



Caring for Allegan County

## Customer Services

**Are you having a problem with planning  
or getting your services?**

**We have Grievance, Appeals, Mediation, and Second  
Opinion processes for you to use if you are unhappy.**

**You have the right to complain...**

- If you were turned-down for services when you applied
- If you were turned-down when you wanted to go to the hospital
- If you are having problems getting an appointment or having to wait a long time for an appointment
- If you are not happy with goals and objectives in your Person-Centered Plan
- If you are not happy with your case manager or therapist
- If you are not happy with the services you are receiving with OnPoint
- If your OnPoint services are being put on hold, lowered, or cancelled
- If you do not like your Family Support Subsidy Determination
- If you are not happy about your OBRA Determination

**Please contact an OnPoint Customer Service Representative  
for assistance at:**

**(P) 877-608-3568 / (F) 269-673-2738**

**(E) [customerservices@onpointallegan.org](mailto:customerservices@onpointallegan.org) / [www.onpointallegan.org](http://www.onpointallegan.org)**

**540 Jenner Drive, Allegan, MI 49010**

**Hours of Operation: Monday-Friday from 8am to 5pm**

**Or Contact Lakeshore Regional Entity Customer Services**

**1-800-897-3301**