



# Regional Customer Services

Serving persons from Arenac, Bay, Huron, Montcalm, Shiawassee, and Tuscola Counties



## What Is Customer Services?

Our Customer Service representatives can help when you need to know more about a behavioral health subject or substance use disorder issues, want to talk to someone about a specific problem, or have questions about the services we can provide.

**Problems or questions?  
We can help. We provide:**

- Information about and assistance with appeals, grievances, Medicaid Fair Hearings and recipient rights
- Information on community resources, public benefits and Medicaid
- Information on our provider network
- Information on Michigan's public mental health and substance use disorder systems, including state and federal requirements
- Information on person-centered planning, self-determination, independent facilitation, recovery and advance directives
- Information on the services we offer, the eligibility criteria for those services and the authorization process
- Assistance with free interpretive services or other communication accommodations
- Provide consumer handbooks, provider directories and literature related to mental health and substance use disorders
- Help with questions, concerns, problems and paperwork

## Customer Services



Customer Services can answer your questions. If you've reached a stumbling block within the behavioral health and substance use disorder care system, give us a call.

**1-888-482-8269**



### Regional Customer Services

Hours of Operation: 8 a.m. - 5 p.m.  
(with after business hours capability)

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TTY 800-891-2119

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