



DWPHN Contacts for Behavioral Health Crisis

Adults only: Community Outreach for Psychiatric Emergency
(COPE)(844)296-COPE or (734)721-0200

If you are inquiring about a member that has already been screened or other concerns, please call the numbers listed above and ask for an onsite supervisor. If your matter remains unresolved, please use the chain of command below:

Area of Responsibility	COPE staff/Title	Contact information
First line of supervision to resolve inquiries regarding members.	Onsite Supervisor	(844)296-COPE (734)721-0200
	Jon Williams, Program Coordinator Jennifer Lewis, Program Coordinator Elektra Campbell, Program Coordinator Tammie Rusch D'Aguanno, Program Coordinator	jonwilliams@hegirahealth.org JLewis@hegirahealth.org ecampbell@hegirahealth.org trusch-daguanno@hegirahealth.org
Administrative supervisors Call center operations Inpatient placement	Leniya Leonard	lleonard@hegirahealth.org
Troubleshooting cases whereas assistance was requested	Daniel Johnson	djohnson@hegirahealth.org
Administration	Jody Drewry, Sr. Director of Crisis Services	jdrewry@hegirahealth.org
Area of Responsibility	CRU staff/Title	Contact information
Crisis Residential Administrative	Keisha Grundy, Program Coordinator	kgrundy@hegirahealth.org
Crisis Residential Placement	Onsite Nurse	crnursing@hegirahealth.org 734.713.0088
	DWPHN Contacts	
Area of Responsibility	DWPHN/COPE Staff	Contact Information



Call re: authorizing members from other counties or from out-of-state, concerns with members in the ED for longer than 23 hours after disposition, issues with bed placement, processing of placements.	Annette McCain, Hospital Liaison	(313)952-1963, amccain@dwihn.org
	Latraya Cobb, Hospital Liaison	(248)251-3256, lcobb@dwihn.org
	Felicia Wynn, Hospital Liaison	(313)693-3289 fwynn1@dwihn.org
For community outreach inquiries	Kimberly Rice, Hospital Liaison	(248)251-3772, krice@dwihn.org
	Kevin Giles, Mobile Outreach Clinician	(313)580-3402 Kgiles@dwihn.org
For community law enforcement inquiries	Sojourner Jones, Community Law Enforcement Liaison	(313)585-4775 Sjones1@dwihn.org
Monitors the state hospital admission process, discharge, and NGRI processes	Yolanda Baker	ybaker@dwihn.org
Oversight of Crisis Services	Daniel West	(734)419-3159, dwest1@dwihn.org
Oversight of access services	Jacquelyn Davis, Clinical Officer	Jdavis2@dwihn.org
Oversight of COPE contract	Melissa Eldredge	meldredge@dwihn.org
Member concerns (members, guardians, and/or families)	Customer Services Department	(313)833-3232
Member rights	Office of Recipient Rights	(888)339-5595
Member appeals and grievances, mediation, second opinion policy, disenrollment	Dorian Johnson	djohnson@dwihn.org
Complex Case Management (CCM)/integratedhealth inquiries re: MI Healthlink members who has been authorized for inpatient	Ashley Bond	Abond1@dwihn.org
	DWIGHN Contacts	
Area of Responsibility	DWIGHN Staff	Contact information



Provider/utilization management appeals 2 nd and 3 rd level appeals	Tasha Bridges	tbridges@dwihn.org
Utilization management-continued stay reviews	Utilization Management	(313)3444-9035
Utilization management-SUD re-authorizations	Tasha Bridges	tbridges@dwihn.org
Residential placement	DWIHN residential unit	(313)989-9513, residentialreferral@dwihn.org
Residential service inquiries	Shirley Hirsch	shirsch@dwihn.org