

Customer Services Can Help You Find the Answers to Your Questions!

If you have
reached a
stumbling
block within
the mental health or substance
use disorder system give us a
call:



1-888-482-8269

Hours of Operation:

Monday through Friday

8 a.m. to 5 p.m.

(with after-hour capability)



Huron Behavioral Health
HELPING PEOPLE ...
... MAKING LIFE WORK

The Montcalm Center
for Behavioral Health



A DIVISION OF BAY-ARENAC
BEHAVIORAL HEALTH



SHIAWASSEE COUNTY COMMUNITY
Mental Health Authority



TUSCOLA

Behavioral Health Systems

Access Alliance Of Michigan

Customer Services

P.O. Box 882

Bay City, MI 48707-0882

Toll free Phone: 888-482-8269

TTY/TDD 800-891-2119

Fax: 989-497-1320

www.access-alliance-mi.org

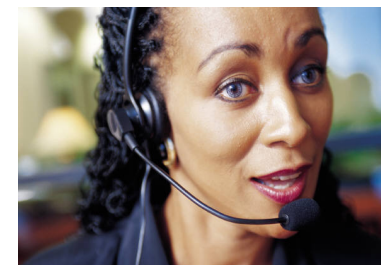
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A DIVISION OF BAY-ARENAC
BEHAVIORAL HEALTH

*Serving individuals in Arenac,
Bay, Huron, Montcalm,
Shiawassee and Tuscola
Counties*

What Customer Services Can Do For You!



Telephone Number: 888-482-8269
TDD/TTY Number 800-891-2119



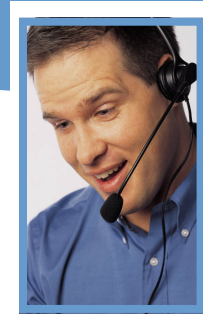
What is Customer Services?

Our Customer Service staff can help when you need to know more about mental health or substance use disorder issues, want to talk to someone about your concerns, or just have general questions about services.

We are ready to help.

Our Customer Service department can help people across our region — we can:

- ◆ Provide up to date benefit information
- ◆ Give information on your insurance and participating insurances for our region
- ◆ Provide detailed information on the services we offer
- ◆ Provide information on community resources
- ◆ Help with Person Centered Planning
- ◆ Help with any grievance or dissatisfaction about our services
- ◆ Provide help with interpretive services and other accommodations



- ◆ Assist with appeals of service or treatment decisions
- ◆ Provide consumer handbooks or regional provider directories
- ◆ Mail literature related to mental health or substance use disorders
- ◆ Provide information on preventative health services or procedures
- ◆ Assist with paperwork
- ◆ Provide information on self-determination
- ◆ Help you problem-solve

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