



# COMMUNITY MENTAL HEALTH OF OTTAWA COUNTY

## CONTACT INFORMATION

[http://www.miottawa.org/Health/CMH/pdf/cmh\\_contact\\_info.pdf](http://www.miottawa.org/Health/CMH/pdf/cmh_contact_info.pdf)

Department	Contact Information	Reason to Contact
<b>Access Center</b>	P: (616) 393-5681 Toll free: (877) 588-4357 Email: <a href="mailto:cmhaccesscenter@miottawa.org">cmhaccesscenter@miottawa.org</a>	<ul style="list-style-type: none"> <li>Individuals requesting or seeking information on CMH Services.</li> </ul>
<b>Access Center (SUD)</b>	P: (616) 393-4424 F: (616) 393-5653 Email: <a href="mailto:sudservices@miottawa.org">sudservices@miottawa.org</a>	<ul style="list-style-type: none"> <li>SUD prior authorization for detox, long term residential and short term residential.</li> <li>MAT clinical information for authorizations.</li> </ul>
<b>Clinical Services</b> DD Services Family Services MI Adult Services	Assigned CMHOC Specialist/Supervisor	<ul style="list-style-type: none"> <li>All questions or issues should be sent to the assigned specialist or supervisor.</li> </ul>
<b>CMH Front Desk General Number</b>	P: (616) 392-1873	<ul style="list-style-type: none"> <li>Contact this number to connect with a person or department within CMHOC.</li> </ul>
<b>Compliance and Health &amp; Safety</b>	Kristen Henniges, Compliance Manager Email: <a href="mailto:khenniges@miottawa.org">khenniges@miottawa.org</a> P: (616) 393-5685 F: (616) 393-5687 -OR- Amy Avery, Program Evaluator Email: <a href="mailto:aavery@miottawa.org">aavery@miottawa.org</a> P: (616) 393-5682 F: (616) 393-5687	<ul style="list-style-type: none"> <li>Questions/concerns regarding compliance policy, procedures and requirements.</li> <li>Questions/concerns regarding Health and Safety policy, procedures and requirements.</li> <li>Questions about credentials or getting an individual set up to bill for services.</li> <li>Questions on which homes that have to do site reviews.</li> <li>Agencies with questions regarding audits or verification of staff requirements.</li> </ul>
<b>Contract Management</b>	Gina Kim Contract Manager Email: <a href="mailto:cmhcontractservices@miottawa.org">cmhcontractservices@miottawa.org</a> P: (616) 494-5579 F: (616) 393-5687 -OR- Kelly Goetzinger Program Coordinator, Contracts and Training Email: <a href="mailto:cmhcontractservices@miottawa.org">cmhcontractservices@miottawa.org</a> P: (616) 393-5684 F: (616) 393-5687	<ul style="list-style-type: none"> <li>Questions regarding the contract process.</li> <li>Contract language and attachment questions.</li> <li>Contract renewal questions.</li> <li>Information on services.</li> <li>Lakeshore Region Guide to Services is available at: <a href="http://www.miottawa.org/Health/CMH/pdf/cmh_handbook.pdf">http://www.miottawa.org/Health/CMH/pdf/cmh_handbook.pdf</a></li> </ul>

<b>Fiscal Services - GIVA</b>	Email: <a href="mailto:CMHOCFinance@miottawa.org">CMHOCFinance@miottawa.org</a>	<ul style="list-style-type: none"> <li>▪ GIVA: Fiscal related questions only.</li> </ul>
<b>Fiscal Services - CLAIMS</b>	Email: <a href="mailto:CMHOC.claims@miottawa.org">CMHOC.claims@miottawa.org</a>	<ul style="list-style-type: none"> <li>▪ CLAIMS: Used to notify CMHOC Fiscal that claims have been uploaded and are ready to be processed.</li> </ul>
<b>Information Technology</b>	Email: <a href="mailto:cmhocpasswordreset@miottawa.org">cmhocpasswordreset@miottawa.org</a>	<ul style="list-style-type: none"> <li>▪ Password resets.</li> <li>▪ ProviderConnect User Request forms.</li> <li>▪ All other Avatar, VDI and ProviderConnect questions or issues should be sent to the liaison.</li> </ul>
<b>Program and Community Development</b>	<p>Anna Bednarek, MPA  Program Supervisor, Integrated Care &amp; Community Development  Email: <a href="mailto:abednarek@miottawa.org">abednarek@miottawa.org</a>  P: (616) 393-5648  C: (231) 740-6105  F: (616) 393-5687</p>	<ul style="list-style-type: none"> <li>▪ Local resources and/or community events.</li> <li>▪ Questions about housing (not AFC).</li> <li>▪ Information regarding the millage program.</li> <li>▪ Interest in connecting with the Holland or Grand Haven Case Coordinators group.</li> <li>▪ Consumer Advisory Committee information.</li> <li>▪ Information about Grievances, Appeals or Fair Hearings.</li> <li>▪ Place orders for Orientation packets, Helpline Cards, or other CMH Resources (or go to <a href="http://www.miottawa.org/Health/CMH/order-form.htm">http://www.miottawa.org/Health/CMH/order-form.htm</a>)</li> </ul>
<b>Recipient Rights</b>	<p>Briana Fowler, MPA, LBSW  Recipient Rights Director  Email: <a href="mailto:bfowler@miottawa.org">bfowler@miottawa.org</a>  P: (616) 393-5763  F: (616) 393-5687</p>	<ul style="list-style-type: none"> <li>▪ Questions/Concerns your rights have been violated by CMHOC staff, contractual staff, and staff hired through self-determination arrangements.</li> <li>▪ Request Recipient Rights searches on potential employees to verify the presence of substantiated rights violations in Ottawa County.</li> <li>▪ Request in-person Recipient Rights training for recipients, family members, and/or staff.</li> <li>▪ 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 <a href="http://www.miottawa.org/cmh">www.miottawa.org/cmh</a> to locate all documents related to Recipient Rights.</li> </ul>
<b>SUD Program</b>	<p>Amanda Westrate  SUD Program Assistant  Email: <a href="mailto:awestrate@miottawa.org">awestrate@miottawa.org</a>  P: (616) 494-5403  F: (616) 393-5687  -OR-  Joel Ebbers, LMSW CAADC  SUD Program Coordinator  Email: <a href="mailto:jebbers@miottawa.org">jebbers@miottawa.org</a>  P: (616) 494-5449  F: (616) 393-5687</p>	<ul style="list-style-type: none"> <li>▪ Responsible for review authorizations</li> <li>▪ Questions and information regarding current SUD services</li> <li>▪ Authorization parameters and questions</li> <li>▪ CMH SUD liaison</li> </ul>

## Training

Matt Postma  
Mental Health Trainer  
[mpostma@miottawa.org](mailto:mpostma@miottawa.org)

P: (616) 494-5413

F: (616) 393-5687

-OR-

Kelly Goetzinger

Program Coordinator, Contracts and Training

Email: [kgoetzinger@miottawa.org](mailto:kgoetzinger@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.