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

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

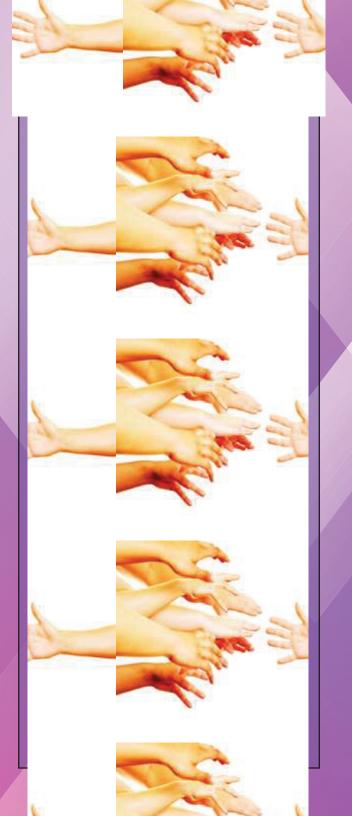




How Customer Service Can Help You







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



