

We are so glad to have you on the program!

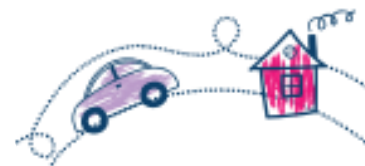
One thing is true - Life will never be the same !

- * Educational materials
- * Tips for your health concerns
- * Nutrition information
- * Developmental screenings
- * Information on community resources and referrals
- * Access to a nurse and social worker and connection with a registered dietitian, lactation consultant or infant mental health specialist
- * Monthly home visits; office visits and telehealth are also an option



Jennifer Don, LMSW 989-233-3515

Home Visiting Policy



- We may provide visit reminders prior to your scheduled appointment.
- The day of your appointment, you will receive a text message or phone call from your home visitor to verify that the appointment still works for you. Please inform us right away of any address or phone number changes.
- In order for your home visitor to come to the scheduled home visit, we must hear back from you prior to the scheduled appointment time or the appointment will have to be considered cancelled. This is in accordance with our Bay County Health Department MIHP Policy.
- If you need to reschedule your appointment for any reason, please contact the home visitor directly, or the office at 989-895-4004.
- If someone in your home is not feeling well, please consider a telehealth appointment to limit the spread of illness.
- Our specialty is home visits scheduled at your convenience, however, we also offer office visits, telehealth and telephone visits. Please let us know what you Prefer.

Get in Touch with the Bay County Health Department

Monday - Friday 8:00 am to 5:00 pm 989-895-4009

WIC 989-895-4002

WIC Breastfeeding Warmline 989-450-1607

Breastfeeding Support 989-459-8487

Hearing & Vision 989-895-2045

Personal Health & Family Planning 989-895-4015

Immunizations 989-895-4009

Child Lead Screening 989-415-2458

Children's Special Health Care Services 989-895-4235

Health Care Information

*Please note, we try to keep all contact information up to date but addresses and phone numbers may change

HOSPITALS & URGENT CARE

Hospitals

McLaren Bay Region 1900 Columbus Ave, Bay City, MI 48708	989-895-3000
Covenant Medical Center Harrison 1447 N. Harrison St, Saginaw, MI 48602	989-583-7000
MyMichigan Medical Center 400 Wellness Dr, Midland, MI 48670 3051 Kiesel Rd, Bay City, MI 48706*	989-839-3000 989-788-2900
*Emergency Department, not for labor/delivery	
C.S. Mott Children's Hospital 1500 E. Medical Center Dr, Ann Arbor, MI 48109	1-800-914-8561

Urgent Care:

McLaren Occupational & Convenient Care	989-393-2850
Covenant Med Express	989-671-5700
North Pine Urgent & Family Care	989-778-1899
MD Urgent Care Bay City Walk-In	989-391-4032

PRENATAL CARE PROVIDERS

Great Lakes Bay Health Center Women's Care	989-667-3377
Great Lakes Bay Health Center Old Town	989-921-5375
CMU Healthcare Obstetrics & Gynecology	989-746-7500
Valley Obstetrics & Gynecology	989-753-8453
MyMichigan Obstetrics & Gynecology	989-631-6730



FAMILY PRACTICE PROVIDERS

Bay Primary Care, 2919 E Wilder Rd, Bay City, MI 48706	989-671-5775
CMU HealthCare, 1575 Concentric Blvd, Ste 1, Saginaw, MI 48604	989-746-7766
Dr. Rostam, 712 S. Trumbull St, Bay City, MI 48708	989-893-4351
Great Lakes Bay Health Center Bayside, 3884 Monitor Rd, Bay City MI 48706	989-671-2000
Great Lakes Bay Health Center, 1522 Janes St, Saginaw MI 48601	989-755-0316
Great Lakes Medical Center, 2110 16th St, Ste 4, Bay City, MI 48708	989-891-9000
McLaren Bay Region Uptown, 4 Columbus Ave, Ste 380, Bay City, MI 48708	989-393-2700
McLaren Bay Region Family Health & Wellness Center, 1458 W Center Rd, Ste 1, Essexville MI 48732	989-895-4625
MyMichigan Family Practice, 4009 Orchard Dr, Midland, MI 48640	989-839-3500

Health Care Continued...

PEDIATRIC PROVIDERS

Bay County

Bay Pediatric Clinic, 2100 16th St, #4 Bay City, MI 48708	989-892-2517
Children's Medical Group, 248 Washington Ave, Ste A, Bay City, MI 48708	989-892-5664
Great Lakes Bay Health Center Bayside, 3884 Monitor Rd, Bay City, MI 48706	989-667-2000
Mclaren Bay Regional Pediatrics, 1465 W Center Rd, Essexville MI 48732	989-895-4840

Saginaw & Midland Counties

Caring Pediatric Partners, 4684 Wenmar Dr, Saginaw MI 48604	989-793-1095
CMU Healthcare Pediatrics, 1000 Houghton Ave, Saginaw, MI 48602	989-746-7801
Dr. Alamah, 3162 Davenport Ave, Saginaw, MI 48602	989-799-2197
Great Lakes Bay Health Center Janes St, 1522 Janes Ave, Saginaw, MI 48601	989-755-0316
MyMichigan Pediatrics, 4500 Campus Ridge, Midland, MI 48640	989-837-9250
Sunshine Pediatric Partners, 4855 Berl Drive, Saginaw, MI 48604	989-793-1202

PEDIATRIC DENTAL PROVIDERS



Dr. Bentoski, 4028 State St, Ste C, Saginaw, MI 48603	989-790-2076
Dr. Lamb, 5606 N Colony Dr. #2, Saginaw MI 48638	989-792-9201
Tri-City Kids Pediatric Dentistry, 110 E Main St, Bay City MI 48708	989-892-9888

GENERAL DENTAL PROVIDERS

Bay City Dental, 1411 Center Ave, Bay City, MI 48708	989-892-7062
Bayside Health Center, 3884 Monitor Rd, Bay City, MI 48706	989-671-2000
Family Dental Clinic, 4993 Mackinaw Rd, Saginaw, MI 48603	989-793-1593
My Community Dental Center, 2614 Center Ave, Bay City, MI 48708	877-313-6232
Wadsworth Dental Clinic, 2308 Wadsworth Ave, Saginaw, MI 48601	989-792-1593

*To find a Medical Care Provider,
Call the number on the back of your Medicaid Health Plan card
or reach out to us! We're happy to help.*

Where do I go for...

HEALTH INSURANCE

Apply for no or low-cost healthcare at:

<https://www.michigan.gov/healthymiplan>

Need help with your application, just ask!

Need your
Medicaid card, to find a
provider, or to choose a
health plan?

Call Michigan Enrolls
at [1-888-367-6557](tel:1-888-367-6557)

CHILDBIRTH, PARENTING & OTHER EDUCATION CLASSES

McLaren Bay Region 989-894-3020 [Register Online](#)
Covenant Healthcare 989-583-4135 [Register Online](#)
My Michigan Health 1-800-395-1355 [Register Online](#)
WIC Infant Feeding and Breastfeeding Classes: 989-895-4002



Life Clinic 989-922-5433

Offers parenting and pregnancy education and extra support. Allows you to earn points to use in their "Little Blessings" shop for diapers, clothing and many other baby items. Located in Bay, Saginaw and Midland. 989-922-5433 [More Information](#)

CAN Council / Parent Cafés are gathering of parents, led by parents, for parents. They are physically and emotionally safe spaces where parents and caregivers talk and listen to each other on topics that matter to them. Meeting locations vary. [More Information](#)



TRANSPORTATION

Contact your **Medicaid Health Plan** to arrange for transportation or mileage reimbursement for medical and dental appointments, mental health, substance use treatment, WIC appointments, pharmacy for prescription pick up. Contact information is on the back of your Health Plan card.

FFS/Straight Medicaid: Call DHHS for travel out of Bay County to medical appointments [1-844-464-3447](tel:1-844-464-3447)

Great Lakes Bay Health Center patients can get transportation by contacting their offices as well.

Bay Metro [Bus Schedule](#)

***Please reach out to us if you need help accessing these resources**

DIAL 2.1.1 to get connected to local resources.

Call, text your ZIP to TXT 211, chat or search!



Bill Payment
Assistance



Disaster
Services



Education



Employment
& Financial
Support



Food



Health Care



Personal &
Household
Items



Transportation

FOOD

Bay County DHHS 1-844-464-3447
Mid-Michigan Community Action Agency 989-894-9060
211 of Northeast Michigan 1211 or 1-888-636-4221
Dow Bay Area Family Y (YMCA) 989-895-8596

Salvation Army 989-893-3041
Safe Harbor [click here](#)
Westminster Community Pantry [click here](#)
Or ask us for a referral

HOUSING

Auburn Square Apartments 989-486-9332
Bay City Housing Commission 989-892-9581
Bangor Downs 989-686-4130
Bay Town Family Neighborhood 989-892-9111
Tradewinds East Apartments 989-894-0625
Whispering Pines 989-879-4024



Homeless?

Call Good Samaritan Rescue
Mission: 989-893-5973

Other housing needs?

Mid-Michigan Community Action
989-894-9060

EMPLOYMENT / LEGAL

Friend of the Court 989-895-4295
Michigan Works! 989-667-0500

Legal Services of Eastern Michigan 1-888-783-8190
Michigan Unemployment 1-866-638-3993

DIAPERS/BABY PANTRIES

Bay Arenac Diaper Bank Pantries
Great Lakes Dream Center
Salvation Army Pantry 989-893-3041 or

[Pantry Locations](#)
[Hours and information](#)
[More Information](#)



* Offers parenting and pregnancy education and support. Allows you to earn points to use in their "Little Blessings" shop for diapers, clothing and many other baby items. Located In Bay, Saginaw and Midland. [More Information](#)

* CAN Council and Life Clinic do not offer emergency diapers but program participants may receive diaper assistance.



* Offers diaper incentives for attending Parent Cafés [More Information](#)

Help is available!

To see if you qualify for health care, food assistance, childcare or emergency relief, apply online at www.michigan.gov/mibridges

DOMESTIC VIOLENCE RESOURCES

911 for Emergency

Human Trafficking Hotline 1-888-373-7888/Text 233733

Bay Area Women's Center 989-686-4551 <http://www.bawc-mi.org/>

Emergency shelter from abuse, counseling, support, legal advocate

National Domestic Violence Hotline <http://www.thehotline.org/> Call, chat or text 24 hours/day

MENTAL HEALTH & SUBSTANCE USE TREATMENT

911 for Mental Health Emergencies / **988** for the Suicide and Crisis Line

Bay Arenac Behavioral Health 1-800-448-5498

Bay Arenac Community Mental Health 989-895-2300

Catholic Family Services 989-892-2504

DOT Caring Center 989-790-3366

Great Lakes Bay Health Center South 989-921-5377

Journey Counseling Center 989-778-2323

List Psychological Services 989-684-7977

MPA Group 989-667-9661

Recovery Pathways 989-928-3566

Sacred Heart 989-894-2991

Ten 16 Recovery Network 989-631-0241

Smoking Quitlink 1-800-QUIT-NOW



You can also call 211 or the number on the back of your Medicaid Health Plan card to find a provider.

Need help making the call? Ask us, we're happy to help connect people with the help they want or need.

OTHER CHILD & FAMILY RESOURCES

Early On Screening and services for children birth to 3.

989-667-3240

Early Head Start Early education [home visiting program](#) , prenatal to 3.

989-464-0172

Starting Strong Early education home visiting program , prenatal to 5

[More Information](#)

Bay Arenac Great Start Collaborative Free educational resources, monthly Family Fun Guide

[More Information](#)

Boys and Girls Club of the Great Lakes Bay Region

989-321-9648

CAN Council Great Lakes Bay Region Parent Cafés/Support/Parenting Education

989-671-1345

Great Lake Bay Mother Baby Café Support for all mothers, weekly meetings, kids play area

[More Information](#)

Great Lakes Bay Parents Kids calendar, local programs and activities

[More Information](#)

Pregnancy to Preschool Partnership Access to home visiting and preschool programs

[More Information](#)

YWCA Great Lakes Bay Region Women's economic empowerment program, advocacy

[More Information](#)

MIHP EDUCATION STATION

Educational resources for your family



MIHP EDUCATION PACKET

Information to support MIHP families throughout pregnancy and infancy, including helpful resources and linkages to Michigan programs.

[English Education Packet](#)

[Spanish Education Packet](#)



PHONE APPS

Pregnancy+

Receive daily articles, healthcare tips, and interactive 3D models for tracking development. Michigan users also receive tailored information about programs across the state.

[More Information](#)

What to Expect

Access personalized content with pregnancy tips, baby's growth during pregnancy, and more information throughout the first year of life.

[More Information](#)

CDC Milestone Tracker

Track your child's milestones from age 2 months to 5 years with CDC's easy-to-use checklists; get tips for encouraging development; and find out what to do if you are ever concerned.

[More Information](#)



NEED TO KNOW ABOUT BIRTH CONTROL?

Let's discuss your concerns and questions! You can also explore birth control options and information at [bedsider.org](https://www.bedsider.org)

PROTECTING YOU AND YOUR CHILD FROM THE HARMFUL EFFECTS OF LEAD

How are pregnant and breastfeeding persons exposed to lead?

If a person has lead exposure during pregnancy or while breastfeeding, lead can also enter their baby's body.

In Michigan, deteriorated lead paint is the # 1 source of lead exposure. Sources of lead exposure include paint, dust, soil, and drinking water. Other sources of lead can include certain jobs and hobbies, household items, imported goods and plumbing.

Home plumbing can be a source of lead no matter whether your drinking water is from a community public water supply or a private residential well.

Should I get tested?

Complete the risk assessment on the back of this document to learn about your risk factors that may indicate the need for blood lead testing. If you answer "yes" or "don't know" to any of the questions, you should talk to your doctor about blood lead testing.

What can I do to protect my child and myself from lead?



Regularly wash hands, bottles, pacifiers, and toys. Wipe off horizontal surfaces, like windowsills with wet paper towels or other disposable cleaning materials.

Hire a certified lead professional to test your home and help with home repairs and renovations in houses built before 1978.

Vacuum with a High Efficiency Particulate Air (HEPA) filtered vacuum.

Take shoes off before entering the home or living areas.

If your home had a water test with high lead levels, use water that was put through a certified lead-reducing filter (or bottled water) for drinking, cooking, and preparing infant formula. Follow manufacturer instructions and never put hot water through the filter.

Eat a healthy diet, including foods high in calcium, iron, and vitamin C.

**For more information, visit
Michigan.gov/MiLeadSafe
or call the Childhood Lead
Poisoning Prevention
Program at 517-335-8885**

BLOOD LEAD RISK ASSESSMENT FOR PREGNANT & BREASTFEEDING PERSONS

Routine blood lead testing of all pregnant and breastfeeding persons is not recommended. However, all pregnant or breastfeeding persons should be assessed for risk of lead exposure using the following questions:

- ◆ Do you live in or regularly visit a home built before 1978 that has had renovations, repair work, or remodeling in the last 12 months?
- ◆ Do you live in or regularly visit a home that had a water test with high lead levels?
- ◆ Have you recently immigrated from or recently lived in an area where environmental lead contamination is high (e.g., Bangladesh, Mexico, India)?
- ◆ Do you use imported home remedies, spices, ceramic pottery or cosmetics?
- ◆ Do you eat, chew on, or mouth nonfood items such as clay, crushed pottery, soil or paint chips?
- ◆ Do you or others in your household have a job that involves possible lead exposure? (e.g., construction, smelting, auto repair)
- ◆ Do you or others in your household have any hobbies or activities that involves possible lead exposure (e.g., working with stained glass, ceramics, jewelry making)?
- ◆ Do you have a history of lead exposure or live with someone who has an elevated blood lead level?

If you answered YES or DON'T KNOW to any of these questions, talk to your doctor about blood lead testing.

To learn more about lead poisoning prevention and blood lead testing, contact the Childhood Lead Poisoning Prevention Program:

517-335-8885 or Michigan.gov/MiLeadSafe

IS YOUR CHILD SAFE FROM LEAD POISONING?

LEARN HOW TO PROTECT YOUR FAMILY: CREATE A LEAD SAFE HOME

What causes lead poisoning?

There are many places in a home that can put babies and children in danger of lead poisoning.

Lead paint is the #1 cause of lead poisoning in Michigan and is often found in homes built before 1978. The older the home, the more likely that painted surfaces like windows, cupboards, doors and porches will contain lead paint.



Lead poisoning occurs most often when children come in contact with lead in the air, in dust and in lead paint. Lead can also be found in soil, drinking water if supplied by lead pipes, certain home remedies and is used in some hobbies and occupations.

How can I tell if my child has lead poisoning?

Talk to your doctor about testing your child's blood for lead poisoning.

When should my child be tested for lead poisoning?

Children should be tested at one and two years of age or if you think your child has been exposed to a lead hazard.

For more information, visit www.michigan.gov/lead or call the Childhood Lead Poisoning Prevention Program at 517-335-8885.

Symptoms of lead poisoning can be silent—and hard to recognize. Preventing lead poisoning before it happens is the best way to keep your family safe. Take this quiz to see if your child may be at risk:

Does the child live in or regularly visit a home built before 1978? (Note: recent or planned renovations can greatly increase risk of lead exposure in homes built before 1978.)

Yes No Don't Know

Does the child live in or regularly visit a home that had a water test with high lead levels?

Yes No Don't Know

Does the child have a brother, sister, or friend that has an elevated blood lead level?

Yes No Don't Know

Does the child come in contact with an adult whose job or hobby involves exposure to lead (e.g., smelting, indoor shooting/firing ranges, pottery, stained glass, refinishing old furniture)?

Yes No Don't Know

Does the child's caregiver use home remedies that may contain lead (e.g. ba-baw-san, daw tway, greta, azarcon, balguti kesaria, ghasard)?

Yes No Don't Know

Is the child in a special population group such as foreign adoptee, refugee, migrant, immigrant, or foster child?

Yes No Don't Know

Does the child's caregiver have reason to believe the child is at risk for lead exposure (e.g. exhibiting pica behavior, developmental delays)?

Yes No Don't Know

If you answered YES or DON'T KNOW to any of these questions, talk to your doctor about testing your child for lead poisoning.

MAKE EVERY DAY LEAD SAFE

Safe Cleaning Use these steps to help keep your home clean and reduce your child's risk of lead exposure. Use these tips to clean your windows, doors, floors, porches, stairs and child play areas.



Put on rubber gloves. If you do not have rubber gloves, wash your hands well after cleaning.

Use the right cleaners and supplies you can throw away. Use soapy cleaners or products made to remove lead dust.

Remove paint chips first. Window areas and porches often have peeling paint and lead dust. Pick up paint chips you can see and throw them away in a plastic bag.



Always wet-mop floors and window sills. Do not broom lead dust. Throw away cloths after wiping each area. Replace mop water frequently.

Don't use a vacuum unless it is a HEPA vacuum. A regular vacuum will spread lead dust into the air you breathe. Some health departments have HEPA vacuums available to borrow.



Rinse after cleaning. Use clean water and a new mop head or fresh paper towels to wipe away suds.

Always empty wash water down a toilet.

Repeat these steps weekly, or when dirt and dust appear on floors, porches, window wells, window sills, stairs and children's play areas.

For Homes with Lead Pipes



If you use a water filter, be sure it meets NSF/ANSI 53 standards for lead reduction.

Keep your water moving by taking a shower, running a load of laundry, flushing the toilet, and washing dishes. Run your water until it is cold before using it for drinking, cooking, and making baby formula.

Test. Consider contacting your local water authority to have your water tested.

Daily Lead Safe Practices

- Wash hands, bottles, pacifiers and toys often.
- Always take off shoes before going into the house.
- Watch your child's diet. Foods high in calcium and iron help keep lead from being absorbed by a child's body.
- Avoid using power sanders, open-flame torches, heat guns, dry scrapers and dry sandpaper or heat guns on painted surfaces.
- Paint over peeling or chipping paint.
- Hire a certified lead professional when making updates to your home.
- Always use the safe cleaning methods listed above.

Thinking about remodeling your home? Need advice about identifying and removing lead paint?

Call the Healthy Homes Section:

866-691-LEAD



Childhood Lead
Poisoning Prevention

Michigan.gov/Lead

IMMUNIZATION

KNOW THE FACTS.

★16★

DISEASES

Childhood vaccines
prevent 16 different
diseases by age 2!

Vaccination is a safe,
highly effective, and easy
way to help keep people
healthy.



Before Pregnancy

Make sure your vaccination record is up to date. Being up to date will help protect you and your child from serious, preventable diseases.



During Pregnancy

Get the recommended vaccines to keep you and your baby safe:

- Whooping Cough
- Flu
- COVID
- RSV



After Pregnancy

Postpartum vaccination will help protect you from getting sick, and you can pass antibodies to the baby through breastmilk.



Vaccination Save Lives!

Vaccines Shield
Against Illness.



Vaccines work by
preparing the body
to fight off infections
before they can
cause harm.

CIRCLE OF PROTECTION

An infant's family members
and caregivers should be
up to date on their
vaccinations to help form a
circle of disease protection
around the infant, who
might not yet be protected.



Learn more:

The MIHP Immunization
Toolkit



FOR MORE INFORMATION VISIT: [TINYURL.COM/MIHPTOOLKIT](https://tinyurl.com/MIHPTOOLKIT)

The Michigan Department of Health and Human Services (MDHHS) does not discriminate against any individual or group on the basis of race, national origin, color, sex, disability, religion, age, height, weight, familial status, partisan considerations, or genetic information. Sex-based discrimination includes, but is not limited to, discrimination based on sexual orientation, gender identity, gender expression, sex characteristics, and pregnancy.

MDHHS-PUB-2054 (12-24)



Maternal Infant
Health Program

Eat safe fish in the Saginaw Bay Area

Click anywhere below for full brochure:

Using the Eat Safe Fish Guidelines

MDHHS tests only the filets of the fish for chemicals to set these guidelines. *MI Servings* are set to be safe for everyone. This includes **children, pregnant or breastfeeding women, and people who have health problems like cancer or diabetes.**

How much is MI Serving?

Weight of Person	MI Serving Size
45 pounds	2 ounces
90 pounds	4 ounces
180 pounds	8 ounces

Weigh Less?

For every 20 pounds **less** than the weight listed in the table, subtract 1 ounce of fish.

For example, a 70-pound child's MI Serving size is 3 ounces of fish.
90 pounds - 20 pounds = 70 pounds & 4 ounces - 1 ounce =
a MI Serving size of 3 ounces

Weigh More?

For every 20 pounds **more** than the weight listed in the table, add 1 ounce of fish.

For example, a 110-pound person's MI Serving size is 5 ounces of fish.
90 pounds + 20 pounds = 110 pounds / 4 ounces plus 1 ounce =
a MI Serving size of 5 ounces

You might eat more than one *MI Serving* in a meal. That's OK, just keep track so you don't have too much.



Are you pregnant?

Fish is good for you and your baby! Use your pre-pregnancy weight to find your *MI Serving* size. It's also best to avoid eating fish labeled as "Limited" when you're pregnant or breastfeeding.

My Michigan, MI Serving Size



- ✓ 8 ounces of fish = size of an adult's hand (large oval)
- ✓ 4 ounces of fish = size of the palm of an adult's hand (small circle)
- ✓ 2 ounces of fish = size of half a palm of an adult's hand (rectangle)

What are 'safe' fish?

Safe fish are fish that are low in chemicals. If you use the **Eat Safe Fish Guide** when you choose fish to catch and eat, you will protect yourself and your family from chemicals that could someday make you sick.

If there are chemicals in the fish, why should I still eat it?

Fish have a lot of great health benefits.

- ✓ Fish can be a great low-fat source of protein.
- ✓ Fish are brain food.
- ✓ Some fish have heart-healthy omega-3s.



Plus, fishing is a fun way to get outside and enjoy Michigan's 11,000 lakes, rivers, and streams!



If you go after fish that have **fewer chemicals** in them, **trim away the fat**, and **grill or broil** the fish that you eat, you can get a lot of health benefits and have **very little risk**.

Catching fish • Buying fish • Eating fish

For more information on safe fish, call MDHHS at 1-800-648-6942 or visit us online at www.michigan.gov/eatsafefish.



The MDHHS Safe Fish Guidelines in this brochure are from the MDHHS **2018 Eat Safe Fish Guide**. For updates, visit www.michigan.gov/eatsafefish or call 1-800-648-6942 and ask for a free **Guide**.

Legal Information...

YOUR RIGHTS AND RESPONSIBILITIES AS A MATERNAL INFANT HEALTH PROGRAM PARTICIPANT

Michigan Department of Health and Human Services
Maternal Infant Health Program

If you have a question, complaint or concern about your Maternal Infant Health Program (MIHP), please speak up. Feel free to take any of the following actions:

1. Call or write to your MIHP. If you call, ask to speak to the program coordinator. Often, the coordinator can help immediately.
2. If you are not satisfied with the coordinator's response, or you do not wish to take your concern to the coordinator, call the Michigan Department of Health and Human Services (MDHHS). The number is 833-644-6447. Say that you have a concern about your MIHP and someone will help you. If you would rather send an email, the address is mihp@michigan.gov.
3. You may be enrolled in a Medicaid Health Plan. If so, you also have the option of contacting them with questions or concerns about your MIHP. Look for your Health Plan's contact information in your Member Handbook.

As a MIHP participant, you have the right to:

- Choose your MIHP.
- Be treated with respect at all times.
- Receive quality care.
- Transfer to a different MIHP.
- Be fully involved in all aspects of your care.
- Refuse any services you do not wish to receive.
- Get help with any special communication needs you may have.
- Have your confidentiality protected, as required by law.
- Use your MIHP's grievance procedure, contact MDHHS or your Medicaid Health Plan to resolve your concerns.

As a MIHP participant, you have the responsibility to:

- Keep your appointments to the best of your ability.
- Let the MIHP staff know ahead of time if you can't keep an appointment.
- Ask questions if you don't understand something.
- Let your MIHP staff know how they can serve you better.
- Treat your MIHP staff with respect at all times.

The Michigan Department of Health and Human Services will not exclude from participation in, deny benefits of, or discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, partisan considerations, or a disability or genetic information that is unrelated to the person's eligibility.



CLIENT CONCERN PROCEDURE

All clients have the right to be informed of the procedure that can be followed to express concerns regarding the quality of services being provided.

If you have a concern, please follow the procedure listed below:

1. Express the concern to a member of the Bay County Health Department staff. If the concern remains unresolved, call the appropriate Supervisor/Manager at the Bay County Health Department. For Health Department programs/clinics call the Nursing Services Manager at (989) 895-2077, and for Environmental/Lab concerns contact the Environmental Health Manager at (989) 895-4107.
2. If the concern cannot be resolved verbally, the Supervisor/Manager will request that you complete a written Client Concern form. You will be provided with a Client Concern form and will be expected to complete the form and submit it to the appropriate Supervisor/Director.
3. The Supervisor/Manager will respond in writing upon receipt of the written concern. The concern will be investigated and corrective action, if necessary or appropriate, will be implemented. You will again be notified in writing regarding the findings and corrective action taken.
4. If you disagree with the resolution, you may contact the Health Officer of the Bay County Health Department within five (5) business days after receiving the written notice of resolution.
5. If the decision from the Health Officer is not acceptable, you may appeal the decision to the Bay County Executive and/or Bay County Corporation Counsel. The concern will be reviewed at their next scheduled Executive Quadrant Meeting.
6. If, as a Maternal Infant Health Program client, you remain dissatisfied with the decision received at any level, you have the right to contact your Medicaid Health Plan or the Michigan Department of Health & Human Services (MDHHS). To complete a complaint to MDHHS by phone call (833) 644-6447 or email your complaint to mihp@michigan.gov.

BAY COUNTY NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Bay County uses health information about you for treatment, to obtain payment for treatment, for administrative purposes, and to evaluate the quality of care that you receive. Your health information is contained in a medical record that is the physical property of Bay County.

How Bay County May Use or Disclose Your Health Information

For Treatment. Bay County may use your health information to provide you with medical treatment or services. For example, information obtained by a health care provider, such as a physician, nurse, or other person providing health services to you, will record information in your record that is related to your treatment. This information is necessary for health care providers to determine what treatment you should receive. Health care providers will also record actions taken by them in the course of your treatment and note how you respond to the actions.

For Payment. Bay County may use and disclose your health information to others for purposes of receiving payment for treatment and services that you receive. For example, a bill may be sent to you or a third-party payer, such as an insurance company or health plan. The information on the bill may contain information that identifies you, your diagnosis, and treatment or supplies used in the course of treatment.

For Health Care Operations. Bay County may use and disclose health information about you for operational purposes. For example, your health information may be disclosed to members of the medical staff, risk or quality improvement personnel, and others to:

- X evaluate the performance of our staff;
- X assess the quality of care and outcomes in your case and similar cases;
- X learn how to improve our facilities and services; and;
- X determine how to continually improve the quality and effectiveness of the health care we provide.

Appointments. Bay County may use your information to provide appointment reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to you.

Group Health Plans. A group health plan, health insurance issuer, or HMO with respect to a group health plan may disclose health information to the sponsor of the plan.

Required by Law. Bay County may use and disclose information about you as required by law. For example, Bay County may disclose information for the following purposes:

- X for judicial and administrative proceedings pursuant to legal authority;
- X to report information related to victims of abuse, neglect or domestic violence; and
- X to assist law enforcement officials in their law enforcement duties;

Public Health. Your health information may be used or disclosed for public health activities such as assisting public health authorities or other legal authorities to prevent or control disease, injury, or disability, or for other health oversight activities.

Decedents. Health information may be disclosed to funeral directors or coroners to enable them to carry out their lawful duties.

Organ/Tissue Donation. Your health information may be used or disclosed for cadaveric organ, eye or tissue donation purposes.

Research. Bay County may use your health information for research purposes when an institutional review board or privacy board that has reviewed the research proposal and established protocols to ensure the privacy of your health information has approved the research.

Health and Safety. Your health information may be disclosed to avert a serious threat to the health or safety of you or any other person pursuant to applicable law.

Government Functions. Your health information may be disclosed for specialized government functions such as protection of public officials or reporting to various branches of the armed services.

Effective as of April 21, 2016

Workers' Compensation. Your health information may be used or disclosed in order to comply with laws and regulations related to Workers' Compensation.

Other uses. Other uses and disclosures will be made only with your written authorization and you may revoke the authorization except to the extent Bay County has taken action in reliance on such.

Your Health Information Rights

You have the right to:

- X request a restriction on certain uses and disclosures of your information however, Bay County is not required to agree to a requested restriction;
- X obtain a paper copy of the notice of information practices upon request;
- X inspect and obtain a copy of your health record;
- X request that your health record be amended;
- X request communications of your health information by alternative means or at alternative locations; and receive an accounting of disclosures made of your health information.
- X request a restriction of disclosures to your health plan for billing purposes if you have paid for those services out of pocket and in full.
- X be notified in writing following the discovery of a breach of unsecured, protected, health information.

Complaints

You may complain to Bay County and to the Michigan Department of Health and Human Services if you believe your privacy rights have been violated. You will not be retaliated against for filing a complaint.

Obligations of Bay County

Bay County is required by law to:

- X maintain the privacy of protected health information;
- X provide you with this notice of its legal duties and privacy practices with respect to your health information;
- X abide by the terms of this notice;
- X notify you if we are unable to agree to a requested restriction on how your information is used or disclosed;
- X accommodate reasonable requests you may make to communicate health information by alternative means or at alternative locations; and

Bay County reserves the right to change its information practices and to make the new provisions effective for all protected health information it maintains. Revised notices will be made available to you.

Contact Information

If you have any questions or complaints, please contact:

JOEL R. STRASZ
BAY COUNTY PRIVACY OFFICER
BAY COUNTY HEALTH DIRECTOR
1200 WASHINGTON AVENUE
BAY CITY, MICHIGAN 48708
(989) 895-2018

Appendix RRE 01b
Revised: 05-11, 06-13, 09-13, 04-15, 04-18

If you made it this far, thank you!
If you need something in between our scheduled visits, please don't hesitate to call or text us!

~ The End ~