

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.

CUSTOMER SERVICE MISSION

Contact Information

Detroit Wayne Mental Health Authority

707 West Milwaukee
Detroit, MI 48202

General Office

(313) 344-9099

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

24-Hour Centralized Access Center

Crisis Information and Referral Help Line

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

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 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

Outreach

information call Customer Service at 888-490-9698.

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	

Language translation is Provided free of charge

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:

- Appeals
- 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:

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

