

# *Tuscola Behavioral Health Systems*



*Customer Service* representatives can help when you need to know more about a behavioral health subject or substance use disorder issue, or would like to talk to someone about a specific problem. Customer Services can assist you with your questions about the services that TBHS provides.



If you've reached a stumbling block within the behavioral health and substance use disorder system of care, a Customer Service representative can answer questions you may have.

1.888.482.8269 or 1.989.497.1302

For hearing impaired individuals please dial 711  
Monday - Friday, 8:00 a.m. - 5:00 p.m. with the exception of holidays

## *Customer Services may provide information and assistance with ...*

- Appeals and Grievances
- Medicaid Fair Hearings
- Recipient Rights
- Community Resources
- Public Benefits and Medicaid
- TBHS Provider Network
- Michigan's Public Mental Health and Substance Use Disorder Systems
- TBHS Programs and Services that are offered and eligibility criteria along with the authorization process
- Assistance with free interpretive services or other communication accommodations
- Consumer handbooks, provider directories and literature related to mental health and substance use disorders
- State and Federal Requirements
- Person Centered Planning
- Self Determination
- Independent Facilitation
- Recovery
- Advance Directives

