

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 at:**

(906) 482-9400

or

by mail at:

**Copper Country Mental
Health Services
Recipient Rights Office
901 W. Memorial Drive
Houghton, MI 49931**

FOR EMERGENCY SERVICES

During business hours call:

(906) 482-9404 or 1-800-526-5059

After hours call: **1-800-526-5059**

**NEW REQUESTS FOR
SERVICES**

Call NorthCare Network Access
and Eligibility toll free at:

1-888-906-9060

AREA CLINICS

Rice Memorial Center

901 West Memorial Drive
Houghton, MI 49931
(906) 482-9400

Outpatient Services: (906) 482-9404
TDD/TTY: (906) 482-8037

Rice Memorial Center-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

**COPPER
COUNTRY
MENTAL
HEALTH
SERVICES**



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