

---

**Recovery  
is ALWAYS Possible.**

Mental health recovery is a journey of healing and transformation enabling a person with a mental health problem to live a meaningful life in a community of his or her choice while striving to achieve his or her full potential.

U.S. Department of Health and Human Services



---

**“Everyone has an invisible sign hanging from his neck. It says, “Make Me Feel Important!”**

- Mary Kay Ash



**TUSCOLA**

*Behavioral Health Systems*

**Clinical Programs located at:  
1332 Prospect Ave.  
Caro, MI 48723  
www.tbhsonline.com**



**TBHS programs have been awarded a three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) for its following programs:**

**Assertive Community Treatment: Mental Health-Adults; Case Management/Services Coordination Mental Health-Adults, Children and Adolescents; Community Services: Community Integration and Community Services Coordination; Crisis Intervention-Mental Health-Adults; Employment Services: Community Employment Services: Job Development, Job Supports, Job Site Training and Employment Services Coordination; Intensive Family-Based Services-Family Services-Children and Adolescents; Outpatient Treatment Mental Health-Adults, Children and Adolescents**

**Programs and services are supported and funded, in part, by the Michigan Department of Community Health**

Reviewed 8/2019

**Customer  
Services**

**FITTING  
THE  
PIECES  
TOGETHER  
WITH YOU.**

**Tuscola Behavioral Health Systems  
323 N. State Street, Caro, MI 48723  
989.673.6191 or 1.800.462.6814  
www.tbhsonline.com**

---

# What is Customer Services?

**TBHS Customer Services department can help you when you need to know more about mental health or substance use disorder issues, want to talk to someone about your concerns, or just have general questions about mental health services.**

## Customer Services can...

- Provide up to date benefit information.
- Provide information on your insurance and participating insurances in the Tuscola County area.
- Provide detailed information on programs and services that TBHS offers.
- Provide information on community resources.
- Help with the Person Centered Planning process.
- Help with any grievance or dissatisfaction about TBHS services.



•Provide help with interpretive services and other accommodations.

•Assist with appeals of services or treatment decisions.

•Provide consumer handbooks or provider directories.

•Mail literature related to mental health or substance use disorders.

•Provide information on preventative health services or procedures.

•Assist with paperwork.

•Provide information on self determination.

•Assist with problem solving .

---

---

## Contact...

**Tuscola Behavioral Health Systems  
Customer Services  
1.888.482.8269 or 1.989.497.1302  
Monday - Friday  
8:00 a.m. - 5:00 p.m.**

**711 for individuals with hearing impairments**



**Mailing Address:  
323 N. State Street, Caro, MI 48723  
Clinical Program Location  
1332 Prospect Ave., Caro, MI 48723  
989.673.6191 or 1.800.462.6814**