



DEPARTMENT DIRECTORY

ACCESS CENTER

(517) 789-1209

- 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) 780-3309

- 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
- Vendor/Provider Procurement (RFQ/RFP)
- Self-Determination Coordination

CORPORATE COMPLIANCE

(517) 796-4523

Whistleblower Hotline:

(517) 789-2485

- Compliance & HIPAA Oversight
- Investigations
- Risk Assessment & Prevention
- Medical Records Releases

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
- 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

CLINIC-BASED SERVICES

(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

Outpatient Services

- Outpatient Therapy Services
- Prevention Specialists Hillsdale
- Supports Coordination
- SUD Outpatient Therapy Services

- Strategic Planning
- Vitality Academy
- Provider Manual
- Provider Performance/ Provider Index & Metrics
- Residential Reviews

INFORMATION TECHNOLOGY

(517) 780-3367

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

COMMUNITY-BASED SERVICES

(517) 789-1291

- Case Management
- Jail Services - Jackson & Hillsdale
- OBRA Assessments
- Nursing Home Case Management
- Behavioral Treatment Committee

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
- Service Authorizations
- Specialized Residential
- State Hospitalizations
- Supports Intensity Scale Coordination

QUALITY MANAGEMENT

(517) 780-3353

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

- LEO Helpdesk
- Accreditation
- 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