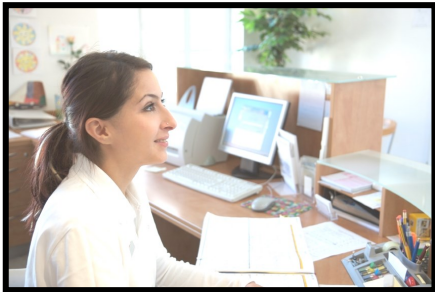


# Customer Service Contact Information



## VBCMh

Customer Service  
Representative  
**Sandy Thompson**  
**269-427-6602**

**Southwest Michigan  
Behavioral Health**  
Customer Service  
Representative  
**800-890-3712**

**Recipient Rights**  
Customer Service  
Representative  
**269-782-7604**

## Office Hours:

Monday—Friday  
8:30am—5:00pm

<http://www.vbcmh.com>

**Main Number**  
269-657-5574

**24-hour Crisis Line**  
800-922-1418

711 Relay available for the  
hearing impaired

<http://www.vbcmh.com>



Southwest Michigan Behavioral Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

" ATENCIÓN: Si habla **español**, hay servicios gratuitos de asistencia con el idioma para usted. Llame al 1-800-890-3712 (TTY: 711)."

"انتبه: إن كنت تتحدث العربية، فتوجد خدمات مساعدة لغوية، مجانية، ومتاحة لك. اتصل بـ 1-800-890-3712 (رسالة مبرقة: 711)."

Community Partner



Respecting Individuality,  
Developing Community

# Complaint Resolution Choices

# Summary of Choices

Van Buren Community Mental Health wants you to be satisfied with our services. It is very important to us. A lot of effort is made to provide our services according to your liking. Sometimes you may disagree with your services. You can take the following steps if you disagree with

1. Consult with the coordinator of your services (case manager, supports coordinator, therapist, nurse) anytime that you are dissatisfied with services. Every effort will be made to resolve these disagreements through reasonable discussions and problem solving efforts.
2. If your complaint involves a denial of all services from CMH or a denial of psychiatric hospitalization, you may request a second opinion arranged through our Chief Executive Officer or her designee by calling 269-657-7702 extension 3376.

# Options

3. You may complete a recipient rights / customer services complaint. The form will be provided to you upon request.
4. If you have Medicaid, you may request a formal Medicaid Fair Hearing from the Department of Community Mental Health. The request for a Fair Hearing may take place at the same time or instead of other options to resolve disagreements.
5. If you do not have Medicaid, and you are not satisfied with the outcome of your recipient rights / customer services complaint, within 10 days of receiving the outcome, you may request an Alternative Dispute Resolution from the Department of Community Mental Health.



If you choose to use any of these options to resolve a disagreement with us, your assigned worker from CMH, the Customer Services Representative and/or the Recipient Rights Officer will be happy to assist you through the process. In addition you have the right to have the assistance of an advocate of your choice.

