

**NEW REQUESTS FOR SERVICES:**

Call NorthCare Network Access and  
Eligibility toll free at: 1-888-906-9060

**FOR EMERGENCY SERVICES:**

During business hours call:  
(906) 482-9404 or 1-800-526-5059

After hours call: 1-800-526-5059

**AREA CLINICS:**

Rice Memorial Center  
901 West Memorial Drive  
Houghton, MI 49931  
Outpatient Services: (906)482-9404  
Toll Free: 1-800-526-5059  
TDD/TTY: (906) 482-8037

Rice Memorial Ctr–CLK Branch  
56938 Calumet Avenue  
Calumet, MI 49913  
(906)337-5810

Baraga County Center  
15644 Skanee Road  
L'Anse, MI 49946  
(906)524-5885

Ontonagon County Center  
515 Quartz Street  
Ontonagon, MI 49953  
(906)884-4804

The Institute  
900 West Sharon Avenue  
Houghton, MI 49931  
(906) 482-4880  
e-mail: [Institute@theInst.org](mailto:Institute@theInst.org)



**COPPER  
COUNTRY  
MENTAL  
HEALTH  
SERVICES**

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**Your Rights  
When You  
Have a  
Complaint  
About Mental  
Health  
Services/  
Supports**

Copper Country Mental Health Services wants its consumers to be satisfied with the services/supports received.

Recipient Rights Advisors are available to help you understand and exercise your rights when you are not satisfied. Your questions and concerns are welcomed.

If you are denied services or if your services are reduced or stopped you may have specific rights. Some of these rights are time limited. It is important to make your concerns known right away.

There are several ways to have your concerns heard. You can use more than one way at the same time.

Some of these ways are:

- Talk with your Client Services Manager/Supports Coordinator or Primary Therapist.
- File a grievance through the Office of Recipient Rights.
- Make a Recipient Rights Complaint.
- Request a hearing before the State Administrative Tribunal that hears appeals from participants in the Medicaid program.

- Request a second opinion if you are denied hospitalization, or denied access to services when first applying.



Contact the Office of Recipient Rights by telephone  
(906) 482-9400

or by mail at:

Copper Country Mental  
Health Services  
901 W. Memorial Drive  
Houghton, MI 49931