



# 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 <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 <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 Hennings, Compliance Manager <a href="mailto:khennings@miottawa.org">khennings@miottawa.org</a> P: (616) 393-5685 F: (616) 393-5687 -OR- Amber Vondra, Program Evaluator <a href="mailto:avondra@miottawa.org">avondra@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 (Excluding Residential)</b>	Tori Alvarado, MPH Contract Manager <a href="mailto:talvarado@miottawa.org">talvarado@miottawa.org</a> P: (616) 494-5579 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</b>	<a href="mailto:CMHOCFinance@givainc.com">CMHOCFinance@givainc.com</a> <a href="mailto:CMHOC.claims@miottawa.org">CMHOC.claims@miottawa.org</a>	<ul style="list-style-type: none"> <li>GIVA: Fiscal related questions only.</li> <li>CLAIMS: Used to notify CMHOC Fiscal that claims have been uploaded and are ready to be processed.</li> </ul>
<b>Information Technology</b>	<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>

## Program and Community Development

Anna Bednarek, MPA  
Program & Community Development Coordinator  
[abednarek@miottawa.org](mailto:abednarek@miottawa.org)  
P: (616) 393-5648  
C: (231) 740-6105  
F: (616) 393-5687

- Local resources and/or community events.
- Questions about housing (not AFC).
- Information regarding the millage program.
- Interest in connect 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>)

## Recipient Rights

Briana Fowler, MPA, LBSW  
Recipient Rights Director  
[bfowler@miottawa.org](mailto:bfowler@miottawa.org)  
P: (616) 393-5763  
F: (616) 393-5687

- 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](http://www.miottawa.org/cmh) to locate all documents related to Recipient Rights.

## Residential Contract Management

Kelly Goetzinger  
Mental Health Program Coordinator  
[kgoetzinger@miottawa.org](mailto:kgoetzinger@miottawa.org)  
P: (616) 393-5684  
F: (616) 393-5687

- Questions and information regarding Residential contracts
- Information on Residential services. Lakeshore Region Guide to Services is available at: [http://www.miottawa.org/Health/CMH/pdf/cmh\\_handbook.pdf](http://www.miottawa.org/Health/CMH/pdf/cmh_handbook.pdf)

## SUD Program

Amanda Westrate SUD Program  
Assistant [awestrate@miottawa.org](mailto:awestrate@miottawa.org)  
P: (616) 494-5403  
F: (616) 393-5687  
*-OR-*  
Joel Ebbers, LMSW CAADC SUD  
Program Coordinator  
[jebbers@miottawa.org](mailto:jebbers@miottawa.org)  
P: (616) 494-5449  
F: (616) 393-5687

- Responsible for review authorizations
- Questions and information regarding current SUD services
- Authorization parameters and questions
- CMH SUD liaison

## Training

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

P: (616) 494-5413

F: (616) 393-5687

-OR-

Kelly Goetzinger

Mental Health Program Coordinator

[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.