

Provider (Authorizations) & Member/Customer calls

**SWMBH Main Line
1-800-676-0423**

Press "1" For Providers

Press "2" For Members

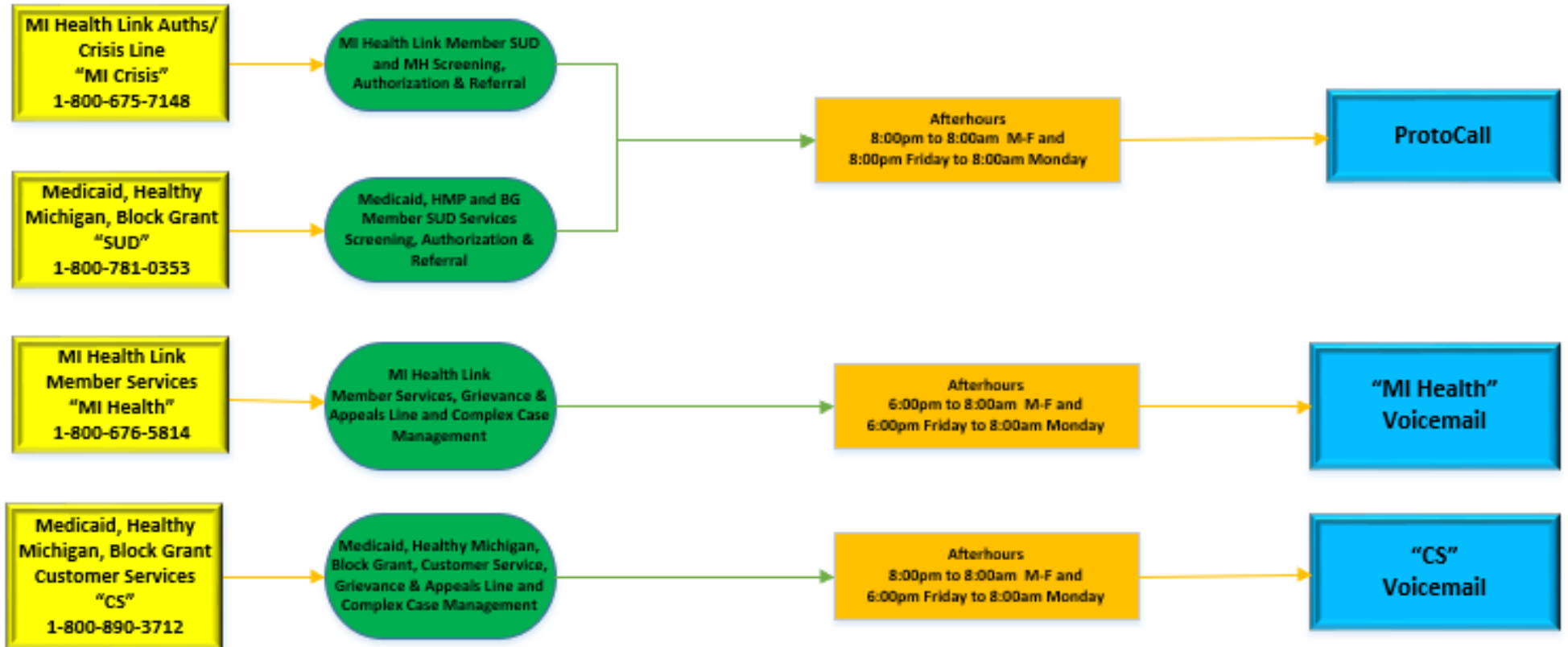
- Press "3" For General Operations
- Press "4" For Claims
- Press "5" For Corporate Compliance
- Press "6" For Provider Network
- Press "7" For Integrated Health Care and/or Complex Case Management
- Press "8" to hear these options again
- Press "0" For An Operator

- Press "1"**
For Urgent Authorization Requests
"MI Urgent"
- Press "2"**
For All Other Authorization Requests
"MI All Other"
- Press "3"**
For Inpatient, Partial Hospitalization and
Crisis Residential Continued Stay Reviews
"UM"
- Press "1"**
For Substance Abuse Treatment Services
"SUD"
- Press "2"**
For MHL Behavioral Health Services
"MI Crisis"
- Press "3"**
For MA/HMP/GF/BG Customer Service
"Customer Service"
- Press "4"**
For MHL Member Services
"MHL Member Services"
(MI Health)

- Afterhours**
8:00pm to 8:00am M-F and
8:00pm Friday to 8:00am Monday
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- Crisis Phone**
- MI All Other Voicemail**
- UM Voicemail**
- ProtoCall**
- ProtoCall**
- Customer Service Voicemail**
- MHL Member Services Voicemail**

Direct Dial Member Calls



Afterhours Detox/Residential (Serenity Hills) Authorizations



Phone Line Description	Local Direct Dial Line	800 Customer Line	Prompts Needed from Main Line
SWMBH Main Line	269-488-8922	800-676-0423	
Compliance Hotline	269-488-6990	800-783-0914	#5
Customer Service – MA/HMP/GF/BG	269-488-8923	800-890-3712	#2 then #3
SUD Access Line	269-488-6989	800-781-0353	#2 then #1
MHL Member Services	269-488-6988	800-676-5814	#2 then #4
MHL Member/Crisis	269-488-6444	800-675-7148	#2 then #1
MHL Urgent Line	269-488-6445	800-676-0423	#1 then #1
Utilization Management	269-488-6850	800-676-0423	#1 then #3
Integrated Health/Complex Case Management	269-488-6852	800-676-0423	#7
SUD Priority Transfer Queue - 55811	NA	NA	NA