

DWMHA's Mission:

We are a safety net organization that provides access to a full array of services and supports to empower persons within the Detroit Wayne County behavioral health system.

The DWMHA oversees services in coordination and collaboration with four (4) Managers of Comprehensive Provider Networks (MCPNs) and over 80 provider organizations.

The MCPNs are listed below:

CareLink Network

(Persons with Mental Illness)
888.711.5465

Community Living Services

(Persons with Intellectual and Developmental Disabilities)
734.467.7600

ConsumerLink Network

(Persons with Intellectual and Developmental Disabilities)
888.711.5465

Integrated Care Alliance

(Persons with Intellectual and Developmental Disabilities)
866.724.7544

Important Numbers

Detroit Wayne Mental Health Authority

707 West Milwaukee St.
Detroit, MI 48202
www.dwmha.com

General Office

313.833.2500

Centralized Access Center 24-Hour Crisis/Information & Referral

Toll Free: 800.241.4949
Local: 313.224.7000
TTY: 866.870.2599

Customer Service Consumer Affairs and Community Outreach

Toll Free: 888.490.9698
Local: 313.833.3232
TTY: 800.630.1044

Grievances & Appeals

Toll Free: 888.490.9698
Fax: 313.833.4280

Family Support Subsidy

Toll Free: 888.490.9698
Local: 313.344.9099
Fax: 313.833.4150

Office of Recipient Rights

Toll Free: 888.339.5595
TTY: 888.339.5588
Fax: 313.833.2043



Welcome to Behavioral Health



Who We Are

Detroit Wayne Mental Health Authority (DWMHA) is the identified Prepaid Inpatient Health Plan (PIHP) in Wayne County contracted with the Michigan Department of Health and Human Services and Integrated Care Organizations (ICOs) to provide supports and services to the following populations:

- Children and adolescents with serious emotional disturbances (SED)
- Adults with serious mental illness (SMI)
- Individuals with intellectual and developmental disabilities (IDD)
- Individuals with substance use disorders (SUD)
- Individuals with co-occurring disorders (COD)

Once your eligibility is determined, DWMHA is obligated to help you achieve your health goals through an Individual Plan of Service (IPOS) and Person Centered Plan (PCP). Utilizing these “tools of care” we are able to optimize your recovery.

How can Customer Service help you?

DWMHA is pleased to welcome you, family members, and those who are called upon to assist you with the behavioral health services and supports available through DWMHA. Customer Service is here to serve and assist you in your journey to recovery. We want to help you understand the services and benefits in which you are entitled. Staff routinely handles calls and/or walk-in service request that address referrals, complaints, grievances, appeals, State Fair Hearings, and Family Subsidy. Customer Service Representatives are available:

Mon-Fri 8:00 a.m. until 4:30 p.m.

Toll Free: 888.490.9698

Local: 313.833.3232

TTY: 800.630.1044

Office of Recipient Rights:

The DWMHA’s Office of Recipient Rights is responsible for handling any and all complaints about your rights as a mental health consumer. There are Rights Representatives to ensure that your rights are not violated. If you feel your rights have been violated you should inform the Rights Staff. They are available to assist you at:

Toll Free: 888.339.5595

TTY: 888.339.5588

Fax: 313.833.2043

About Your Orientation

Your Service Provider will provide you with a New Member Orientation Packet including your Member Handbook, pamphlets and other educational materials such as:

- Advance Directives
- How to Access Routine Mental Health Services
- How to Obtain After-Hour Emergency Services
- How Customer Service Can Help You
- Understanding Grievances & Appeals
- Recipient Rights

Consumer Involvement:

DWMHA’s Customer Service staff is interested in your suggestions and concerns as a Consumer of services. As a Consumer with DWMHA, there are many opportunities for you to shape services and programs. For more information contact:

DWMHA Customer Service

Toll Free: 888.490.9698

Local: 313.833.3232

TTY: 800.630.1044

Disclaimer: *DWMHA does not discriminate or exclude people or treat them differently because of race, color, national origin, age, disability or sex.*