

DWIHN's Mission:

We are a healthcare safety net organization that provides access to a full array of integrated services that facilitate individuals to maximize their level of function and create opportunities for quality of life.

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 Integrated Health Network

707 W. Milwaukee St.
Detroit, MI 48202
www.dwihn.org

General Office
313.833.2500
TTY: 711

Centralized Access Center 24-Hour Crisis/Information & Referral

Toll Free: 800.241.4949
Local: 313.224.7000

DWIHN Crisis Call Center
1(844) 462-7474
24/7/365

DWIHN Mobile Crisis Unit
707 W Milwaukee
Detroit, MI 48202

Customer Service Consumer Affairs and Community Outreach

Toll Free: 888.490.9698
Local: 833.3232

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
Fax: 313.833.2043



How Customer Service Can Help You



How Customer Service Can Help You

Access to Service

The Detroit Wayne Integrated Health Network 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 DWIHN, there are many opportunities for you to shape services and programs. For more information call Customer Services at:

Toll Free: 888.490.969
TTY: 711

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:
DWIHN
Customer Service
707 W. Milwaukee St.
Detroit, MI 48202

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