

# Customer Services at CMHSAS-SJC ■

## Role of Customer Services

The Customer Services office of Community Mental Health & Substance Abuse Services of St Joseph County (CMHSAS-SJC) is here to help you. The primary responsibilities of our Customer Service agents are to:

- Provide an initial welcome and an orientation of the services and benefits available through the community mental health and substance abuse service system, as well as an overview of the network of providers in our service system.
- Provide information about how to access mental health, substance abuse, primary health and other community services.
- Provide information about how to access the processes that are in place to protect the rights of the people we serve. This includes providing assistance to file grievances, complaints, or appeals.
- Provide assistance with questions and problems about community benefits.

## Contacting Customer Services

- Customer Services hours are Monday through Friday from 8:00 am to 5:00 pm
- You can call our Customer Services line at 855-203-1730. Calls are answered live during business hours. If you call outside business hours you can leave a message, and if you need a call-back outside our normal hours, please let us know, and we will make every effort to accommodate your needs.
- Persons who are deaf or hard-of-hearing can contact Customer Services through the **Michigan Relay Center (MRC)** at **7-1-1**. Please give/tell the MRC operator the CMHSAS-SJC number you are trying to reach.

## Grievance and Appeals

- Customer Service representatives can assist individuals with filing a grievance or complaint about services. If you have a complaint about your services, please call Customer Services directly at (269) 467-1000 or toll-free at 1-855-203-1730.

## Administrative Hearings

The Michigan Administrative Hearing System (MAHS) for the Department of Health and Human Services (DHHS) provides administrative hearings to those requesting a hearing or those who do not agree with a decision made by the DHHS contracted agency (any agency, organization or health plan contracted by the DHHS that either determines eligibility for a department program, or delivers a service provided under a department program to a beneficiary, patient or resident). The MAHS for the DHHS issues timely, clear, concise and legally accurate hearing decisions and orders.

- To understand more about Administrative Hearings, please access the **pamphlet [here](#)**.

## Available Information

Our Customer Handbook covers many topics of interest about our agencies and the services we provide, and rights and responsibilities of the people we serve. The Customer Service office can also provide you with a written copy of the Guide. You can also ask Customer Services for other items like:

- Recipient Rights booklets are available in both English and Spanish. You can access them by clicking [English](#) or [Spanish](#)
- Informational brochures about our agencies - both affiliate partners and provider network service agencies
- Information about community services that are available
- Information about benefit programs like Medicaid and how to effectively work within these programs
- Informational brochures about specific materials related to mental health and illnesses, substance abuse issues, and developmental disabilities.

### **Guides**

Click on links below to access information in either English or Spanish.

### **Location**

The CMHSAS-SJC Customer Services office is located at:  
677 E. Main St. Centreville, MI. 49032