



Are you having a problem with planning or getting your services?

We have a Grievance and Appeals and Second Opinion process for you to use if you are unhappy.

You have the right to complain...

- If you were turned-down for services when you applied
- If you were turned-down when you wanted to go to the hospital
- If you are not happy with the goals and objectives in your Person-Centered Plan
- If current ACCMHS services are being put on hold, lowered, limited, or cancelled
- If you do not like your Family Support Subsidy Determination
- If you are not happy about your OBRA Determination

**Please call a
Customer Service Representative
for assistance at
269-686-5124 or 1-877-608-3568**

Hours: Monday-Friday from 8:00am to 5:00pm