

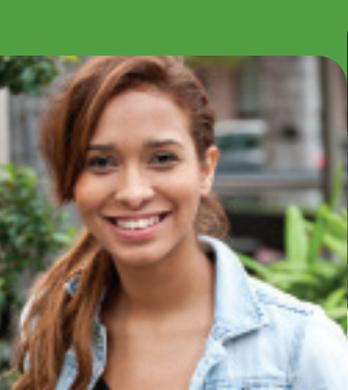


Our Mission: Inspire Hope • Empower People • Strengthen Communities

Our Core Values:

- We promote equality and personal choice leading towards self-directed lives.
- We are guided by the goals, needs, and desires of people we serve.
- We promote and protect the rights of people served as they seek to achieve their personal life outcomes.
- We lead with integrity, accountability, and transparency.
- We strengthen our community by identifying needs and implementing innovative solutions.
- We collaborate in shared purpose with individuals served, staff, service providers, and the community.

Our Vision: OCHN will be a national leader in the delivery of quality integrated physical and mental health supports and services to children and adults with developmental disabilities, mental illnesses and substance use disorders. We respond to our community's needs and empower people to achieve the lives that are important to them.



OCHN Utilization Management & Review

5505 Corporate Dr
Troy, MI 48098
248-464-6349
OCHN Admin: 248-858-1210
www.oaklandchn.org

RESOURCE & CRISIS HELPLINE

800 231-1127 Toll Free
24 Hours A Day

Non-Emergency Access & Eligibility Includes Substance Use Services
248-464-6363

M & Th (8 a.m. - 8 p.m.)
Tues., Wed. & F (8 a.m. - 5 p.m.)

Customer Services
800 341-2003 Toll Free
8 a.m. to 5 p.m.

Office of Recipient Rights
877-744-4878 Toll Free
Video Conference Phone Available



Developmental Disabilities • Mental Health • Substance Recovery

OCHN does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. Free interpreter services are available. If special accommodations are needed to inquire about services, please contact 248-858-1210.

This brochure is available in Spanish, Arabic, audio, and large print.

OCHN is funded in part by the Michigan Department of Health and Human Services.



*Developmental Disabilities
Mental Health • Substance Recovery*

Inspire
Empower
Strengthen



UTILIZATION MANAGEMENT
248-858-1210

Oakland Community Health Network's hours are 8:30 a.m. - 5:00 p.m., Monday - Friday. Communication received from practitioners and members to Utilization Management and Review after this time are responded to the next business day. Communications received after midnight Monday-Friday are responded to the same business day.

If a call is an urgent initial requests for hospitalization, please contact Common Ground at 800-231-1127, 24 hours a day, 7 days a week.

WHAT IS UTILIZATION MANAGEMENT?

Utilization Management (UM) is a process that promotes cost-effective services in the most appropriate treatment setting, consistent with medical necessity criteria. All services provided through the public mental health system must be approved through OCHN's UM process.

One aspect of UM includes the use of guidelines that make sure individuals have the right type and amount of services and supports for the right length of time to achieve their goals. OCHN's UM plan is designed to measure how well services provided are working to support people's choices, goals, and recovery.



UM STARTS WITH YOUR INDIVIDUAL PLAN

An Individualized Plan of Service (IPOS) is a plan about you and for you. It is a road map that leads to the life you want. Each IPOS determines a set of strategies to help people achieve their goals. These strategies can also include natural and community supports.

You have the right to include any friends, family, or other people who are important to you in developing and working on your plan. You are given chances to make choices and share your feelings about the services you are receiving and the progress you are making toward reaching your goals.

Your IPOS focuses on what you need and want in all areas of your life:

- Daily activities
- Social or family relationships
- Money matters, work, or school
- Legal, safety, or health matters
- Issues important to you or for you

UM BENEFITS

OCHN's UM process gives every person receiving services, and those closest to them, the power to make decisions about the best ways to support their quality of life.

- Educates individuals and families about the decision making process
- Protects equal access to all public mental health services
- Ensures all medically necessary services are available when needed
- Promotes service flexibility
- Provides quicker service authorization
- Decreases barriers to services
- Assures informed and consistent decision making
- Verifies services and supports are based on individual needs

OCHN Organized Service Provider Network

Members of the OCHN provider network offer a full array of services and supports, either directly or by contract. There are more than 300 service sites throughout Oakland County. Each is selected for its proven expertise in specific treatment disciplines and resounding commitment to help individuals and families served achieve their goals.

Who OCHN Helps

People who receive public mental health services through OCHN's provider network include individuals with intellectual/developmental disabilities, adults with mental illness, children with serious emotional disturbance, and persons with substance use disorders. Most of these individuals have Medicaid.

How OCHN Helps

Services through the public mental health system may include crisis care and intervention, support during and after hospitalization, support coordination, case management, therapy, medication, and assistance with daily living.

