



CLIENT HANDBOOK

Plain Language Version

Welcome!

Taylor Life Center wants to support you on your mental health journey.

This handbook covers our services and locations, your rights, available resources, and more.

Tell us what you think of our services.

Your feedback helps us get better.

Call (866) 975-2995 to talk with someone about your care.



Kimberly M. Rogers
CEO, Taylor Life Center

It is the mission of Taylor Life Center
to empower people to navigate
their journey to wellness.

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Your Important Contacts

Keep a list of your care team, your doctor, your pharmacy, your medicines, and who to call in an emergency. Keep it somewhere handy, like your phone or wallet.

My Support Staff: (Case manager, therapist, Psychiatrist, doctor(s), etc.)

Name: _____ Phone: _____

Name: _____ Phone: _____

Name: _____ Phone: _____

Name: _____ Phone: _____

My Pharmacy

Name: _____ Phone: _____

I am allergic to: _____

If there is an emergency, call:

Name: _____

Phone: _____

Name: _____

Phone: _____



The medications I am taking:

Name: _____ Dose: _____ Doctor: _____

Name: _____ Dose: _____ Doctor: _____

Name: _____ Dose: _____ Doctor: _____

Name: _____ Dose: _____ Doctor: _____

Our Locations

We have offices in Mason, Flint, and Clinton Township (Macomb area), Michigan.

- **Mason office and clinic:** 525 Okemos St., Mason, MI 48854, phone (517) 833-8100, toll free (866) 975-2995
- **Flint office and clinic:** 6211 Taylor Drive, Flint, MI 48507, phone (810) 237-0799, toll free (866) 975-6382
- **Macomb office and clinic:** 42850 Garfield Rd., Suite 103, Clinton Township, MI 48038, phone (866) 945-1101

Mental health care from a psychiatric provider is only for people whose county Community Mental Health agency has a contract with us for that care.

Customer Service

Call (866) 975-2995 any time you have a concern about your care, or if you have questions or ideas. If you are deaf or hard of hearing, call the Michigan Relay Center at 711.

We can help when you:

- Are unhappy with your care
- Need help choosing among your options
- Want information about Taylor Life Center
- Need help finding other resources
- Want to join a group or training
- Need more details about your care



Getting Care

Before your visit

- Pre-register every appointment 15 minutes before your scheduled appointment time.
- Bring your insurance card and ID every time
- Call at least 24 hours ahead if you need to change your appointment time
- You may owe a fee if you miss an appointment without calling ahead
- Pay any co pays before your visit
- Arrange care for any kids who are not part of the appointment, since staff cannot watch them

Your clinician will work with you to plan your care and explain your options.

If you are a parent or guardian

You will need to show one of these: a state ID, birth certificate, guardianship papers, custody papers, or court papers. If parents share custody, both must sign for treatment.

Language and accessibility

Tell us when you book your appointment if you need a translator or sign language interpreter. This is free. Our buildings welcome everyone, service dogs are welcome, and we can make changes to fit your needs if you let us know ahead of time.



Paying for Care

Bring your photo ID and your social security number to your first visit so we can bill your insurance. You can also choose to pay yourself instead of using insurance.

Co pays

Pay your co pay or deductible when you arrive. You can pay with cash, check, or a card. Tell the front desk if you cannot pay that day.



Insurance

Check with your insurance company about your mental health coverage before you start care. Tell us about every insurance plan that covers you, including a spouse's or parent's plan. If you do not tell us, you could owe money later that your insurance would have paid. Your insurance company makes the final call on what they will pay.

Referrals and authorizations

Some insurance plans need to say yes before they will pay for a service. Tell us if you need help getting that yes from them. Without it, you may owe more of the bill.

Paying on your own

If you are paying yourself, you may get a lower rate based on your income and family size. We will ask for your financial details to work out your rate.

Returned checks

A \$25 fee applies to any returned check, on top of the amount owed. We ask for payment within 15 days.

Minors

The parent or guardian who signed for a minor is responsible for the bill. Whoever brings the minor to the appointment must pay any fee due that day unless other plans were made ahead of time.

Unpaid bills

Pay your bill after you get it. Bills unpaid after 30 days may go to collections. Call (517) 676-5405 or email billing@taylorlifecenter.org with billing questions.

Your Part in Care

Therapy works best when you and your therapist work as a team. Try to:

- Be honest
- Talk about what is bothering you
- Try things your therapist suggests between visits
- Listen and ask questions
- Tell your therapist how things are going for you
- Come to your scheduled visits

Counseling can bring up strong emotions and unexpected changes. Talk to your therapist about anything that worries or confuses you.



Keeping your appointments

- Call at least 24 hours ahead if you cannot make it
- Missing a visit without notice may lead to a fee
- Staff will call you if you miss a visit
- If you miss two or more visits, your therapist will talk with you about a plan before continuing
- If you are getting mental health care from a psychiatric provider, you also need therapy visits, usually twice a month at the start.

What We Ask of Everyone Who Visits

Everyone who visits a Taylor Life Center building must follow these rules:



- No smoking within 25 feet of an entrance, and no tobacco, smoking, or vaping inside
- No illegal drugs, alcohol, or marijuana inside the building
- No prescription medicine unless you need to take it during your visit
- Do not come to an appointment under the influence of drugs or alcohol
- No swearing
- No weapons of any kind, even with a permit to carry. Police officers are the only people this rule does not cover
- No violence
- No pets, unless they are a working service animal
- Kids under 16 must always have an adult with them, since front desk staff cannot watch them

Breaking these rules may mean we ask you to leave and come back another time. A staff member will talk with you and help you build a plan to avoid it happening again. If it keeps happening, it could end your services with us. You can ask for a review of a long-term decision through your county's Community Mental Health Office of Recipient Rights, or through Taylor Life Center's own Recipient Rights Advisor.

Planning Your Care, Your Way

This is called **Person Centered Planning**. It means you help build your own care plan. Michigan law protects this right. You choose who comes to your planning meetings, such as family or friends, and which staff you want there. You also choose when and where meetings happen.

At your planning meeting, you will share your goals and hopes. The team will help you decide what care you need, who provides it, how often, and where. You can ask for a new planning meeting any time you want to make a change.

If you have Medicaid, you can ask for someone other than your usual staff to run your planning meetings.

Children under 18 with a developmental disability or a serious emotional or behavioral condition also have this right, with their parent or guardian taking part.

Topics covered in planning

- **Advance directive:** a document naming someone to make mental health decisions for you if you become unable to make them yourself
- **Crisis plan:** your own instructions for what should happen if you go through a mental health crisis, such as who to call and which medicines you prefer
- **Self-direction:** for people with Medicaid, a way to control your own budget for your approved care
- **Transition planning:** ongoing talks about when and how you might move to different or fewer services as you get better

Recovery and Bouncing Back

Recovery is your own journey. It looks different for everyone, and there is no single right way to do it. A hard time or a slip is not failure. It is part of the process, and using the tools you have learned can help you keep moving forward.

Bouncing back from hard times does not mean you never struggle. It means you keep going even when things are difficult. Anyone can build this ability over time.

Care We Offer

What you can get depends on your insurance and what your health needs call for. A review comes first to figure out which services fit you. Not everyone can get every service.

Here is a look at some of the services we offer:

- **Talk therapy and counseling**, for individuals, couples, families, or groups, to help you manage your feelings and improve your relationships
- **Cognitive behavioral therapy**: a hands-on therapy that helps you notice unhelpful thoughts and shift them
- **Dialectical behavior therapy**: a therapy built for people who struggle with self-harm, suicidal thoughts, or intense emotions
- **Crisis help**: support when something unexpected comes up that affects your mental health
- **Family education**: helping your family understand your condition and learn how to support you
- **Medicine management**: a nurse, doctor, or other provider gives or checks your medicine and how it is working for you
- **Motivational interviewing**: a conversation style that helps you work through being unsure about making a change
- **Play therapy**: a way for children to work through feelings and try new actions through play
- **Case management**: help connecting you to housing, work, school, healthcare, and other support, and keeping track of how things are going
- **Telehealth**: getting therapy or psychiatric care by phone or video instead of in person



Taylor Life Center does not directly offer every service, but we can connect you with another agency for things like residential care, peer support, occupational or physical therapy, housing help, and transportation. Ask your care team what is available to you.

Your Rights

Everyone who gets public mental health services has rights protected by Michigan law, including:

- The right to be free from abuse and neglect
- The right to privacy
- The right to be treated with dignity and respect
- The right to care that fits your needs

Ask any staff member for the full booklet called [Your Rights](#), or find it at taylorlifecenter.org/resources-page. Staff will walk you through it when you start services, and again every year after.

If you believe a right was violated

You can let us know any time, in writing, by phone, or in person. Ask any Taylor Life Center staff member who to contact, since it depends on how your services are paid for. You will never face punishment for using this process.



[Your Rights When Receiving Mental Health Services in Michigan \(English Version\)](#)



[Your Rights When Receiving Mental Health Services in Michigan \(Spanish Version\)](#)



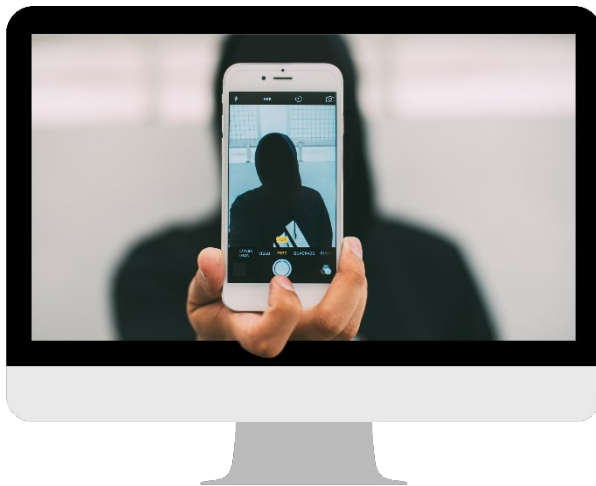
[Your Rights When Receiving Mental Health Services in Michigan \(Arabic Version\)](#)

Privacy and Confidentiality

Your care information is private.

We only share it with your okay, except in a few situations the law requires, such as:

- To get you benefits or to get paid for your care
- For research, while keeping your identity private
- If you are at risk of hurting yourself or someone else
- If staff suspects abuse or neglect of a child or an adult who cannot protect themselves.



Family members cannot get information about your care unless you sign a form allowing it, except for parents or guardians of children under 18.

If you are 14 or older, Michigan law lets you get up to 12 outpatient therapy visits, or four months of care, without a parent's okay. This does not cover medicine or pregnancy related referrals.

If you believe your privacy was not protected, call Corporate Compliance at (517) 833-8100.

Seeing Your Records

You can ask to see or get a copy of your care records in writing. There may be a copying fee. If you think something in your record is wrong, you can ask us to fix it, or you can add your own note to the file.

If You Have a Concern

Start by talking to your local program with any questions or concerns. If that does not solve the problem, you can put your complaint in writing at your service location, or mail it to:

Recipient Rights Advisor, c/o ReFocus LLC, 768 Wildemere Dr., Mason, MI 48854

If you disagree with a decision

If a decision denies, reduces, pauses, or ends a service you already get, you can ask for that decision to be reviewed. You have 60 days from the date of that letter to ask, and you must put your request in writing. You will hear back within 30 days, or within three days if your health or safety is at risk and you ask for a faster review.

You can ask for a local review through (866) 975-2995 or your local county Community Mental Health agency, or, if you have Medicaid, a Medicaid Fair Hearing in front of a state judge.

Notice of Privacy Practices

This explains how we use and share your personal health information.

- We use your information for your care, your billing, and everyday business quality checks
- We need your written okay for any other use, such as marketing
- We will tell you if your information is ever seen by someone without a real need to see it
- You can ask to see or copy most of your records, with some exceptions, like notes from a therapy session
- You can ask us to fix mistakes in your record
- You can ask us to reach you in a specific way or place
- Notes from therapy sessions get extra privacy protection
- You can ask us to limit what we share with your health plan if you pay for a service yourself

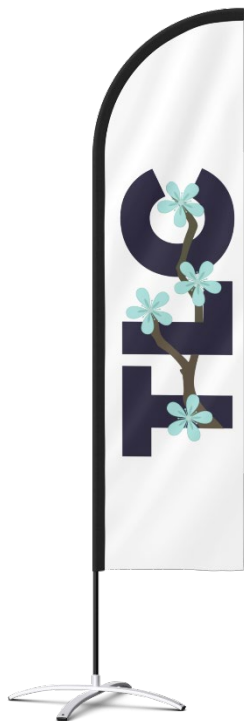
To use these rights, write to us. If you believe your privacy was not protected, you can let us know at 525 Okemos St., Mason, MI 48854, (517) 833-8100, or contact the federal government at the Office of Civil Rights, Department of Health and Human Services, 200 Independence Avenue SW, Washington DC 20201, phone (866) 627-7748, email ocrprivacy@hhs.gov. You will not be punished for reaching out to them.

Organizations That Can Help

- Adult Well Being Services, awbs.org, (313) 924 7860
- Association for Children's Mental Health, acmhmi.org, (888) 226 4543
- Disability Rights Michigan, drmich.org, (800) 288 5923
- National Alliance on Mental Illness, Michigan chapter, namimi.org, (517) 485 4049
- The Arc Michigan, arcmi.org, (800) 292 7851
- Bazelon Center for Mental Health Law, bazelon.org, (202) 467 5730
- National Empowerment Center, power2u.org, (800) 769 3728
- Patriot Link, codeofsupport.org/patriotlink program, (571) 418 6339
- Veterans Crisis Line, veteranscrisisline.net, (800) 273 8255
- American Disabilities Association, ada.gov, (800) 514 0301

How Our Staff Treat the People We Serve

Taylor Life Center staff agree to follow a set of guidelines about how they treat the people they serve and each other. Some of the key points:



- Staff cannot have personal, financial, or romantic relationships with the people they serve
- Staff cannot use their position to take advantage of someone they serve
- Staff must keep your information private and only look at what they need for their job
- If you are in real danger of hurting yourself or someone else, staff must tell the right people, such as the police or the person you have threatened
- Staff must come to work fit to do their job, free from drugs or alcohol that would affect how they do it
- Staff must treat everyone fairly and with respect, no matter their background
- Staff must write down the care they give honestly and bill for it honestly

Anyone who does not follow these guidelines may face consequences, up to losing their job or contract.

Words You Might See

- **Access:** the way to reach community mental health care, by phone or in person
- **Adult benefits waiver:** a Michigan program for some low-income adults who do not qualify for Medicaid, with limited benefits
- **Amount, duration, and scope:** how much of a service you get, how long it lasts, and the way it is given, as written in your plan
- **Beneficiary:** someone enrolled in Michigan Medicaid
- **Community Mental Health Services Program:** a local agency that serves people with mental illness or developmental disabilities. There are 46 of these across Michigan
- **Co-occurring disorder:** having both a mental health condition and a substance use condition at the same time
- **Deductible or spend down:** a way to qualify for Medicaid when your income is a little too high, by subtracting your medical costs from your income each month until you qualify
- **HIPAA:** the federal law that protects the privacy of your health information
- **Intellectual or developmental disability:** a long term condition, starting before age 22, that significantly limits a person's day-to-day life in several major ways
- **Michigan Department of Health and Human Services:** the state agency that oversees publicly funded mental health and substance use services
- **Medically necessary:** a service that is expected to genuinely help your condition
- **Michigan Mental Health Code:** the state law that covers public mental health services



- **MiChild:** a limited Michigan health program for children in lower income families who do not qualify for Medicaid
- **Pre-paid Inpatient Health Plan:** a regional organization that manages Medicaid funding for mental health and substance use agencies
- **Recovery:** your own journey toward a meaningful life and your full potential
- **Resiliency:** the ability to keep going through hard times
- **Specialty supports and services:** Medicaid funded mental health, developmental disability, and substance use care managed by your regional health plan
- **Serious emotional disturbance:** a diagnosable condition in a child that has a real, lasting effect on how they do at home, school, or in the community
- **Serious mental illness:** a diagnosable condition in an adult that has a real, lasting effect on major parts of their life
- **Substance use disorder:** using alcohol or drugs in a way that puts your health, safety, or relationships at risk
- **Trauma informed care::** an approach that recognizes how past hard experiences affect a person and responds with that in mind



Questions

If anything here is unclear, ask any Taylor Life Center staff member, or call Customer Services at (866) 975-2995. The full Client Handbook has more detail on every topic covered here.