

IMPORTANT NUMBERS

Customer Service

Phone: 517-346-8244

Toll-free: 877-333-8933

Fax: 517-237-7276

Email: customerservice@ceicmh.org

Access Center

Phone: 517-346-8318

Toll-free: 888-800-1559

Fax: 517-237-7270

Email: access@ceicmh.org

Insurance Eligibility for Services

Phone: 517-346-8259

Adult Crisis Services

Phone: 517-346-8460

Toll-free: 800-372-8460

- **Walk-in available 24/7**

Children's Crisis Services

Phone: 517-346-8008

- **Walk-in available 24/7**

- **Monday - Friday: 8:00 am - 8:00 pm:**

5303 S. Cedar St. Bldg. 2, Lansing, MI

- **Weekends and after hours:**

812 E. Jolly Rd. Lansing, MI

The Recovery Center

Phone: 517-267-7623

Toll-free: 855-872-3869

- **Walk-in available 24/7**

Community Mental Health Authority of Clinton, Eaton and Ingham

812 E. Jolly Rd. Suite 108

Lansing, MI 48910

Phone: 517-346-8200

Website: www.ceicmh.org

facebook.com/ceicmh

June 2023



Community

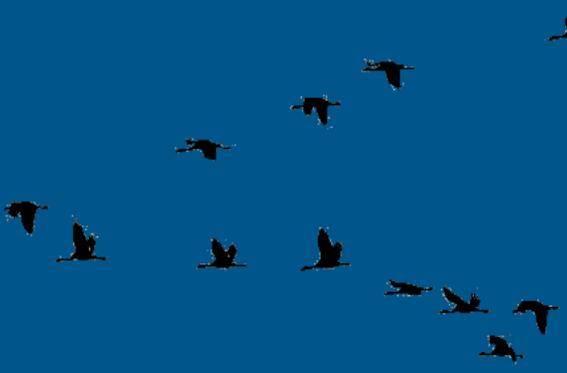
MENTAL HEALTH
CLINTON • EATON • INGHAM

Together we can.

CUSTOMER SERVICE



Fitting the Pieces
Together With You



“Your present
circumstances
do not determine
where you go;
they merely
determine where
you start.”

~ Dr. Lauren Fogel Mersy



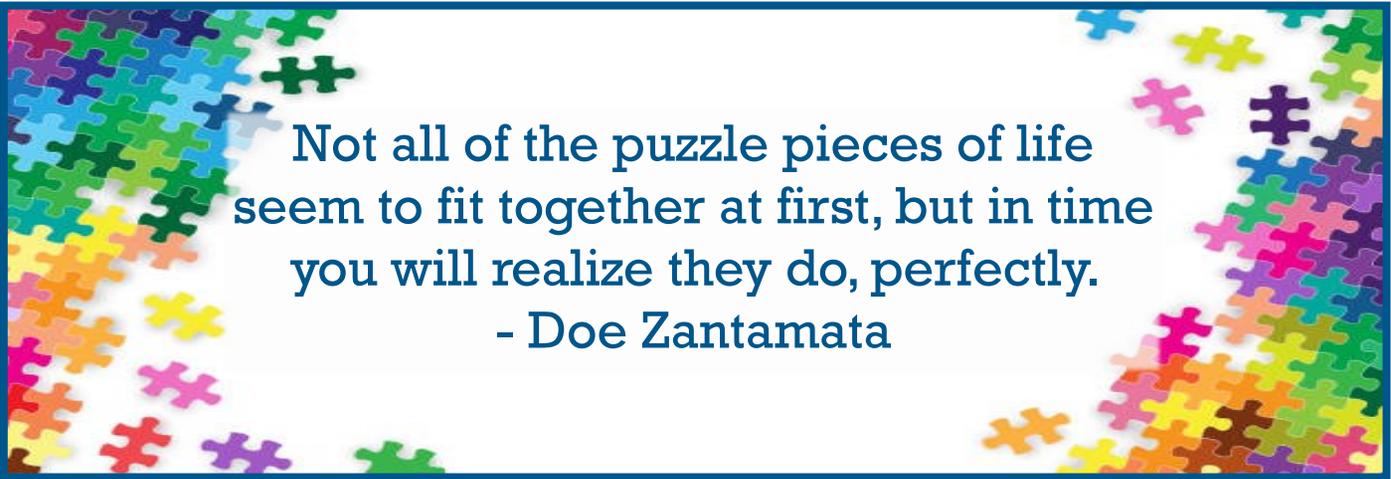
CUSTOMER SERVICE

Customer Service is available to assist you with questions and/or concerns about the services you receive or feel you should receive in both Mental Health and Substance Use Disorder.

You will be offered a handbook annually. Additional information will be provided any time there is significant change at least 30 days before the intended effective date. You may also request this information or information about our provider network and Board of Directors whenever you wish.

Customer Service can...

- Help with any grievance or dissatisfaction about CMHA-CEI services. Grievance can be requested verbally or in writing. However, if a verbal request is made, it should be followed-up in writing.
- Help with local appeals. Appeals can be requested verbally or in writing. However, if a verbal request is made, it should be followed-up in writing.
- Helps with any Recipient Right complaints. You may file a Recipient Rights complaint any time if you think staff violated your rights. Rights complaint can be requested verbally or in writing. However, if a verbal request is made, it should be followed-up in writing.



Not all of the puzzle pieces of life seem to fit together at first, but in time you will realize they do, perfectly.

- Doe Zantamata

- Provide information on community resources.
- Provide information on community providers, primary care physicians and pediatricians.
- Help with the Person Centered Planning process.
- Provide information on your insurance and participating insurances in the Tri-County area.
- Provide detailed information on programs and services that CMHA-CEI offers.
- Provide information on preventative health services or procedures.
- Provide help with interpretive services and other accommodations.
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- Provide consumer Guide to Service handbook and Your Rights handbook.
- Mail and hand-out literature related to mental health and substance use disorders.
- Provide information on self-determination.
- Assist with problem solving.

Contacting Customer Service

You may contact us by phone, mail, email, or in person.

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Email: customerservice@ceicmh.org

