



*****Important Information*****

To: All Persons Enrolled to Receive Community Mental Health Services in Wayne County

From: Detroit Wayne Mental Health Authority

Date: February 20, 2017

Re: Process to Change Your MCPN During Open Enrollment

All persons enrolled to receive community mental health services and supports are given the opportunity to change their assigned Manager of Comprehensive Provider Networks (MCPNs) twice per year.

1. Open Enrollment allows you to change your assigned MCPN. The next opportunity to do this is from February 25, 2017 – March 25, 2017. Your request to change will become effective on April 1, 2017. **After the February 25, 2017 - March 25, 2017 Open Enrollment, the next opportunity to change your assigned MCPN will be between August 25 - September 25, 2017.** Your request will become effective on October 1, 2017.
2. Open Enrollment Change (OEC) forms can be obtained from your MCPN or provider during regular business hours. The form must be completed by you and/or your guardian;
3. The Open Enrollment Change Form will be sent to your MCPN by your provider and then submitted to the Access Center for processing during the 30-day enrollment period.
4. After the effective date, your new MCPN service provider will make contact with you to schedule an intake appointment within ten (10) days.
5. If you have an urgent need to request a change in your MCPN outside of the Open Enrollment dates, please call your MCPN.

Care Link and Consumer Link Networks: 1-888-711-LINK (5465)

Integrated Care Alliance: 1-866-724-7544

Community Living Services: 1-866-381-7600

If you have any questions and or concerns, please contact Detroit Wayne Mental Health Authority, Customer Service Department (313) 833-3232 or 1-800-241-4949.