



**Detroit Wayne
Integrated Health Network**

707 W. Milwaukee St.
Detroit, MI 48202-2943
Phone: (313) 833-2500
www.dwihn.org

FAX: (313) 833-2156
TDD: (800) 630-1044 RR/TDD: (888) 339-5588

Date: July 20, 2021

To: DWIHN Community Stakeholders and Provider Network
From: Brooke Blackwell, Chief of Staff; Michele Vasconcellos, Director of Customer Services;
Polly McCallister, Director of Recipient Rights; Mike Maskey, Facilities Director
Cc: Eric Doeh, Interim President and CEO
Re: DWIHN Soft Opening Public Services – July 2021

On behalf of the DWIHN Administration we want to thank you for working with us during these unprecedented and uncertain times. As we are gradually adjusting to our new normal and slowly returning to an “in-person” work environment; our staff is looking forward to serving you in the office a few days a week as noted below.

Our DWIHN workforce will continue maintaining their daily functions and be responsive online and via telephone. Effective July 30th, two of our departments will begin limited in-person office hours to assist the people we serve with any forms and one-on-one needs they may have from our Customer Service and Recipient Rights Departments.

As always, please feel free to reach out to any of our DWIHN departments at 313-344-9099 or visit www.dwihn.org so that we can continue to assist you in the best manner possible. We have updated our website to reflect current information with available resources and are here working with you to keep you informed, educated and safe.

<u>RECIPIENT RIGHTS</u> <u>Tuesdays 9am – 12pm</u> <i>Effective August 3rd</i> ORR Questions: 888-339-5595	<u>CUSTOMER SERVICE</u> <u>Grievance & Appeals</u> <u>Fridays 9am – 12pm</u> <i>Effective July 30th</i> Customer Service Questions: 888-490-9698
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Personal Protection Equipment (PPE)

- All persons entering 707 W. Milwaukee must wear face coverings while inside the building.
- Convenient distribution stations are located for your use.

Social Distancing

- Social distancing guidelines are to be adhered to while on-site according to local health guidelines.