



STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

RICK SNYDER
GOVERNOR

NICK LYON
DIRECTOR

April 11, 2019

Ms. Jane Terwilliger, Director
CMH Partnership of Southeast Michigan
705 North Zeeb Road
Ann Arbor, MI 48103

Dear Ms. Terwilliger:

Division of Program Development, Consultation & Contracts staff has completed their review of the revised Customer Services Handbook submitted by CMH Partnership of Southeast Michigan. The Customer Services Handbook with the identified revision date of April 11, 2019, is consistent with the Customer Services Standards (MDHHS/PIHP Contract Attachment P.6.3.1.1) and has been approved for distribution to beneficiaries.

Any future changes to your PIHPs Customer Services Handbook that affect boilerplate language must be submitted to MDHHS for review and approval prior to printing and distribution. Changes to addresses, telephone numbers, and web sites, as well as minor edits, do not need to be approved by MDHHS.

If you have questions about this approval or future submissions, please contact me via phone at 517-335-6664 or via e-mail at brooksc6@michigan.gov.

Sincerely,

A handwritten signature in cursive script that reads "Cynthia Brooks-Jones".

Cynthia Brooks-Jones
Contract Management and Customer Service Section
Program Development, Consultation & Contracts Division

cc: Kristen Ora, CMHPSM
John Duvendeck, MDHHS
Kendra Binkley, MDHHS