

Local Appeals

Anyone who receives our services can request a Local Appeal. Your appeal will be heard by someone in Macomb County who was not involved in the original decision.

A Local Appeal may be requested for a variety of reasons, including, but not limited to:

- Disagreement with our decision to reduce, suspend, or terminate your services
- Disagreement with the contents of your person-centered plan
- Disagreement with our decision about your Family Support Subsidy eligibility

You can file an appeal if you do not have Medicaid.



**For additional information,
please call 855-99-MCCMH
(855-996-2264).**



MACOMB COUNTY
COMMUNITY MENTAL HEALTH

Macomb County Community Mental Health programs and services are supported and funded, in part, by the Michigan Department of Health and Human Services (MDHHS). MCCMH is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and operates under the direction of the Macomb County Board of Commissioners and the Macomb County Community Mental Health Board.

MCCMH centers are barrier-free, and offer TTY access, American Sign Language communication, and other language translations.



mccmh.net



@wearemccmh



Your Rights

Addressing Your Service Concerns

We strive to provide excellent service. If you are not satisfied with our services, you have the right to let us know at any time.

We encourage you to discuss your concerns with your therapist, case manager, or their supervisors to see if they can be resolved directly in the clinic. If you feel uncomfortable doing this, there are several formal methods you may use.



Grievances

A grievance is a way to share dissatisfaction about your experience with our staff, contractors, or service sites.

Grievances may be filed for a variety of reasons, including:

- The quality of care or services you received
- Rude or disrespectful behavior from a provider or beneficiary
- Negative experiences while visiting one of our facilities

You may file a grievance verbally or in writing.



Recipient Rights

In addition to filing a grievance, you can also file a Recipient Rights Complaint.

You have rights when receiving public mental health services. These rights, also known as code-protected rights, are listed in the Michigan Mental Health Code and include:

- The right to be free from abuse and neglect
- The right to confidentiality
- The right to be treated with dignity and respect
- The right to services that meet your needs

Help with Your Concerns

No matter how you express your concern, we will listen carefully and treat you with respect.

We must address your concerns within a specific timeframe. Your Rights Advisor or Due Process Coordinator can give you more information.

If you want to file a grievance, request a second opinion, or request a Local Appeal, the Due Process Coordinator can assist you.

You may fax any written request to our offices.

**Due Process Coordinator/
Ombudsperson:**
586-469-7795 V/TTY
Fax: 586-469-7674

Office of Recipient Rights:
586-469-6528
Fax: 586-466-4131

We offer phone interpreter services for people who speak languages other than English.

