



COMMUNITY MENTAL HEALTH OF OTTAWA COUNTY

CONTACT INFORMATION

http://www.miottawa.org/Health/CMH/pdf/cmh_contact_info.pdf

Department	Contact Information	Reason to Contact
Access Center	P: (616) 393-5681 Toll free: (877) 588-4357 Email: cmhaccesscenter@miottawa.org	<ul style="list-style-type: none"> Individuals requesting or seeking information on CMH Services.
Access Center (SUD)	P: (616) 393-4424 F: (616) 393-5653 Email: sudservices@miottawa.org	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> All questions or issues should be sent to the assigned specialist or supervisor.
CMH Front Desk General Number	P: (616) 392-1873	<ul style="list-style-type: none"> Contact this number to connect with a person or department within CMHOC.
Compliance and Health & Safety	Kristen Henninges, Compliance Manager Email: khenninges@miottawa.org P: (616) 393-5685 F: (616) 393-5687 -OR- Amy Avery, Program Evaluator Email: aavery@miottawa.org P: (616) 393-5682 F: (616) 393-5687	<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.
Contract Management	Gina Kim Contract Manager Email: cmhcontractservices@miottawa.org P: (616) 494-5579 F: (616) 393-5687 -OR- Bill Phelps, MPA Program Coordinator, Contracts and Training Email: wphelps@miottawa.org P: (616) 393-5684 F: (616) 393-5687	<ul style="list-style-type: none"> 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_handbook.pdf

Fiscal Services - GIVA Fiscal Services - CLAIMS	Email: CMHOCFinance@miottawa.org Email: CMHOC.claims@miottawa.org	<ul style="list-style-type: none"> ▪ GIVA: Fiscal related questions only. ▪ CLAIMS: Used to notify CMHOC Fiscal that claims have been uploaded and are ready to be processed. ▪ Passwordresets. ▪ ProviderConnectNX User Request forms. ▪ All other Avatar, VDI and ProviderConnectNX questions or issues should be sent to the liaison.
Information Technology	Email: cmhocpasswordreset@miottawa.org	<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)
Program and Community Development	Chelsea Eisenlohr, LMSW Program Supervisor, Integrated Care & Community Development Email: ceisenlohr@miottawa.org P: (616) 393-5752 C: (231) 742-1089 F: (616) 393-5687	<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.
Recipient Rights	Briana Fowler, MPA, LBSW Recipient Rights Director Email: bfowler@miottawa.org P: (616) 393-5763 F: (616) 393-5687	<ul style="list-style-type: none"> ▪ Responsible for review authorizations ▪ Questions and information regarding current SUD services ▪ Authorization parameters and questions ▪ CMH SUD liaison
SUD Program	Amanda Westrate SUD Program Assistant Email: awestrate@miottawa.org P: (616) 494-5403 F: (616) 393-5687 -OR- Joel Ebbbers, LMSW CAADC SUD Program Supervisor Email: jebbers@miottawa.org P: (616) 494-5409 F: (616) 393-5687	

Training

Matt Postma

Mental Health Trainer

mpostma@miottawa.org

P: (616) 494-5413

F: (616) 393-5687

-OR-

Bill Phelps, MPA

Program Coordinator, Contracts and Training

Email: wphelps@miottawa.org

P: (616) 393-5684

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.