

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 and help solve problems as soon as possible
- Assist service recipients with filing grievances, local appeals and fair hearings
- Advocate for you or others who receive our services



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 2024



Customer Services



Assisting You
through the CMH System and
Advocating for You

www.northernlakescmh.org



Customer Services: Give Us A Call!



Customer Services Specialists...

- connect people seeking services with the Access Department to participate in a screening process and requirements to receive services from Northern Lakes Community Mental Health Authority (NLCMHA),
- arrange for free interpretive services for people with limited English proficiency or hearing impairments,
- assist people with any accommodation needs they may have while visiting one of our locations.

(800) 337-8598

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

customer.service@nlcmh.org

TTY 711

Customer Services Specialists will be there to assist you from the time you begin services throughout your whole relationship with NLCMHA.

This includes being able to answer questions at any step along the way. If you have a medical question, we can help you get the answers you need from your doctor or nurse. If we are not immediately able to answer all your questions, we will research your questions and provide you with timely answers or link you with the person or Department you need.

Customer Services Specialists are available to offer support if you have a concern or a complaint. We can advise you on your

rights as a person receiving services and advocate on your behalf. We will be here to assist you in filing paperwork for Change of Provider Requests, Grievances, Appeals and Fair Hearings. If necessary, we can assist you with reports filed with the Office of Recipient Rights.

Customer Services Specialists are here to help you and serve as a support for you.

Getting Involved...

There are a number of opportunities for people served by NLCMHA to become involved in 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 or send us an email.

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) or email us at customer.service@nlcmh.org. 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) and receives its principal funding from the Michigan Department of Health and Human Services.