



Excerpt from HAP Empowered MI Health Link
Medicare-Medicaid Plan

2020 Member Handbook

Effective January 1, 2020

Behavioral Health Services

If you have questions, please call HAP Empowered MI Health Link at (888) 654-0706, seven days a week, 8 a.m. to 8 p.m. TTY/TDD users dial 711. The call is free. **For more information**, visit <https://www.hap.org/emp/hap-empowered/mi-health-link>



A. How to contact the PIHP General Information Line and Behavioral Health Crisis Line

Behavioral health services will be available to HAP Empowered MI Health Link members through the local Prepaid Inpatient Health Plan (PIHP) provider network. Members getting services through the PIHP will continue to get them according to their plan of care. HAP Empowered MI Health Link will provide the personal care services previously provided by the Department of Health and Human Services (DHHS) Home Help program. Other medically necessary behavioral health, intellectual/developmental disability, and substance use disorder services, including psychotherapy or counseling (individual, family, and group) when indicated, are available and coordinated through the health plan and PIHP.

PIHP General Information Line:

CALL	Wayne County: (800) 241-4949 This call is free. 24 hours a day, seven days a week We have free interpreter services for people who do not speak English.
TTY	(866) 870-2599 This call is free. <i>This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.</i> 24 hours a day, seven days a week
CALL	Macomb County: (855) 996-2264 This call is free. 24 hours a day, seven days a week We have free interpreter services for people who do not speak English.
TTY	711 This call is free. <i>This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.</i> 24 hours a day, seven days a week

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D1. When to contact the PIHP General Information Line

Questions about behavioral health services

- Where and how to get an assessment
- Where to go to get services
- A list of other community resources

Behavioral Health Crisis Line:

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TTY	(866) 870-2599 This call is free. <i>This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.</i> 24 hours a day, seven days a week
CALL	Macomb County: (855) 927-4747 This call is free. 24 hours a day, seven days a week We have free interpreter services for people who do not speak English.
TTY	711 This call is free. <i>This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.</i> 24 hours a day, seven days a week

D2. When to contact the Behavioral Health Crisis Line

- Suicidal thoughts
- Information on mental health/illness

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- Substance abuse/addiction
- To help a friend or loved one
- Relationship problems
- Abuse/violence
- Economic problems causing anxiety/depression
- Loneliness
- Family problems
- If you are experiencing a life or death emergency, please call 9-1-1 or go to the nearest hospital.
- Questions about substance use disorder services

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