

# Community Care Management

Help when you need it most.

Priority Health partners with therapists who provide time-sensitive mental health support for up to three months in a flexible location. It's a program called Community Care Management, also known as CCM. The program is designed for members who are transitioning home from an inpatient or partial hospital stay or currently residing in the community and experiencing moderate mental health symptoms that impact functioning and quality of life.

## What can you expect?

- If you are referred to the program, someone will reach out to schedule your first meeting. If you are receiving care in a hospital, you may be able to see a therapist during your stay.
- You and your CCM therapist will identify areas of need and create a plan that may include up to three visits a week.
- Your CCM therapist will help schedule other visits and services. This includes medical visits, transportation, housing and access to other community support systems.
- If you are prescribed psychiatric medication, a visit will be scheduled right away to meet with a psychiatrist, physician assistant or nurse practitioner who works with your therapist.
- Prior to program ending, your CCM therapist will connect you with a traditional therapist to continue your recovery. You may continue to work with the provider who prescribed your psychiatric medication.

## Want to learn more or see if you are eligible?

Call the number on the back of your member ID card or 800.673.8043 (TTY 711) and ask about CCM today.\*

Crisis support is available 24 hours a day, seven days a week by calling 800.673.8043 (TTY 711). You may also call or text 988 anytime to receive emotional support outside of Priority Health. If you are experiencing immediate safety concerns or need medical attention, we encourage you to call 911 or go to the nearest emergency room.

\*Members with Medicaid or Healthy Michigan plans are not eligible for CCM. For HMO, POS, PPO, My**Priority** and Medicare members, eligibility depends on plan and location.

Priority Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia en su idioma. Consulte al número de Servicio al Cliente que está en la parte de atrás de su tarjeta de identificación de miembro. (TTY: 711).

ملاحظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. يرجى الاتصال برقم خدمة العملاء على الجانب الخلفي من بطاقة عضويتك الشخصية. (رقم هاتف الصم والبكم: 711).