

## Contact Information

### Detroit Wayne Mental Health Authority

640 Temple – 8th Floor  
Detroit, MI 48201

#### General Office

(313) 833-2500

#### Customer Service

PHONE: (313) 833-3232

FAX: (313) 833-2217

TOLL FREE (888) 490-9698

TDD: (800) 630-1044

#### Grievance and Appeals

TOLL FREE: (888) 490-9698

FAX: (313) 833-4280

#### Family Support Subsidy

PHONE: (313) 833-2493

FAX: (313) 833-4150

#### Centralized Access Center Customer Service, Crisis and Information & Referral

(Available 24 hours/day, 7 days/week)

PHONE: (313) 224-7000

FAX: (877) 909-3590

TOLL FREE: (800) 241-4949

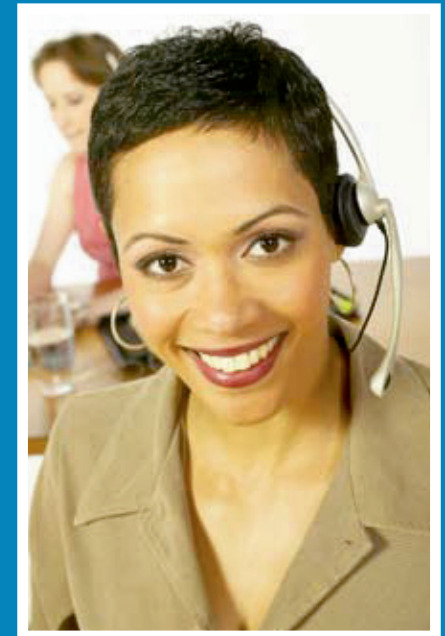
TDD: (866) 870-2599

[www.dwmha.com](http://www.dwmha.com)

### CUSTOMER SERVICE MISSION

The mission of the Authority's Customer Service unit is to assure the accessibility of effective community services that empowers individuals and families to achieve an enhanced quality of life.

## HOW CUSTOMER SERVICE CAN HELP YOU



## How Customer Service Can Help You

### Access to Service

The Detroit Wayne Mental Health Authority's (DWMHA) Customer Service Unit is here to serve you.

We want to help you understand the services and benefits to which you are entitled. We are here to assist you with access to services, providers, community resources, appeals and grievances and information to help you make informed choices.

Customer Service also organizes, coordinates, and supports planned learning opportunities. We can provide you with educational materials to help you learn about your services and mental health concerns. These publications are available by request and available in other languages.

### Become Involved

As a Consumer with DWMHA, there are many opportunities for you to shape services and programs. For more information call Customer Service at 888-490-9698.

## Outreach

Here are a few of the activities we provide:

- Partnership Initiative Meetings
- Monthly Consumer Meetings
- Consumer Advocacy Meetings
- Peer Support Trainings and Referrals
- Town Hall Meetings
- Representation on Authority Committees
- Persons Points of View Consumer Newsletter
- Outreach Focus Groups

Customer Service offers support groups and structured learning opportunities. Through our monthly Consumer meetings, Customer Service provides an opportunity for discussion and training on topics such as:

Recovery	Housing
Transportation	Employment
Crisis Management	Anti-Stigma
Jail Diversion	Self-Determination
Substance Abuse	Peer Support
Co-Occurring Planning	

## Your Satisfaction

Your satisfaction is very important to us. We are here to help you with any problems or questions you might have regarding services. Just give us a call. We can assist with:

- Complaints
- Recipient Rights Referrals
- Filing a Grievance or an Appeal
- Medicaid Fair Hearing

If you feel your rights have been violated, please call Recipient Rights at (888) 339-5595.

### We Want to Hear From You

What you think about your services is important to us. Customer Service wants to hear from you. Feel free to call or write to us about your comments, suggestions, and/or concerns.

We are available to assist you Monday through Friday 8 a.m. to 4:40 p.m. at (888) 490-9698.

Our mailing address is:  
Customer Service  
DWMHA  
640 Temple  
Detroit, MI 48201

Language translation is provided free of charge

Consumers look forward to the Monthly Consumer Meetings so they can share their suggestions.