

CONTACTS FOR NOTICES, APPEALS AND GRIEVANCES

Appeal Contacts

For denials due to clinical issues contact **Access Alliance of Michigan (AAM) Customer Service**.

For denials due to Riverhaven Coordinating Agency (RCA) protocols contact **Rebecca Emmenecker**.

Riverhaven Coordinating Agency

Rebecca Emmenecker
201 Mulholland
Bay City, MI 48708
989-497-1331

RCA main telephone number: 989-497-1344

Fax: 989-497-1348

E-mail: remmenecker@babha.org

Access Alliance of Michigan

AAM Customer Services Coordinator: Kim Cereske

Direct Line: 989-497-1329

Email: kcereske@access-alliance-mi.org

AAM Customer Services Specialist: Janelle Steckley

Direct Line: 989-497-1359

Email: jsteckley@access-alliance-mi.org

(please do not give direct line numbers to consumers as we are required to have a live person answer the telephone)

P.O. Box 882

Bay City, MI 48707-0882

Toll-free: 888-482-8269

(please give this number to consumers)

Fax: 989-497-1320