih.gov

Substance Abuse and Mental Health Services Administration (SAMHSA)

www.mentalhealth.samhsa.gov