

Coordination of Care is available to everyone



If you have any questions, please contact your MCPN, Case Manager or Supports Coordinator at your clinical facility.

Or you may contact :
D-WCCMHA

Customer Service
1-888-490-9698



Detroit-Wayne County
Community Mental Health Agency
640 Temple
Detroit, MI 48201

Customer Service
Phone: 313-833-3232
Toll-Free; 1-888-490-9698
Fax: 313- 833-2217
Fax: 313-833-4380
TTY Line: 1-800-630-1044

Grievance and Appeals
Phone: 1-888-490-9698
Fax: 313- 833-4380

Family Support Subsidy
Phone: 313-833-2493
Fax: 313-833-4150

24 hour Crisis Line
1-800-241-4949 or
TTY Line 866-870-2599

Administrative Office
(313) 833-2500

www.waynecounty.com/dwcccmha

Language Translation Services are
provided free of charge.

**At least annually, you should receive
information about your rights.**

Coordination of Care

What Consumers
Want Consumers to
Know



***“Let Helping Hands
Provide Good Care”***
*slogan developed by
Ronald & Gerald*

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What is Coordination of Care

It is working together with the medical doctors, the mental health doctors and your health insurance plans to give you the best service.

How will it benefit the consumer?

It will benefit you by giving you better care. Coordination of Care has all the doctors giving support to give you better combined services.

How is consumer information kept private?

The information is kept private and confidential. The information is only given to those involved in providing you the best of care. The information is under the protection of the Health Insurance Portability and Accountability Act (HIPAA) of 1996.

Who has access to consumer information?

The information is kept secure in your doctor's office or clinic. You decide, in writing, who is allowed to know your information.

How is the information being used?

The information is used to make sure you have the right medication and you receive the best care.

Does the consumer have a right to complain?

Yes. You have the right to talk to your doctor about your feelings and concerns. If you feel you are not being heard, you can ask for someone else. You also have the right to file a grievance or recipient rights complaint.