

# BEHAVIORAL HEALTH MEDIATION SERVICES PROGRAM



# MBHMS

Michigan Behavioral Health  
Mediation Services

# PRESENTER

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Behavioral Health Mediation Services Manager

# COMMUNITY DISPUTE RESOLUTION PROGRAM



OAKLAND  
MEDIATION  
CENTER



MICHIGAN  
COMMUNITY  
MEDIATION  
ASSOCIATION



- 17 Centers providing Statewide coverage for all 83 counties in Michigan for over 31 years.
- Program started by CDRP Act in 1989
- All Centers partially funded by Michigan State Court Administrative Office (SCAO)

# MEDIATION SERVICES

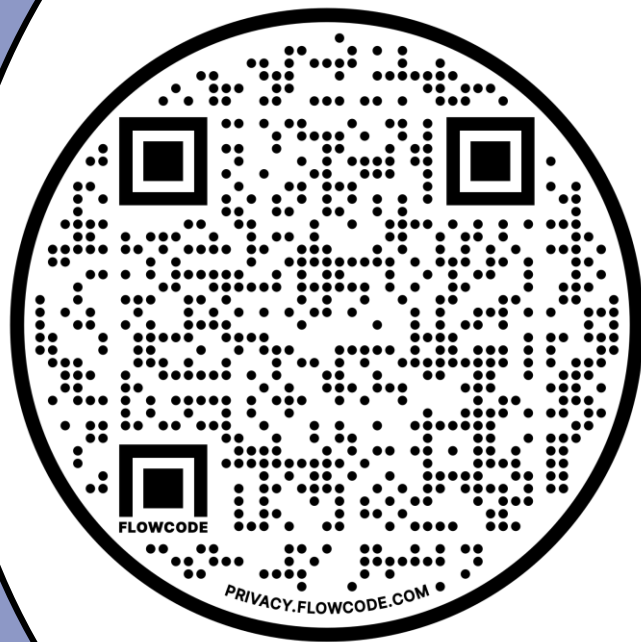
- Mediation Services has provided a safe, neutral environment where trained mediators lead people through discussions to assist them in resolving their differences. Mediation Services help people explore options and create their own solutions to disagreements.



# PROGRAM INFORMATION

- Launch: September 2021
- Michigan Department of Health and Human Services (MDHHS) as the grantor has partnered with Oakland Mediation Center as the grantee.
- Oakland Mediation Center is collaborating with the other 16 Community Dispute Resolution Program mediation centers to offer services statewide.

# MARKETING



## BEHAVIORAL HEALTH MEDIATION SERVICES PROGRAM

### How can the Michigan Behavioral Health Mediation Services program help you with your services?

This program ensures you have access to a neutral, independent mediation professional to resolve matters related to your experience with Community Mental Health (CMH) or Prepaid Inpatient Health Plan (PIHP) services. We'll connect you with your local Community Dispute Resolution Program (CDRP) center that can help you resolve your dispute.

### How Much Does It Cost?

It's free to all parties receiving mental health services from a CMH or PIHP, and paid for through a Michigan Department of Health and Human Services (MDHHS) grant.

[www.mediation-omc.org](http://www.mediation-omc.org)



### »»» What is Mediation?

In mediation, a neutral third party will guide you through a confidential communication, information sharing, and decision-making process. The mediator ensures that all parties have a voice and that there is a power balance at the table. If a settlement is reached, the mediators will work with you to assist you in writing an enforceable agreement that is crafted by the parties. You do not lose any of your due process rights (i.e., local appeal, grievance/complaint, etc.) participating in mediation.

### Benefits of Mediation

- It provides a safe space to share concerns.
- It's an impartial process where you have an equal voice.
- It's confidential.

### 5 Easy Steps to Mediation

- 1 Contact the Oakland Mediation Center at 1-844-3-MEDIATE (1-844-363-3428) between 9 a.m. - 5 p.m. EST, Monday through Friday. Or email us at [behavioralhealth@mediation-omc.org](mailto:behavioralhealth@mediation-omc.org).
- 2 OMC's Mediation Specialist will confirm your eligibility.
- 3 Then, OMC's Mediation Specialist will refer the case to your local CDRP center.
- 4 Your CDRP will contact you and the appropriate CMH or PIHP to conduct a formal intake process to understand the issues between the parties.
- 5 Following the intake process, the CDRP will schedule a mediation session within 10 business days.

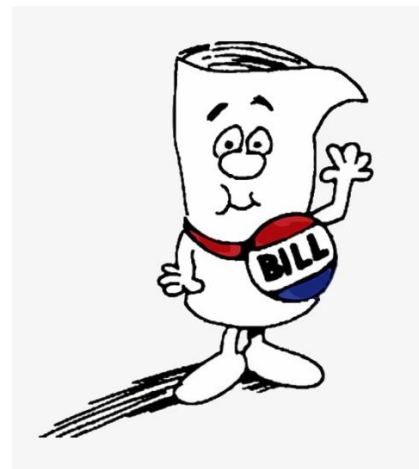
»»» For over 30 years, the Community Dispute Resolution Program centers have provided conflict resolution and education services that empower community members, families, businesses, courts, and schools to resolve conflict. Oakland Mediation Center is an impartial, non-profit, volunteer-based Community Dispute Resolution Program (CDRP) center whose volunteers represent and serve the community. OMC is the administrator of the state-wide Behavioral Health Mediation Services Program.

[www.mediation-omc.org](http://www.mediation-omc.org)

# MENTAL HEALTH CODE

## Public Act 258 of 1974, updated 2020

- PA 55 of 2020, Introduced by Representative Hank Vaupel.
- This law included mediation as a form of dispute resolution CMH clients could request.
- Requires neutral, highly trained mediators to conduct the mediation sessions.
- Strict timelines
- Binding settlement agreements



# ELIGIBILITY

- Clients of CMH
- Insurance
- Other disputes





# REFERRAL PROCESS



- CMH client/consumer must call OMC at 1-844-3-MEDIATE to initiate a case and have it covered by the grant.
- OMC Mediation Specialist will do initial intake.
- OMC Mediation Specialist will refer the case to the appropriate CDRP within 2 business days.
- CDRP will conduct the full intake and schedule the mediation session within 10 business days.

# CASES WE CANNOT MEDIATE

- Recipient Rights Investigations
- Medical Necessity
- Medicaid Fair Hearings
- Eligibility
- The role of CMH staff as experts



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# CASES WE CAN MEDIATE

## **330.1206 Community mental health services program; purpose; services.**

(1) The array of mental health services shall include, at a minimum, all of the following:

(a) Crisis stabilization and response including a 24-hour, 7-day per week, crisis emergency service that is prepared to respond to persons experiencing acute emotional, behavioral, or social dysfunctions, and the provision of inpatient or other protective environment for treatment.

(b) Identification, assessment, and diagnosis to determine the specific needs of the recipient and to develop an individual plan of services.

(c) Planning, linking, coordinating, follow-up, and monitoring to assist the recipient in gaining access to services.

(d) Specialized mental health recipient training, treatment, and support, including therapeutic clinical interactions, socialization and adaptive skill and coping skill training, health and rehabilitative services, and pre-vocational and vocational services.

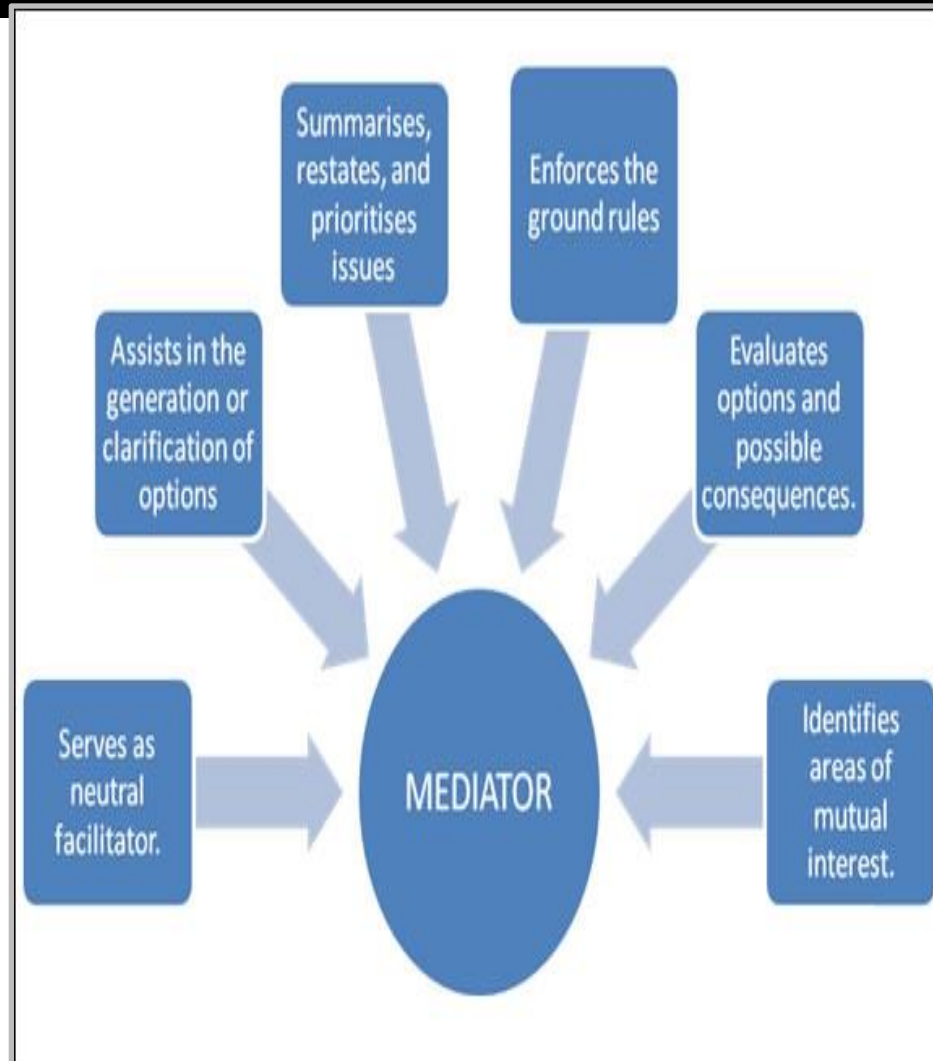
(f) Mental health advocacy.

(g) Prevention activities that serve to inform and educate with the intent of reducing the risk of severe recipient dysfunction.

(h) Any other service approved by the department.

# WHAT IS MEDIATION?

- Facilitative Model
- Confidential
- Mediator



# BHMS CONTACT INFORMATION

1-844-3-MEDIATE (1-844-363-3428-3)

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

[www.mediation-omc.org](http://www.mediation-omc.org)

# PRESENTER'S CONTACT INFORMATION

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# MEDIATION SERVICES CONTACT INFORMATION

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# QUESTIONS

