



Principal Office: 5250 Lovers Lane, Portage, MI 49002

Phone: 800-676-0423

MAILING DATE

RE: **CMH GRIEVANCE/ISSUE**

Dear **CLIENT**

This letter is to let you know the Grievance/Concern regarding “grievance” (type of grievance) you shared with staff has been filed as of **Date (the date the grievance was filed)**. Thank you for bringing your concern(s) to our attention. We take your concerns seriously.

You will receive notice of the resolution regarding your Grievance/Concern(s) within **90 calendar days**. A letter will be mailed to you within **two calendar days** after we complete our investigation telling you what we found and what (if any) action we will take or have taken.

At any time during the process you may have another person act for you or help you. This person will be your representative. If you want someone to act for you, you must tell us that in writing.

If you already have someone to represent you, or if you have a legal guardian, power of attorney, or someone authorized to make health care decisions on your behalf, you do not have to do anything else.

If you have any questions or any additional information that would help us in making a decision, please contact your local Customer Service Representative at the contact information below.

It is our goal to try to provide you with the best service possible while accomplishing your goals.

Sincerely,

Ashley Esterline
Member Triage and Engagement Specialist
Southwest Michigan Behavioral Health
5250 Lovers Lane Suite 200
Portage, MI 49002
1-800-890-3712

If you do not understand any part of this Adverse Benefit Determination, please call Southwest Michigan Behavioral Health Customer Services Department at 1-800-890-3712 or Michigan Department of Health and Human Services (MDHHS) Beneficiary Help Line: 1-800-642-3195. TTY users call 1-866-501-5656 or 1-800-975-7630 (if calling from an internet based phone service). All deaf or hard of hearing persons, please contact us using the Michigan Relay Center.

Dial 7-1-1- or (800) 649-3777 and give them the number you are trying to reach.