

CONTACT INFORMATION

Customer Services
1-877-779-9707

All Customer Services Departments are open 8:30am to 5:00pm, Monday through Friday and after hours by appointment. You can call your local CMH's or any other agency listed:

Lenawee Community Mental Health Authority

1040 S. Winter Street, Suite 1022
Adrian, Michigan 49221
Tel: (517) 263-8905
Fax: (517) 265-8237
Toll Free: (800) 664-5005
TTY: (517) 263-8905
www.lcmha.org

Community Mental Health Services of Livingston

2280 E. Grand River
Howell, MI 48843
Office: (517) 546-4126
Fax: (517) 546-1300
Toll Free: (800) 615-1245
TTY: (800) 649-3777
www.cmhliv.org

Monroe Community Mental Health Authority

1001 S. Raisinville Rd.
Monroe, MI 48161
Office: (734) 243-7340
Fax: (734) 243-5564
Toll Free: (800) 886-7340
TTY: (800) 886-7340
www.monroecmha.org

Washtenaw Community Health Organization

555 Towner
Ypsilanti, MI 48197
Phone: (734) 544-3000
Fax: (734) 544-6732
Toll Free: (800) 440-7548
TTY: (800) 649-3777
www.ewashtenaw.org

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CUSTOMER SERVICES

***Community Mental Health
Partnership of Southeastern
Michigan***

Funded in part by the Michigan Department of
Community Health

What is the Community Partnership of Southeastern Michigan?

The Community Mental Health Partnership of Southeastern Michigan (CMHPSM) is a joint effort of Lenawee, Livingston, Monroe and Washtenaw Counties. The partnership seeks to be a model of excellence in a regional system of integrated care, joining with Consumers, Families, & the Community to help consumers reach their dreams.

What is Customer Services?

Customer Services is a link between you, your community mental health system, and your community. We are here for you when you, your family members, or anyone in the community wants information about services or supports in your county.

Customer Services seeks to reduce stigma about disabilities by educating the community. We also make sure the community mental health system gives care that is respectful, is available to all consumers, and is free of stigma. Customer Services wants you to be happy with the services you get. We are here when you want information on your rights as a consumer. We are also here to help when you are not happy with your services or when you want to share how services can be better.

Customer Services can help you with:

- Understanding the Mental Health System
- Questions about your benefits
- Information on how to get services
- Information on who pays for services, what cost you would or would not have for services, and how fees are decided.
- Concerns about your care
- Concerns about staff
- The Grievance Process
- Your Appeal rights
- Your Rights as a mental health or substance abuse consumer
- Ways to advocate for yourself (Self-Advocacy)
- Any questions about major changes that happen at the national, state and local level (including changes in benefits, services, or providers).
- Ways you or your family can have a voice and be a part of how our region does business.
- Information on how the organization runs or is structured

Customer Services provides:

- Community Education
- Public Speakers
- Links with community advocacy groups
- Community Benefit Plan
- Anti-stigma activities/support
- Needs Assessments (Assessments on service needs of the community)
- Focus Groups
- Town Hall Meetings
- Consumer updates and information

- Public Awareness
- Support to other agencies that seek to help consumers
- Working with other agencies to help reach our mission

IT'S IMPORTANT TO KNOW

- You have the right to get information in a way or form that you can understand. If you need information in another language or in another form (i.e. limited hearing or sight abilities), call your local Customer Services department for help.
- To start services or get information about services you could get, call Access in the County where you live.
- You cannot be denied services just because you cannot pay for them. Talk with your staff, Access, or Customer Services about your options.
- If you want service in another county, call your local Access Department for help.