

DWMHA's Mission:

We are a safety net organization that provides access to a full array of services and supports to empower persons within the Detroit Wayne County behavioral health system.

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 Mental Health Authority

707 W. Milwaukee St.
Detroit, MI 48202
www.dwmha.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 Mental Health Authority's 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 DWMHA, 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:
DWMHA
Customer Service
707 W. Milwaukee St.
Detroit, MI 48202

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