



# DEPARTMENT DIRECTORY

## ACCESS CENTER (517) 789-1200

- Autism Screening
- Central Michigan 2-1-1
- Community Engagement
- Diversion Services
- Eligibility Screen
- Intake Assessment

## ADMINISTRATION (517) 789-1208

- All-Staff Meetings
- Board & Staff Travel
- Board Relations & Meetings
- County Relations
- Emergency Management
- Facilities Management
- Intranet
- Legislative Advocacy
- Mental Health Millage
- MSHN/MDHHS Contract Relations
- Security
- Space Utilization

## COMMUNICATIONS (517) 796-4581

- Brand Guidelines
- Community Partnership Development
- Community Relations
- Events
- Marketing Materials
- Media
- Community Involvement
- Public Relations
- Social Media
- Website

## CONTRACTS (517) 780-3387

- Business Contracts/Agreements
- County of Financial Responsibility (COFR) Arrangements
- Network Credentialing/Credentialing committee
- Network Capacity Monitoring
- Out of Network Contracts
- Provider Certification/Billing Review
- Provider Contracts & Relations
- Provider Manual
- Provider Performance/Provider Index & Metrics
- Residential Reviews
- Vendor/Provider Procurement (RFQ/RFP)

## CORPORATE COMPLIANCE (517) 796-4523

**Whistleblower Hotline:**  
(517) 789-2485

- Compliance & HIPAA Oversight
- Investigations
- Risk Assessment & Prevention

## CRISIS SERVICES (517) 789-1200

- Adult Mobile Crisis
- Crisis Residential Unit
- Critical Incident Stress Management
- Certified Crisis Peer Supports
- Hospitalization Authorization
- Intensive Crisis Stabilization Services (ICSS) - Youth Mobile Crisis
- 23-Hour Living Room

## CUSTOMER SERVICES (517) 780-3332

**Centralized Scheduling:**  
(517) 780-3300

- Customer Grievance & Appeal Process
- Medical Records Releases
- Provider Dispute Resolution Process
- Office Services Support

## FINANCE (517) 789-1299

- Accounts Payable/Receivable
- Benefit Eligibility Assistance
- Budget Development/Monitoring
- Claims Adjudication
- Compensation Administration
- Coordination of Benefits
- Family Support Subsidy
- Financial Reporting
- Third-Party Billing

## PEOPLE & CULTURE (517) 796-4524

- Employee Benefit Administration
- Employee Relations
- Human Resources Compliance
- Onboarding/Orientation
- Recruitment/Exit Strategies
- Staff Development, Training, & Credentialing
- Staff Wellness Programs

## RECIPIENT RIGHTS (517) 789-1237

- Complaint Resolution
- Education
- Monitoring
- Prevention

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# DEPARTMENT DIRECTORY

## INTEGRATED HEALTH

(517) 780-3328

### **Integrated Health Clinic**

- Care Management
- Center for Family Health (CFH) Primary Care Clinic
- Medication Reviews
- Nursing Services
- Psychiatric Evaluation

### **Community Health & Wellness**

- Community Health Worker Supports
- Prevention & Wellness

### **OBRA**

- OBRA Assessments
- Nursing Home Case Management

## OUTPATIENT SERVICES

(517) 789-1291

- Case Management
- Jail Services - Jackson & Hillsdale
- Outpatient Therapy Services
- Prevention Specialists Hillsdale
- Supports Coordination
- SUD Outpatient Therapy Services

## QUALITY MANAGEMENT

(517) 780-3353

- Accreditation
- Behavioral Treatment Committee
- Certified Community Behavioral Health Clinic Grant Oversight
- Clinical & Community Training
- Critical Event Review
- Data Reporting
- External Audits
- Internships
- Lean Process Improvement Facilitation
- Mental Health First Aid Training
- Satisfaction Survey
- Strategic Planning
- Vitality Academy

## INFORMATION TECHNOLOGY

(517) 780-3367

**Electronic Medical Records (LEO):**  
(517) 780-3330

- Computer Hardware & Software
- Data Security
- General IT Support
- Internet & Network Performance
- IT Helpdesk
- LEO Helpdesk
- Software Installation & Maintenance
- Telecommunications
- Telemedicine Support

## UTILIZATION MANAGEMENT

(517) 780-3396

- Alternative Mental Health Treatment Reports
- Clinical Efficacy Reviews
- Inpatient Continued Stay Reviews
- Over/Under Utilization Data Review
- SED Waiver/Children's Waiver
- Self-Determination Coordination
- Service Authorizations
- Specialized Residential
- State Hospitalizations
- Supports Intensity Scale Coordination