

General FAQs:

Why are CNS Healthcare and Northeast Integrated Health merging?

This collaboration of two long-term CMH providers allows us to serve more persons across a larger geographic area. The partnership allows us to build on our collective programs, leverage assets and expand services across the tri-county area continuing to serve Wayne, Oakland and Macomb counties.

NIH and CNS Healthcare serve similar target populations. We have a shared vision and set of values around person-centered integrated healthcare delivered in one's own neighborhood. We are also excited to expand CCBHC services to the City of Detroit where this programming has not previously been present.

What are the benefits of this merger?

As a Certified Community Behavioral Health Clinic (CCBHC), expansion to Northeast Detroit and Macomb County will drastically increase access to mental health and substance use disorder services in those areas. Additionally, the combined experience and unique expertise from both organizations will enhance service offerings including expanded infant mental health services, law enforcement trainings, and jail diversion programming.

Who will run the combined organization, and will there be changes to the Senior Leadership Team?

Mr. Garrett will maintain his position as President and CEO. Ms. Sherry E. McRill will join the SLT as the Chief Visionary Officer (CVO). Ms. Nancy M. Gandelot will join SLT as the Chief Marketing and Outreach Officer (CMOO).

Will there be additional expansions?

As a Certified Community Behavioral Health Clinic (CCBHC), expansion to increase access to the services we provide is always possible.

Will we close any CNS or NIH Buildings?

Currently, there are no plans to close any buildings. However, the resources required to fulfill our obligations to the individuals we serve have not been determined. Please stay tuned.

What will the organization be called?

We will be CNS Healthcare

Will any positions be eliminated?

Senior leadership has developed plans to integrate everyone's positions

Person-served / Consumer FAQs

Will my worker change?

Continuity of care for you (and your family) is important to us so we will try to minimize changes relative to the assignment of workers. There may be times however where this may be necessary to allow for better focus of staff time with each of you and to also maximize their talents and strengths for those served. Once a more defined plan is finalized, any changes that impact you will be shared.

Will my services change?

No, your current services will remain the same. The merger of these two agencies will most likely allow for additional resources to be available for you as you will now have access to services provided from both agencies if so needed and desired.

Do I have to complete all new paperwork?

As we evaluate NIH's CCBHC readiness, there may be additional paperwork needed to enhance service offerings. We will make this as easy as possible for you and explain the reasoning behind any new request(s) that may be needed.

Do I have to travel farther for services?

No, you will continue to receive services from the clinics you currently do so changes in travel will not occur. Additionally, with the offering of telehealth services, the need to travel should overall be less for individuals and their families.

Why did the agency merge? Is there trouble/a problem, do I need to go somewhere else for services?

No, there is no need to go anywhere else for services. Both agencies are in great standing and are merging to share resources, expand expertise and knowledge and become an even stronger presence in the community to make positive impacts for all of you!

How will my medical records be impacted?

Medical records of those served will continue to be contained within Northeast Integrated Healthcare's electronic health record system. A transition plan will be developed and communicated to consumers. Rest assured individual's medical records will be treated with the highest security and confidentiality.

How will scheduling appointments be impacted?

Appointments will continue as usual. No changes in appointment times, locations or clinician providing services. Individuals will be notified well in advance of any changes impacting this area.

How will my Medicaid/Medicare or insurance be impacted with services?

Benefits of Medicaid/Medicare or insurance will continue to be accepted with existing services rendered. If any changes, individuals will be notified in advance.