

How to Access Mental Health Services Through Your Employer or Insurance Health Plan

- **Ask if your employer offers an Employee Assistance Program.** Check with your Human Resources Department to see if your employer offers an Employee Assistance Program (EAP). EAPs offer confidential help to employees and/or their immediate family members in dealing with personal problems. If needed, your EAP Counselor will help you access your health insurance benefits and connect you to professionals that offer more specialized care.
- **Look on the back of your insurance card for a Customer Service number. Usually this is a 1-800 number.** The person who is the primary card holder should call if possible. Information generally will not be given out to anyone else.
- **Ask to speak with Customer Service.** You may have to provide your insurance number, or other information to identify yourself, such as your (the primary cardholder's) address, ZIP code, phone number, or social security number.
- **Ask that the representative tell you exactly what type of plan you have.** For example, some individuals have Blue Cross Blue Shield, but the plan type may vary from person to person and from employer to employer (e.g., Community Blue, Blue Care Network, etc.).
- **Ask what your mental health benefits and what your co-pays are.** Often carriers will pay a certain percentage, leaving you to pay the rest up front at the time of service (the co-pay). Also, different plans allow different amounts of service (# of sessions) per year, or there may be a deductible to be met out of pocket before the benefit will be covered.
- **Ask what services are covered, and what you need to do in order for them to be covered.** As with physical health coverage, mental health coverage often requires a referral from an identified professional, or will cover certain facilities instead of others. Be sure to ask: Do you need to be referred by your primary care doctor for mental health services to be covered? Does your insurance cover individual therapy? How many sessions? Do they cover emergency hospital stays or emergency mental health assessments (such as crisis services)? What facilities are covered?
- **Ask who are the Preferred Providers or In-Network providers.** Some insurance plans will only cover certain professionals who have gone through a process to be registered with that particular insurance company or insurance plan. Some insurance plans have "preferred providers," or "in-network" professionals, who have gone through this process and are registered, for whom the insurance company will cover more of the cost. They may also have "out-of-network" professionals, who are not registered with the insurance company. You may have to pay more out of pocket to see these individuals.
- **Ask for a list of these professionals.** Ask the insurance company to send you a list by mail, or help you navigate their website to find an online list. Asking the customer service rep to do this with you while you are on the phone with them can be helpful. **When you receive the list and choose a service provider, always call them** directly and ask if they still take your insurance prior to setting up an appointment. Sometimes online lists of professionals covered by an insurance company are not up-to-date. The provider will know if they are still working with your insurance company.
- **Ask your provider what the co-pay is;** if it is more than you can afford, ask your provider if they offer their fee on a "sliding scale" or a "time of service fee."
- **Don't give up!** Be persistent. If you need assistance at any point, ask for help.

Tips for Getting the Most out of your Sessions

(Adapted from reachout.com an initiative of the Inspire USA Foundation)

Here are some general things you might want to keep in mind if you decide to see a mental health professional. You can apply these tips to your first visit and every visit after that.

- **Write ideas down** beforehand. This way you won't forget them.
- **Ask lots of questions.** Especially if you don't understand why you are being asked to talk about or do certain things.
- **Go in to your sessions with a positive attitude.** Keeping an open mind and positive attitude helps you get the most out of your counseling sessions.
- **Don't be thrown off by note taking.** The mental health professional uses notes for remembering important points.
- **Understand your confidentiality rights.** Your mental health professional will explain these to you.
- **Be honest with your mental health professional.** Your mental health professional will try to help you feel better, but needs honest feedback.
- **Don't be afraid to change mental health professionals.** Just because your relationship doesn't work the first time, it doesn't mean it won't work with another. Keep trying!
- **Don't be afraid of your counselor.** Remember, your mental health professional wants to help you. You can disagree with the person and question things if you don't feel comfortable.

MENTAL HEALTH THERAPISTS	
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Richard Dombrowski, Clinical Psychologist Lansing, MI 48917 (517) 703-0110, ext. 11	Lorna (Lori) Poyer, Clinical Social Worker Charlotte, MI 48813 (517) 543-1150
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MENTAL HEALTH CLINICS

Delta Counseling Associates

(517) 303-3424
526 S. Creyts Road, Suite B, Lansing, MI 48917

Delta Psychological Services

(517) 321-6668
4433 W. Saginaw Hwy. Ste. 105, Lansing, MI 48917

Delta-Waverly Psychology & Counseling Associates

(517) 323-4099
5123 W. St. Joseph Highway, Suite 103, Lansing, MI 48917

Eaton County Counseling Center (ECCC)

(517) 543-5100
551 Courthouse Drive, Charlotte, MI 48813

Grand Ledge Counseling Center

(517) 627-8357 or 627-5757
207 W. Jefferson Street, Grand Ledge, MI 48837

Pathfinder Counseling Center

(517) 627-7118 or (517) 303-5734
11653 N. Hartel Rd, #3400, Grand Ledge, MI 48837

PPRS – Professional Psychological & Rehabilitation Services

(517) 321-5900
302 S. Waverly Road, Ste. 1, Lansing, MI 48917

See also: Local Psychiatric Assessment and Treatment Services

The information provided is intended for referral purposes only. SPEC does not guarantee the information concerning any provider; nor do we license, endorse, or recommend any particular mental health care provider. Only you can determine whether the quality of care is appropriate for your need. The information included in this directory was supplied by the entities included in the listing; it is by no means comprehensive. Understand also that inclusion or omission of particular professionals, businesses, organizations, or services does not imply a recommendation, or lack thereof, by SPEC. Questions about a specific program or agency should be directed to the organization.

If you are a provider and would like to be included in any future updates of this directory, please contact Kim Thalison at kthalison@eatonresa.org or 517-541-8711.

Eaton County Mental Health Resources Directory



Eaton County United Way



Friends of Chrystal



**Updated August 2016
by
Suicide Prevention of Eaton County (SPEC)**

INTRODUCTION

Welcome to the Eaton County Mental Health Resource Directory. In this directory, you will find programs, services, and providers, available to assist individuals and families dealing with mental health issues.

The Eaton County Mental Health Resources Directory was compiled by the Suicide Prevention of Eaton County (SPEC) coalition which was formed in 2009 as a sub-committee of the Eaton County Substance Abuse Advisory Group (ECSAAG). **The purpose of the SPEC is to reduce the incidence of depression, suicide attempts, and eliminate deaths due to suicide in Eaton County.** SPEC includes representatives from community agencies, local schools, Friends of Chrystal, Barry-Eaton District Health Department, Eaton County Counseling Center, Eaton Regional Education Service Agency, churches, and Hayes Green Beach Memorial Hospital, as well as private providers who provide both direct and supportive services to children and families with mental health issues.

CRISIS PREVENTION RESOURCES

Clinton-Eaton-Ingham Community Mental Health Authority

1-800-372-8460 or 517-346-8460
812 E. Jolly Rd., Suite G-10
Lansing, MI 48910

<http://www.ceicmh.org/emergency.htm>

Crisis services for adults and children are offered 24 hours a day, seven days a week for those who may be at risk of needing psychiatric hospitalization. Services provided include crisis intervention, and psychiatric services. Services are provided at a variety of sites and are short-term (1 – 28 days). Accepts Medicaid and some other types of insurance. If you do not have insurance, you will pay based on your income. You may receive services even if you cannot pay.

Listening Ear Crisis Center

517-337-1717
2504 E. Michigan Avenue
Lansing, MI 48912

<http://www.theear.org>

Crisis intervention and referrals are offered for anyone 24 hours a day, seven days a week. Provides free and confidential service for telephone and walk-in clients in crisis.

National Suicide Prevention Lifeline

1-800-273-TALK (8255)
1-888-628-9454 for Spanish
1-800-799-4TTY (4889) for hearing and speech impaired

<http://www.suicidepreventionlifeline.org/>

Free crisis services for anyone in suicidal crisis or emotional distress are offered 24 hours a day, seven days a week. Your call will be routed to the nearest crisis center to you.

VETERANS AND THEIR FAMILIES

Battle Creek VA Medical Center

269-966-5600 | 888-214-1247
5500 Armstrong Road
Battle Creek, MI 49037

<http://www.battlecreek.va.gov/>

The medical center offers a wide variety of health care services to veterans, which includes both inpatient and outpatient care.

Military OneSource

1-800-342-9647
<http://www.militaryonesource.mil>

Services are available 24 hours a day, seven days a week. Offers three kinds of short-term, non-medical counseling options to active-duty, Guard, and Reserve members and their families. Military OneSource counseling services are designed to provide service help with short-term issues such as adjustment to situational stressors, stress management, decision making, communication, grief, blended-family issues, and parenting-skills issues.

Veterans Suicide Prevention Hotline

1-800-273-TALK (8255) Veterans Press 1
www.veteranscrisisline.net

Veterans Health Administration (VHA) has founded a national suicide prevention hotline to ensure veterans in emotional crisis have free, 24/7 access to trained counselors.

MENTAL HEALTH RESOURCES

Central Michigan 211

Call 2-1-1 or
www.centralmichigan211.org
Visit online or call 211 to be instantly connected with a trained professional who can direct you to helpful resources. 211 is open 24 hours, 7 days a week.

National Institute for Mental Health

www.nimh.nih.gov

Substance Abuse and Mental Health Services Administration

www.samhsa.gov

Suicide Prevention Lifeline

www.suicidepreventionlifeline.org

LOCAL GRIEF SUPPORT GROUPS

Ele's Place

517-482-1315 1145 W. Oakland Ave., Lansing, MI 48915
<http://www.elesplace.org/>

Ele's Place is a nonprofit, community-based organization with a mission to create awareness of and support for grieving children ages 3 – 18 and their families at no charge. Through peer support group programs, Ele's Place helps children to cope with the death or life-threatening illness of a parent, sibling or other close family member or friend. Services are free.

LOCAL GRIEF SUPPORT GROUPS (continued)

Friends of Chrystal

517-230-3487
<http://www.friendsofchrystal.com/>

This local 501 C(3) Non-Profit Organization supports youth and adults by offering peer support in open meetings for anyone dealing with mental health issues, substance abuse, relationship conflicts and suicidal feelings. A licensed counselor facilitates all meetings. Meetings are free. Find us on Facebook @ Friends of Chrystal.

Grief Support Group

Pray Funeral Home

517-543-2950
401 W. Seminary St., Charlotte, MI 48813
<http://www.prayfuneral.com/>

A counselor-led, monthly, grief support group meets on the fourth Monday evening of most months. This helpful time is open for all members of the community to gain support and strength in an open and comforting environment. Participation is free

Survivor's Support Group

Eaton Community Palliative Care

517-543-5310
2675 S. Cochran, Charlotte, MI 48813
www.echospice.org

Free meetings are held every Monday at 12:30 to discuss issues related to the death of a loved one.

LOCAL PSYCHIATRIC ASSESSMENT AND TREATMENT SERVICES

Clinton-Eaton-Ingham Community Mental Health Authority

Central Access 1-888-800-1559 or 517-346-8318 for local referrals

Crisis Services 1-800-372-8460 or 517-346-8460

812 E. Jolly Rd., Suite G-10
Lansing, MI 48910

<http://www.ceicmh.org/emergency.htm>

Crisis services for adults and children are offered 24 hours a day, 7 days a week for those who are assessed to be at risk of needing psychiatric hospitalization. Services provided include crisis intervention and psychiatric services. Services are provided at a variety of sites and are short-term (1 – 28 days). Medicaid and some other types of insurance are accepted. If you do not have insurance, you will pay based on your income. You may receive services even if you cannot pay.

Comprehensive Psychological Services

517-337-2900
2720 E. Lansing Drive
East Lansing, MI 48823
www.comprehensivepsychologicalservices.net

Psychological and psychiatric clinical services are provided to children, adolescents, adults, families, and the elderly. Psychological and neuropsychological evaluations regarding many diagnostic and treatment issues are also provided. Many insurance plans are accepted.

Forest View Hospital

800-949-8439
1055 Medical Park Dr. SE
Grand Rapids, MI 49456

<https://www.forestviewhospital.com>

A 24-hour intake team can provide assessment and admission or referral services. Several insurance plans are accepted.

Lansing Psychological Associates

517-337-6545
234 Michigan Avenue
East Lansing, MI 48823
www.lansingpsych.net

A comprehensive range of psychotherapy and counseling for all ages is available. Several insurance plans are accepted.

Michigan State University Psychiatry Outpatient Clinic

517-353-3070
B119 West Fee Hall
Michigan State University
East Lansing, MI 48824
<https://www.healthteam.msu.edu/patients/psychiatric-clinic.aspx>

Treatment to adults and children is available, as well as a clinic for Psychiatric Assessment Services for Children and Adolescents. Individually designed recommendations for ongoing care strategies allow patients to be followed by their own primary care physician. Regular follow-up consultation with primary care physician is provided by telephone. Private insurance plans are accepted.

LOCAL PSYCHIATRIC ASSESSMENT AND TREATMENT SERVICES (continued)

Oaklawn Hospital - Psychiatric Center

269-781-4484
200 North Madison
Marshall, MI 49068

<http://www.oaklawnhospital.org/>

A continuum of mental health services, including inpatient and outpatient services is provided.

PAR Rehab Services

517-887-9801
3960 Patient Care Dr. Suite 104
Lansing, MI 48911

www.parrehab.org

Child, adolescent, and adult psychiatry services, psychotherapy, and other counseling services are offered. Several types of insurance, including some Medicaid insurance plans, are accepted.

Pine Rest Contact Center

800-678-5500 or 616-455-9200 (admissions) 300 68th Street SE
Pine Rest Main Campus
Grand Rapids, MI 49548

<http://www.pinerest.org/>

The Contact Center provides information about the full range of behavioral health services Pine Rest offers. Several insurance plans are accepted.

Sparrow Hospital, St. Lawrence Campus Behavioral Health Services

517-364-7700
1210 West Saginaw Street
Lansing 48915

www.sparrow.org/behavioralhealth

All mental health programs are offered, including adult inpatient, partial hospitalization and outpatient services, and adolescent outpatient services.

SUBSTANCE ABUSE ASSESSMENT SERVICES

Brighton Center for Recovery

1-877-9-SOBER-1 or 1-877-976-2371
Brighton, MI 48116

<http://www.brightonhospital.org/>

Individual programs focus on drug detox and rehab, alcohol abuse treatment, and addiction counseling. Most commercial drug treatment insurance and managed care plans are accepted.

Clinton-Eaton-Ingham Community Mental Health Authority

1-800-372-8460 or 517-346-8460
812 E. Jolly Rd., Suite G-10
Lansing, MI 48910

<http://www.ceicmh.org/emergency.htm>

Residents of Clinton, Eaton, and Ingham Counties. Helps determine what kind of services would be most helpful. Referral is made to a treatment center that can assist if people do not have health insurance benefits to cover treatment.

Eaton Behavioral Health

517-543-2580
Charlotte, MI 48813
<http://www.barryeatonhealth.org/>

Substance abuse treatment services and support for continued recovery are provided. Several insurance plans, including Medicaid, are accepted.

Kairos Health Care

844-452-4767
Saginaw, MI 48601
www.kairoshealthcare.com

Adult and adolescent psychiatric and substance abuse detoxification inpatient services are available. Most insurance plans are accepted.

National Council on Alcoholism/Lansing Regional Area

517-887-0226 or (800) 337-2310
Lansing, MI 48910
<http://www.ncalra.com/>

A full continuum of care is offered including Outpatient Services, Confidential Assessments, Education Programs, Individual Therapy, and Group Therapy.

Sparrow Hospital, St. Lawrence Campus Behavioral Health Services

517-364-7740
1210 West Saginaw Street - Lansing 48915
www.sparrow.org/behavioralhealth

Sparrow Substance Abuse provides assessment, medically managed detoxification, and outpatient services.