

Contact Information

Community Mental Health of Ottawa County



Department Contact Reason to Contact

Access Center

(616) 393-5681
Toll free: (877) 588-4357
cmhaccesscenter@miottawa.org

Individuals requesting or seeking information on CMH Services.

Access Center(SUD)

(616) 393-5681 or
sudservices@miottawa.org

-SUD prior authorization for detox, long term residential and short term residential.
-MAT clinical information for authorizations.

Clinical Services

I/DD Services
Family Services
MI Adult Services

Assigned CMHOC
Specialist/Supervisor

All questions or issues should be sent to the assigned specialist or supervisor.

CMH Front Desk

(616) 392-1873

Contact this number to connect with a person or department at CMH.

Compliance and Health & Safety

Kristen Henniges, Compliance Manager
Email: khenniges@miottawa.org
(616) 393-5685
F: (616)393-5687

-OR-

Amy Avery, Program Evaluator
Email: aavery@miottawa.org
(616) 393-5682 F: (616)393-5687

-Questions/concerns regarding compliance policy, procedures and requirements.
-Questions/concerns regarding Health and Safety policy, procedures and requirements.
-Questions about credentials or getting an individual set up to bill for services.
-Questions on which homes that have to do site reviews.
-Agencies with questions regarding audits or verification of staff requirements.

Department	Contact	Reason to Contact
<p>Contract Management</p>	<p>Stefanie Koehler, Contract Manager cmhcontractservices@miottawa.org (616) 393-5616 F: (616) 393-5687</p> <p>-OR-</p> <p>Bill Phelps, Program Coordinator, Contracts and Training (616) 393-5684 wphelps@miottawa.org</p>	<ul style="list-style-type: none"> -Questions/concerns regarding compliance policy, procedures and requirements. -Questions/concerns regarding Health and Safety policy, procedures and requirements. -Questions about credentials or getting an individual set up to bill for services. -Questions on which homes that have to do site reviews. -Agencies with questions regarding audits or verification of staff requirements. -Questions regarding the contract process. -Contract language and attachment questions. -Contract renewal questions. -Information on services. -Lakeshore Region Guide to Services is available at: http://www.miottawa.org/Health/CMH/pdf/cmh_h_andbook.pdf
<p>Fiscal Services-Claims</p>	<p>Email: CMHFiscalStaff@miottawa.org</p>	<ul style="list-style-type: none"> -GIVA: Fiscal related questions only. -Claims: Used to notify CMHOC that claimers have been uploaded are ready to be processed.
<p>Information Technology</p>	<p>Email: cmhocpasswordreset@miottawa.org</p>	<ul style="list-style-type: none"> -ProviderConnectNX User Request forms. -All other Avatar, VDI and ProviderConnectNX questions or issues should be sent to the liaison.

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<p>Integrated Care & Community Development</p>	<p>Chelsea Clark, Program Supervisor (616) 393- 5752 F: (616) 393-5687 cdclark@miottawa.org</p>	<ul style="list-style-type: none"> -Local resources and/or community events. -Questions about housing (not AFC). -Information regarding the millage program. -Interest in connecting with the Holland or Grand Haven Case Coordinators group. -Consumer Advisory Committee information. -Information about Grievances, Appeals or Fair Hearings. -Place orders for Orientation packets, Helpline Cards, or other CMH Resources (or go to http://www.miottawa.org/Health/CMH/order-form.htm)
<p>Recipient Rights</p>	<p>Briana Fowler, Recipient Rights Officer bfowler@miottawa.org (616) 393-5763 F: (616)393-5687</p>	<ul style="list-style-type: none"> -Questions/Concerns your rights have been violated by CMHOC staff, contractual staff, and staff hired through self-determination arrangements. -Request Recipient Rights searches on potential employees to verify the presence of substantiated rights violations in Ottawa County. -Request in-person Recipient Rights training for recipients, family members, and/or staff. -A recipient of mental health services has had or potentially had their legal code protected rights violated by a CMHOC staff member, LRE staff member, or contractual staff member. -Visit www.miottawa.org/cmh to locate all documents related to Recipient Rights.

Department	Contact	Reason to Contact
Substance Use Disorder Program	Amanda Westrate, SUD Program Assistant awestrate@miottawa.org (616) 494-5403 F: (616) 393-5687	-Responsible for review authorizations -Questions and information regarding current SUD services -Authorization parameters and questions -CMH SUD liaison
	-OR- Joel Ebbers, SUD Program Supervisor jebbers@miottawa.org (616) 494-5409 F: (616)393-5687	
Training Center	Matt Postma, Mental Health Trainer mpostma@miottawa.org (616) 494-5413 F: (616) 393-5687	-How to register for classes. -How to get a copy of your transcript. Information regarding initial and ongoing training requirements for providers.
	-OR- Bill Phelps, Program Coordinator, Contracts and Training wphelps@miottawa.org (616) 393-5684 F: (616)393-5687	