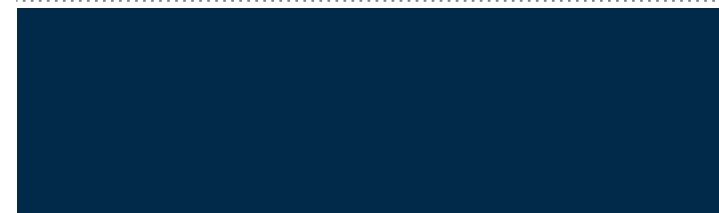


Statement of Members' Rights and Responsibilities



CHANGING THE WAY LIVES ARE CHANGED

5000 Hakes Drive, Suite 500
Norton Shores, MI 49441

Contact us

Main Line | 231-769-2050

Main Fax | 231-769-2071

Utilization Management Line | 231-769-2130

Utilization Management Fax | 231-769-2074

Customer Service Toll Free | 800-897-3301

Compliance Line | 800-420-3592

Compliance Fax | 231-769-2075

TTY Phone Line | 231-740-0098

Hours of operation

8:00-5:00

Monday-Friday
(except for holidays)

Please note that you can find information about Members' Rights and Responsibilities by accessing our website at www.lisre.org, or contact Customer Services at 800-897-3301.

Statement of Members' Rights and Responsibilities

Lakeshore Regional Entity (LRE) and its Community Mental Health Services Programs (CMHSP) are committed to treating members with dignity and respect, and in a manner which respects their rights and responsibilities.

Members Have:

1. A right to receive information about the organization, its services, its practitioners and providers, and member rights and responsibilities.
2. A right to be treated with respect and recognition of their dignity and right to privacy.
3. A right to participate with practitioners in making decisions about their health care.
4. A right to a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
5. A right to voice grievances or appeals about the organization or the care it provides.
6. A right to make recommendations regarding the organization's member rights and responsibilities policy.
7. A responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need to provide care.
8. A responsibility to follow plans and instructions for care that they have agreed to with their practitioners.
9. A responsibility to understand their health problems and participate in developing mutually agreed upon treatment goals, to the degree possible.

Members have additional rights and responsibilities as outlined in the Michigan Department of Health and Human Services (MDHHS) Recipient Rights booklet.

You may contact Lakeshore Regional Entity or your local Community Mental Health Services Program (CMHSP) for assistance in obtaining a hard-copy of the MDHHS Recipient Rights booklet and/or a copy of the Lakeshore Region Guide to Services handbook.

CMH Customer Services

Allegan County CMH | 877-608-3568

HealthWest | 231-720-3201

Network180 | 866-411-0690

Ottawa County CMH | 866-710-7378

West Michigan CMH | 800-992-2061