



## CUSTOMER SERVICES



### What is Customer Services?

Our Customer Services Representatives can help you when you:

- want to know more about a mental health or substance use disorder issue
- want to talk to someone about a specific problem or your concerns
- have general questions about the services we provide

Customer Services can help you find the answers to your questions. **We are ready to help!**

Customer Services can answer your questions. If you have reached a stumbling block within the behavioral health care system, give us a call at **1 – 888 – 482 – 8269**.

### Problems or Questions?



We can help. We provide:

- Help with questions, concerns, and problems
- Detailed information on the services we offer, the eligibility criteria for those services, and the authorization process
- Information about and assistance with appeals of service or treatment decisions, grievances, dissatisfaction about our services, Medicaid Fair Hearings, and Recipient Rights.
- Information on Community Resources, Public Benefits, and Medicaid
- Information on Provider Networks
- Information on Michigan's public mental health and substance use disorders systems, including state and federal requirements
- Information on Person-Centered planning, Self-Determination, Independent Facilitation, Recovery, and Mental Health Advance Directives
- Assistance with free Translator or Interpreter services or other Communication Accommodations
- Consumer Handbooks/Provider Directories, and literature related to mental health and substance use disorders
- Up-to-date benefit information
- Information on your insurance and participating insurances
- Information on preventive services or procedures
- Assistance with paperwork



**909 Washington Avenue, Suite 3  
Bay City, MI 48708  
Toll-free Phone: (888) 482 – 8269  
TTY/TDD: 7-1-1**

**Hours of Operation:  
8:00 A.M. – 5:00 P.M.**