

Provision of Services

The Authority oversees services in coordination and collaboration with five (5) Managers of Comprehensive Provider Networks (MCPNs) and over 80 provider organizations.

The MCPNs are listed below:

CareLinkNetwork

(Persons with Mental Illness)
1-888-711-5465

Community Living Services

(Persons with Intellectual and Developmental Disabilities)
734-467-7600

ConsumerLink Network

(Persons with Intellectual and Developmental Disabilities)
1-888-711-5465

Integrated Care Alliance

(Persons with Intellectual and Developmental Disabilities)
1-866-724-7544

Out of Network Services: When you make a request to receive services outside of your assigned MCPN or require a service that is not available in the provider community, the MCPN can authorize the service. The Utilization Management staff shall facilitate the referral and follow up with you to determine whether or not the referral was successful. No prior authorization is needed for out-of-network services.

Disclaimer: With the diversity of services available in Wayne County it is not expected that out-of-network services will be utilized with any frequency.

Important Phone Numbers

Detroit Wayne Mental Health Authority

707 West Milwaukee
Detroit, MI 482012

General Office

313-344-9099

Centralized Access Center

24 Hour Crisis/Information & Referral

1-800-241-4949 (Toll Free)

313-224-7000 (Local Calls)

TTY/TDD Line: 1-866-870-2599 (Hearing Impaired)

Customer Service

Consumer Affairs and Community Outreach

Phone: 1-888-490-9698

Fax: 313-833-2217 Fax: 313-833-4280

TTY/TDD Line: 1-800-630-1044 (Hearing Impaired)

Grievances

Toll Free: 1-888-490-9698

Fax: 313-833-4280

Family Support Subsidy

Toll Free: 1-888-490-9698

Local: 313-833-2493

Fax: 313-833-4150

Office of Recipient Rights

1-888-339-5595

TDD Line: 1-888-339-5588

www.dwmha.com



Detroit Wayne Mental Health Authority

Welcome



Health Authority's System of Care

Who We Are: Detroit Wayne Mental Health Authority (DWMHA) is the identified Prepaid Inpatient Health Plan (PIHP) contracted with the Michigan Department of Health and Human Services, to provide supports and services to persons with or at risk for serious emotional disturbances (SED), severe mental illness (SMI) intellectual and developmental disabilities (I/ DD), substance use (SUD) and/or co-occurring disorders. We service approximately 78,000 participants living in Wayne County, MI. Though our name is new, we have been contracted with the state to "manage" mental health services for over 50 years.

DWMHA Mission Statement

We are a safety net organization that provides access to a full array of services and supports to empower persons within the Detroit Wayne County behavioral health system.

How Customer Service Can Help You

Our Customer Service Office: is here to help you understand the system of care. Customer Service Representatives are available:

**Monday-Friday, 8:00 a.m. until 4:30 p.m.
at 888-490-9698 or 313-833-3232**

Grievances: You have the right to say that you are unhappy with your services or supports and/or the staff who provides them by filing a "grievance". You can file a grievance at any time in writing, by telephone or walk-in. Your grievance will be resolved within sixty days. Assistance is available in the filing process. You may contact your service provider, MCPN or an Authority Customer Service Representative. An Authority Customer Service Grievance Coordinator is available to assist you at:

Local: 313-833-3232
Toll Free: 1-888-490-9698
Monday – Friday 8:00 a.m. until 4:30 p.m.

Office of Recipient Rights: The Authority's Office of Recipient Rights is responsible for handling any and all complaints about your rights as a mental health consumer. There are Rights Representatives to ensure that your rights are not violated. If you feel your rights have been violated you should inform the Rights Staff. They are available to assist you at:

Toll Free: 1-888-339-5595
Monday – Friday, 8:00 a.m. until 4:30 p.m.

About Your Orientation

Your Service Provider will provide you with a New Consumer Orientation and detailed information about your MCPN and Assigned Provider on the following information along with your Consumer Handbook and other educational materials.

Pamphlets on:

- Recipient Rights
- Understanding Grievances
- Advance Directives
- Kevin's Law
- How to Access Routine Mental Health Services
- How to Obtain After-Hour Emergency Services
- How Customer Service Can Help You
- Appeals

The Consumer Handbook tells you about the Authority, benefits, how to access services, and enrollee rights.

Consumer Involvement:

The Authority's Customer Service staff is interested in your suggestions and concerns as a Consumer of services. As a Consumer with DWMHA, there are many opportunities for you to shape services and programs. For more information contact:

DWMHA Customer Service
313-833-3232
or
1-888-490-9698
TTY: 1-800-630-1044