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**Welcome to LifeWays!**

Thank you for choosing LifeWays for your behavioral healthcare services. We know that starting new services can sometimes be overwhelming and we want to provide you a relaxing and comfortable environment every step of the way. As such, the following information is provided to ensure your transition into services at LifeWays is smooth and stress free.

Something you may experience while receiving services at LifeWays are interactions with various local providers of mental health services with whom LifeWays contracts. We contract with these providers to give you the highest quality of care.

At LifeWays, our mission is to “inspire hope and promote life-enhancing recovery.” This mission drives us to partner with you and provide meaningful support to you throughout your recovery journey. To do that, we know we must treat you with respect, communicate with transparency, offer you choice and control, and treat your whole person – resolving any social or physical healthcare needs you may have.

In this packet you will find information and materials that will be helpful to you as an individual receiving services from LifeWays. You will find the Guide to Services contains most of the information you may need during your care, including phone numbers, descriptions of services, and helpful links.

Here are some key phone numbers that you should keep available:

* **Customer Services:** (517) 780-3332
* **Recipient Rights:** (517) 789-1237
* **24/7 Crisis & Access Phone Line:** 1 (800) 284-8288

We look forward to providing you with your behavioral healthcare needs.

Sincerely,



Maribeth Leonard, MBA, LBSW

Chief Executive Officer, LifeWays