

# MI Behavioral Health Mediation Service



## WHAT IS BEHAVIORAL HEALTH MEDIATION?

Mediation helps solve problems with your service provider.

## YOU CAN USE THIS SERVICE IF



You live in Michigan AND



You receive services from a Community Mental Health (CMH) agency OR

### Examples:

Therapy, Community Living Supports (CLS), and medications.



The Community Mental Health agency stopped your services in the last 90 days



## WHO JOINS THE MEDIATION?

Only people receiving services can ask for mediation. CMH and the service providers must join.



## WHAT IS THE GOAL OF A MEDIATION?

The goal is to find a way to work together and get the services you need.

## WHAT TOPICS ARE NOT ALLOWED?



- Whether your service is medically necessary.
- Services ordered by a judge in an Assisted Outpatient Treatment (AOT) order.
- Office of Recipient Rights (ORR), including their findings or processes.
- If you are already in another complaint process, like ORR or an Adverse Benefit Determination (ABD) appeal.
- If you have already mediated this issue and did not reach an agreement.
- If you have mediated this issue in the last year.

## HOW DO I SET UP MEDIATION?



Contact the Behavioral Health Mediation Service (BHMS) at the contact information below and fill out their intake forms.



BHMS will give you a mediator.



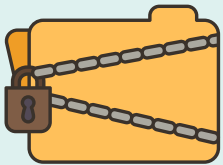
BHMS will contact everyone involved and set up a mediation session.

## HOW ARE MEDIATIONS HELD?

- In person
- On Zoom
- MI-Resolve App - it allows instant messaging and video calls



## IMPORTANT INFORMATION BEFORE YOU ATTEND THE MEDIATION



Mediation is completely confidential, meaning nothing said can be used in court.



The agreement signed at the end of mediation is legally binding. Meaning, everyone involved is required to follow it.



You can bring someone with you for support, but only you, CMH, and the service provider can speak.

# BHMS Contact Information

**Phone:** 1-844-363-3428

**Email:** [behavioralhealth@mediation-omc.org](mailto:behavioralhealth@mediation-omc.org)

**Fillable contact form:**

<https://mibehavioralhealthmediationservices.com/contact-us/>