OnPoint

Caring for Allegan County

Allegan County Community Mental Health Services

CCBHC Recipient Handbook

A Guide to Your Behavioral Health Services

Certified Community Behavioral Health Clinic

Effective: October 2026

Welcome to OnPoint

At OnPoint, we provide managed mental health care and a variety of services and support to residents of Allegan County. Quality service is provided to people with mental illness, a developmental disability, and their families. Quality care is provided through experienced psychologists, psychiatrists, social workers, counselors, nurses, job developers, and support providers. Each professional works in conjunction with a 12-member volunteer board made up of elected officials, primary and secondary consumers, and interested members of the Allegan County community.

Our Mission - Improving the lives of people in Allegan County through exceptional behavioral health and homelessness services.

Our Vision - An inclusive community with integrated behavioral health services and safe, affordable housing for all.

Our Core Values - Integrity, Inclusivity, Honor, Equality, Humility, Innovation, Teamwork, Cultural Competence.

Contact Information

Access & Emergency Services – 24/7	**Customer Services**
Phone: (269) 673-6617 **Toll-Free:** 1-888-354-0596 **988 Lifeline:** Dial 988	**Phone:** (269) 686-5313 **Toll-Free:** 1-877-608-3568 **TDD/TTY:** 7-1-1 or (269) 686-5313 CustomerServices@onpointallegan.org

Main Office

OnPoint
540 Jenner Drive,
Allegan, MI 49010

Phone: (269) 673-6617
Website: www.onpointallegan.org

Hours: Monday – Friday, 8:00 AM – 5:00 PM
Thursdays until 7:00 PM
*Additional hours by appointment only

Office of Recipient Rights

Phone: (269) 628-5715 or (800) 795-6617 ext. 2745
Fax: (269) 686-5203
Email: knewsome@onpointallegan.org

Services We Provide

As a Certified Community Behavioral Health Clinic (CCBHC), we provide a full range of mental health and substance use services to anyone who needs them, regardless of ability to pay. Our services include:

- **Crisis Services** – Available 24/7, including mobile crisis teams
- **Outpatient Mental Health Services** – Individual, group, and family therapy
- **Substance Use Disorder Treatment** – Assessment, counseling, and medication-assisted treatment
- **Screening and Assessment** – Comprehensive evaluations for mental health and substance use
- **Medication Services** – Psychiatric evaluation and medication management
- **Case Management** – Help connecting to community resources
- **Peer Support Services** – Support from people with lived experience
- **Rehabilitation Services** – Skills training and recovery support
- **Primary Care Screening** – Basic health screenings and referrals

Getting Services

How to Access Services

Call our Access Center at (269) 673-6617 or walk in during business hours. You will receive a preliminary screening to understand your needs and connect you with the right services.

What to Expect

- **Emergency needs** are addressed immediately
- **Urgent needs** are addressed within 1 business day
- **Routine services** begin within 14 calendar days

Your Treatment Plan

You are at the center of your treatment. We use a **person-centered planning** process to develop your Individual Plan of Service (IPOS).

Your Role in Person-Centered Planning

- You decide what goals matter to you
- You choose who participates in planning meetings
- Your strengths, preferences, and needs guide your plan
- You can include family members or others you trust
- You receive regular updates on your progress

Crisis Planning

We will work with you to create a crisis plan, so we understand your preferences if a crisis occurs. This may include a Psychiatric Advance Directive or Wellness Recovery Action Plan.

Coordination of Care

We coordinate your care with other providers to ensure you receive complete, connected care. This may include your primary care doctor, hospitals, and other community services.

With your consent, we will share information with other providers to help you receive the best care possible.

Payment for Services

CCBHCs serve everyone regardless of ability to pay. Payment may come from:

- Medicaid
- Other insurance
- Self-pay with sliding scale fees based on your income
- No charge for those who cannot afford to pay

Please bring your insurance card and income information to your first visit. Staff will help you understand your options.

Privacy and Confidentiality

Your health information is protected by federal and state laws, including HIPAA and the Michigan Mental Health Code. We will only share your information:

- With your written consent
- For your treatment
- When required by law
- In emergencies to protect you or others

Family Access to Information

Your family can be involved in your care if you choose. We encourage family involvement when appropriate. Family members can always provide information to your treatment team and receive general education about mental health and substance use.

Your Rights

As a recipient of mental health services, you have rights protected by Michigan's Mental Health Code. These include the right to:

- Be treated with dignity and respect
- Participate in your treatment planning
- Receive services in your preferred language
- Access your medical records
- Be free from abuse and neglect
- File a complaint if your rights are violated
- Receive information about services and costs

You will receive annual written notice of your rights guaranteed by the Mental Health Code.

Recipient Rights Complaints

If you believe your rights have been violated, contact the Office of Recipient Rights at (269) 628-5715 or knewsome@onpointallegan.org. You can file a complaint verbally or in writing. Your complaint will be investigated, and you will be informed of the outcome.

Report Fraud, Waste, or Abuse

If you suspect fraud, waste, or abuse related to Medicaid services, report it to:

MDHHS Office of Inspector General
Phone: 1-855-MI-FRAUD (1-855-643-7283)
Mail: Office of Inspector General, P.O. Box 30062, Lansing, MI 48909
Reports may be made anonymously.

Grievances and Appeals

Grievances

A grievance is a complaint about anything other than a decision about your services. You can file a grievance about the quality of care, how you were treated by staff, or other concerns.

- Grievances can be filed at any time, verbally or in writing
- We will respond within 90 days
- Staff will help you to complete forms if needed

To file a grievance, contact Customer Services:

Phone: (269) 686-5313
Toll-Free: 1-877-608-3568
TDD/TTY: 7-1-1 or (269) 686-5313
Email: CustomerServices@onpointallegan.org
Mail: OnPoint Customer Services, 540 Jenner Drive, Allegan, MI 49010

Appeals

An appeal is a request to review a decision about your services. You may appeal if services are denied, reduced, suspended, or terminated.

For Medicaid Recipients:

- You have 60 calendar days to request an internal review
- Decision within 30 calendar days (72 hours for fast appeals)
- You may request a State Administrative Hearing within 90 calendar days
- You do NOT have to complete our internal review before requesting a State Hearing
- Services may continue during the appeal if you request timely (within 10 days)
- You may use legal counsel, a relative, friend, or other spokesperson

For Non-Medicaid Recipients:

- You may request a local dispute resolution (internal review)
- Decision within 45 calendar days

State Administrative Hearing (Medicaid)

To request a State Administrative Hearing, contact:

Michigan Office of Administrative Hearings and Rules (MOAHR)
Phone: 1-800-648-3397 (TTY: 711)
Fax: 517-763-0146
Email: LARA-MOAHR-DCH@michigan.gov
Mail: P.O. Box 30763, Lansing, MI 48909

Mediation

You also have the right to request mediation for disputes about your services. Call Michigan Behavioral Health Mediation Services at 1-844-363-3428 or visit MiBehavioralHealthMediationServices.com.

Language and Accessibility Services

We provide free services to help you communicate with us:

- **Language interpreters** for those who speak a language other than English
- **Sign language interpreters** for those who are deaf or hard of hearing
- **Written materials** in other languages upon request
- **Large print**, **audio**, and **braille** formats available
- **TDD/TTY:** 7-1-1 or 269-686-5313

There is no charge for these services. Call Customer Services at (877) 608-3568 to request assistance.

Accessibility and Accommodations

In accordance with federal and state laws, all buildings and programs of OnPoint are required to be physically accessible to individuals with all qualifying disabilities. Any individual who receives emotional, visual or mobility support from a qualified/trained and identified service animal such as a dog will be given access, along with the service animal, to all buildings and programs of OnPoint.

If you need to request an accommodation on behalf of yourself or a family member or friend, you can contact OnPoint Customer Service at 877-608-3568. You will be told how to request an accommodation (this can be done over the phone, in person, and/or in writing) and you will be told who at the agency is responsible for handling accommodation requests.

Language Assistance Taglines

English: If you need help in your language, call (877) 608-3568. This help is free.

Spanish: Si necesita ayuda en su idioma, llame al (877) 608-3568. Esta ayuda es gratuita.

Arabic: إذا كنت بحاجة إلى مساعدة بلغتك، اتصل على الرقم (855-5206) 616. هذه المساعدة مجانية.

Vietnamese: Nếu bạn cần trợ giúp bằng ngôn ngữ của bạn, hãy gọi (877) 608-3568. Trợ giúp này miễn phí.

Chinese: 如果您需要用您的语言获得帮助，请致电 (877) 608-3568。此帮助是免费的。

Korean: 귀하의 언어로 도움이 필요하시면 (877) 608-3568 로 전화하십시오. 이 도움은 무료입니다.

Somali: Haddii aad u baahan tahay caawimo luqaddaada, wac (877) 608-3568. Caawimadani waa bilaash.

Nepali: यदि तपाईंलाई आफ्नो भाषामा मद्दत चाहिन्छ भने, (877) 608-3568 मा कल गर्नुहोस्। यो मद्दत निःशुल्क छ।

Swahili: Ikiwa unahitaji msaada kwa lugha yako, piga simu (877) 608-3568. Msaada huu ni bure.

Non-Discrimination Notice

OnPoint does not discriminate based on race, color, national origin, age, disability, sex, gender identity, or sexual orientation. We provide equal access to services and employment.

This handbook is available in large print (18-point font or larger), audio, braille, and other languages upon request.

Additional Resources

MDHHS Beneficiary Help Line
Phone: 1-800-642-3195
TTY: 1-866-501-5656
Internet-based phone: 1-800-975-7630

Disability Rights Michigan
Phone: 1-800-288-5923
Website: www.drmich.org

Service Area for CCBHC

Our CCBHC service area includes all of Allegan County for community-based services delivered in the home or community. For services provided in our office—such as outpatient therapy and medication clinic appointments—clients may come from any geographic area as long as they are able to travel to the office. This flexibility ensures that individuals who can access in-office care are able to receive needed services regardless of where they live, while community-based supports remain focused on Allegan County residents.

What Happens if I am Outside the CCHBC Service Area?

If an individual seeking services lives outside our CCBHC service area, we will assist them in connecting with a CCBHC that serves their local region. This includes community-based services such as Recovery Management, ACT, Peer Support, Case Management, Children's Home-Based Services, Wraparound, and Housing Assistance. Our staff will help identify the appropriate provider and make a warm connection whenever possible to ensure continuity of care. Crisis services remain available to anyone at any time; individuals may continue to call our crisis line, and if it is determined that a crisis is best handled by a provider in their own service area, we will transfer them to the appropriate crisis line to ensure they receive timely and local support.