

## What Does Customer Services Do?

Customer Services Specialists can...

- Provide a way for you to share your opinions or concerns about the services you are receiving
- Pass along your good comments to providers
- Look into your concerns or complaints
- Help solve problems as soon as possible
- Assist consumers with filing grievances, local appeals and fair hearings
- Advocate for you or other consumers



Offices in:

105 Hall St., Suite A  
Traverse City MI 49684

527 Cobb St.  
Cadillac MI 49601

2715 S. Townline Rd.  
Houghton Lake MI 48629

204 Meadows Dr.  
Grayling, MI 49738

This information was reviewed by consumers.  
Rev MARCH 2022



## Customer Services



Help in Navigating  
the CMH System

[www.northernlakescmh.org](http://www.northernlakescmh.org)



## Customer Services: Give Us A Call!

### Customer Services Specialists...

- help current and potential consumers to navigate the Community Mental Health (CMH) system,
- provide information about other resources and supports in the community,
- arrange for free interpretive services for people with limited English proficiency or hearing impairments,
- assist consumers with filing grievances, local appeals and fair hearings, and coordinate with the local Office of Recipient Rights.

Customer Services Specialists assist consumers from their initial inquiry throughout their ongoing services they receive from Northern Lakes CMH Authority.

**(800) 337-8598**

Regional Toll-Free  
Monday - Friday  
8:00 a.m. to 5:00 p.m.

**TTY 711**

This includes being available to answer questions, providing information and assisting with accommodation needs.

Customer Services Specialists are available to help current and potential consumers in navigating the CMH system and providing information about other resources and supports in the community.

If Northern Lakes CMH Authority does not offer a service that is requested, or if an individual is not eligible for CMH services, Customer Services Specialists will try to provide community resource information on where consumers may go to obtain services.

If Customer Services Specialists are not immediately able to answer all your questions, they will research your questions and provide you with timely answers or provide you with information about where to go to get what you need.

As mentioned, Customer Services Specialists are available to receive and respond to complaints or suggestions from recipients and to assist with the appeals process.

### **Getting Involved...**

There are a number of opportunities for consumers to become involved in various committees and special workgroups in partnership with CMH. If you are interested in exploring how you may become involved, please give Customer Services a call.

If you speak a language other than English, language assistance services, free of charge, are available to you. Call Customer Services 1-800-337-8598 (TTY 711).

Northern Lakes Community Mental Health Authority (NLCMHA) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. NLCMHA is a member of Northern Michigan Regional Entity ([www.nmre.org](http://www.nmre.org)) and receives its principal funding from the Michigan Department of Health and Human Services.