



Mississippi Department of Mental Health

Provider Bulletin

Number IO0089

**Subject: Office of Consumer Support
Informational Poster**

Issue Date: November 6, 2019

Effective Date: November 6, 2019

Scope

All DMH Certified Providers must post in a prominent public area the Office of Consumer Support (OCS) informational poster containing procedures for filing a grievance with DMH. The information provided by OCS must be posted at each site/service location.

Purpose

To replace old posters and/or for new providers/locations to print and post.

Subject

Rule 14.5.A.5 Local Grievance Policies and Procedures

- A. There must be written policies and procedures for implementation of a process through which individuals' grievances can be reported and addressed at the local program/center level. These policies and procedures, minimally, must ensure the following:
 - 5. That the program will post in a prominent public area the Office of Consumer Support (OCS) informational poster containing procedures for filing a grievance with DMH. The information provided by OCS must be posted at each site/service location.

End of Provider Bulletin

Mississippi Department of Mental Health

For Information, Referral, or to File a Grievance

Call: Toll-Free Helpline at 1-877-210-8513
(601-359-6298 in Jackson)

or

E-mail: ocs@dmh.ms.gov

or

Mail to: Mississippi Department of Mental Health Attn:
Office of Consumer Support
239 N. Lamar Street, Suite 1101
Jackson, MS 39201

The Mississippi Department of Mental Health provides hope by supporting a continuum of care for people with mental illness, alcohol and drug addiction, and intellectual or developmental disabilities.

By inspiring hope, helping people on the road to recovery, and improving resiliency, the public mental health system is working to help Mississippians succeed.



**MENTAL HEALTH
SERVICES**



**ALCOHOL & DRUG
ADDICTION SERVICES**



**INTELLECTUAL AND
DEVELOPMENTAL
DISABILITY SERVICES**