



Customer Services

We're Here to Help

What is Customer Services?

Customer Services is here to make sure your voice is heard.

We can answer questions, explain your rights, help solve concerns, and connect you with the information you need.



Whether you receive services, are a family member, or are looking for information, **we're here to support you.**

Your Voice Matters

We want to hear:

-  Questions
-  Concerns
-  Compliments
-  Suggestions for improving services

Your feedback helps us improve the services we provide.

We Can Help With



Answer questions about CMHCM services



Explain your rights and responsibilities



Help you understand person-centered planning



Assist with filing a grievance or appeal, or requesting a second opinion



Listen to concerns about services and work toward resolution



Provide information about CMHCM policies



Connect you with advocacy and community resources



Help you understand available service options



Answer questions about the Consumer Action Committee (CAC)



Provide information about accessibility and accommodations



Need an Interpreter or Accommodation?

Customer Services can help arrange:

- ✓ Language interpreters
- ✓ Sign language interpreters
- ✓ Alternative formats
- ✓ Other accommodations

Please let us know how we can best support you.

Contact Customer Services



Phone: **1-800-317-0708**



E-mail: **CustomerService@cmhcm.org**



Hours: **Monday thru Friday, 8:00 a.m. – 5:00 p.m. (excluding holidays)**



Website: **CMHCM.org**

CMHCM Mission Statement

To promote whole-person wellness through community inclusion and a comprehensive system of quality integrated mental health services and supports.