

## SAME DAY ACCESS



Snap the image above with your camera on your smartphone to go directly to Same Day Access waiting room on your mobile device.

Alternatively, you can visit <https://cmhcmsda.doxy.me/sdawaitingroom>

Customer Service 1.800.317.0708 or  
989.772.5938  
Michigan Relay 7-1-1  
24-hour Crisis Telephone  
Convenient Office Locations and Hours

### Clare County

789 North Clare Avenue  
Harrison, MI 48625  
989.539.2141

### Isabella County The George Rouman Center

301 South Crapo Street  
Mt. Pleasant, MI 48858  
989.772.5938

### Gladwin County

655 East Cedar Street  
Gladwin, MI 48624  
989.426.9295

### Mecosta County

500 South Third Avenue  
Big Rapids, MI 49307  
231.796.5825

### Midland County

218 Fast Ice Drive  
Midland, MI 48642  
989.631.2320

### Osceola County

4473 220th Avenue  
Reed City, MI 49677  
231.832.2247

Accredited by:



Joint Commission

On Accreditation of Healthcare Organizations

CMHCM receives financial support from the Michigan Department of Health and Human Services.

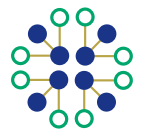


## ACCESSING SERVICES

Accessing services at Community Mental Health for Central Michigan is just a phone call, or a click, away.

When you walk into the local CMHCM office, or log into the Same Day Access waiting room, you will be asked questions that will help determine if you are eligible for services. Same Day Access to services means no appointment is required.

If you can't call or click, just walk in! When you visit us, it is a good idea to bring your insurance card(s) and proof of income with you. We're here to help you when you need it.



**Community  
Mental Health**  
FOR CENTRAL MICHIGAN

## WHAT CAN I EXPECT DURING MY FIRST CONTACT?

Together, you and the access staff will determine your next step:

- If the situation you describe is an emergency, you will be directed to immediate help. CMHCM has staff available 24-hours, 365 days/year to respond to crises that require immediate attention. A crisis hotline may be reached within your county by calling 800-317-0708.
- If your situation is not an emergency and you may be eligible for services, we will make arrangements for an assessment to be completed.
- If you are not eligible for services, we will help you identify community resources that may be available through your local 2-1-1.
- If you have private insurance, you may be directed to use one of your insurer's providers before receiving services from your local community mental health services programs and/or SUD provider (if eligible).
- If you do not have a device with microphone or video, please visit your closest CMHCM office and they will assist getting you connected. It is a good idea to bring a list of your medications, insurance card(s), and proof of income with you.

## WHAT INFORMATION AND PAPERWORK DO I NEED?

Prior to clicking <https://cmhcmsda.doxy.me/sdawaitingroom> and starting the process or walking into the office, you will want to gather the following materials:

Medicaid only, Medicaid/Medicare:

- IEP Testing, IQ testing/Psych testing
- List of medications
- Guardianship/Durable power of Attorney, advance directive paperwork

Autism Referrals:

- Well child visit/Annual Physical

Third Party Insurance or no insurance:

- A copy of the most recent state income tax form
- A copy of current employment paystubs
- Other proof of income documents
- A copy of current insurance cards.
- IEP testing/IQ testing/Psych testing
- List of Medications
- Guardianship/Durable power of Attorney paperwork
- Well child visit/Annual physical for Autism referrals

### Same Day Access hours:

Monday  
7:30am - 6pm

Tuesday - Friday  
7:30am - 3pm



## COMMUNITY RESOURCES: 2-1-1



**Get Connected. Get Help.™**

### Who Can Use 2-1-1?

If you're looking for assistance with a problem and you don't know where to turn, or you simply want information on a particular human service issue.

### When Can I Call?

2-1-1 is available 24-hours a day, seven days a week.

### How Does 2-1-1 Work?

If you're in one of the communities covered by the 2-1-1 service, just pick up your phone and dial 2-1-1. If you are outside our service region, click here to find the 2-1-1 nearest you or contact the call center directly by dialing (888) 636-4211.

### Who Answers the 2-1-1 Calls?

At Central Michigan 2-1-1, all the 211 calls are answered by trained professionals. Central Michigan 2-1-1 is endorsed by Michigan AIRS (Alliance of Information & Referral Systems).