Non-Discrimination and Accessibility

In providing behavioral healthcare services, MCCMH complies with all applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. MCCMH does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

MCCMH provides free aids and services to individuals with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, Braille)

MCCMH provides free language services to individuals whose primary language is not English or have limited English skills, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Customer Service at 1-855-99-MCCMH (1-855-996- 2264).

If you believe that MCCMH has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: The Ombudsperson by phone: 586-469-7795, by fax: 586-469-7674, by email: grievances@mccmh.net or in person: 19800 Hall Road, Clinton Township 48038. Hours of Operation: 8:30 a.m. to 5:00 p.m. M-F.

If you are an individual who is deaf or hard of hearing, you may reach Customer Service by contacting the MI Relay Service at 711 to request their assistance in connecting you to MCCMH.
You can file a grievance in person or by mail, fax or email. If you need help in filing a grievance, Customer Service is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html

You may also file a grievance electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
Toll Free: 1-800-368-1019

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