

### **DWIHN's Mission:**

We are a healthcare safety net organization that provides access to a full array of integrated services that facilitate individuals to maximize their level of function and create opportunities for quality of life.

### **We Want to Hear From You**

What you think about your services is important to us.

Customer Service wants to hear from you. Feel free to call or write to us about your comments, suggestions, and/or concerns.

### **We are available to assist you**

Monday-Friday  
8:00a.m.-4:30p.m.  
Toll Free: 888.490.9698  
Local: 313.833.3232



### **Important Numbers**

#### **Detroit Wayne Integrated Health Network**

707 W. Milwaukee St.  
Detroit, MI 48202  
www.dwihn.com

**General Office**  
313.833.2500

#### **Centralized Access Center 24-Hour Crisis/Information & Referral**

**Toll Free: 800.241.4949**  
**Local: 313.224.7000**  
**TTY: 866.870.2599**

#### **Customer Service Consumer Affairs and Community Outreach**

**Toll Free: 888.490.9698**  
**Local: 833.3232**  
**TTY: 800.630.1044**

#### **Grievances & Appeals**

**Toll Free: 888.490.9698**  
**Fax: 313.833.4280**

#### **Family Support Subsidy**

**Toll Free: 888.490.9698**  
**Local: 313.344.9099**  
**Fax: 313.833.4150**

#### **Office of Recipient Rights**

**Toll Free: 888.339.5595**  
**TTY: 888.339.5588**  
**Fax: 313.833.2043**



## **How Customer Service Can Help You**



## How Customer Service Can Help You

### Access to Service

The Detroit Wayne Integrated Health Network Customer Service unit is here to serve you.

We want to help you understand the services and benefits to which you are entitled. We are here to assist you with access to services, providers, community resources, and information to help you make informed choices.

Customer Service also organizes, coordinates, and supports planned learning opportunities. We can provide you with educational materials to help you learn about your services and mental health concerns. These publications are available by request and available in other languages.

### Become Involved

As a Member with DWIHN, there are many opportunities for you to shape services and programs. For more information call Customer Services at:

Toll Free: 888.490.969  
TTY: 800.630.1044

## Outreach

Customer Service wants to keep you informed. We advocate for members in getting their needs met, encourage self-advocacy, and assist with problem-solving.

Here are a few of the activities we provide:

- Consumer Advocacy Meetings
- Peer Support Trainings and Referrals
- Town Hall Meetings
- Representation on Authority Committees
- "Persons Points of View" Consumer Newsletter
- Outreach Focus Groups



## Your Satisfaction

Your satisfaction is very important to us. We are here to help you with any problems or questions you might have regarding services. Just give us a call. We can assist with:

- Appeals
- Complaints
- Recipient Rights Referrals
- Filing a Grievance
- State Fair Hearings
- Family Subsidy

If you feel your rights have been violated, please call Recipient Rights at 1.888.339.5595.

Our mailing address is:  
DWIHN  
Customer Service  
707 W. Milwaukee St.  
Detroit, MI 48202

**Disclaimer:** DWIHN does not discriminate or exclude people or treat them differently because of race, color, national origin, age, disability or sex.