

# Humana Healthy Horizons

## Ohio Mobile Response and Stabilization Services (MRSS)

You are entitled to access the services of any MRSS provider enrolled with the Ohio Department of Medicaid. The following is a list of the MRSS providers in your county. You may see these providers listed to render other specialties in this directory. For more information and assistance finding a provider for this service, please contact Member Services at **877-856-5702**. TTY users should call **711**. The call is free.

County	Provider Name	Phone Number	Provider Type
Allen	FAMILY RESOURCE CENTER OF NORTHWEST OHIO INC	419-222-1168	MRSS
Ashland	APPLESEED COMMUNITY MENTAL HEALTH CENTER INC	419-281-3716	MRSS
Butler	BUTLER BEHAVIORAL HEALTH SVCS	513-881-7189	MRSS
Clermont	CHILD FOCUS INC	513-752-1555	MRSS
Cuyahoga	APPLEWOOD CENTERS INC	216-521-6511	MRSS
Cuyahoga	APPLEWOOD CENTERS, INC.	216-320-8222	MRSS
Cuyahoga	BELLEFAIRE JEWISH CHILDREN'S BUREAU	216-932-2800	MRSS
Cuyahoga	BELLEFAIRE JEWISH CHILDRENS	216-932-2800	MRSS
Fairfield	NEW HORIZONS MENTAL HEALTH SERVICES	740-277-6166	MRSS
Fairfield	NEW HORIZONS MENTAL HEALTH SERVICES	740-277-7272	MRSS
Franklin	I AM BOUNDLESS, INC.	614-844-3800	MRSS
Franklin	MARYHAVEN INC	614-324-5480	MRSS
Franklin	NATIONWIDE CHILDRENS HOSPITAL	614-722-2000	MRSS
Geauga	RAVENWOOD MENTAL HEALTH CTR	440-285-2170	MRSS
Geauga	RAVENWOOD MENTAL HEALTH CTR	440-285-3568	MRSS
Guernsey	CEDAR RIDGE BEHAVIORAL HEALTH SOLUTIONS LLC	855-692-7247	MRSS
Hamilton	TALBERT HOUSE INC	513-751-7747	MRSS
Lucas	ZEPF CENTER	419-841-7701	MRSS
Mahoning	ALTA CARE GROUP INC	330-793-2487	MRSS
Mercer	FOUNDATIONS BEHAVIORAL HEALTH SERVICES, INC.	419-584-1000	MRSS
Montgomery	SAMARITAN BEHAVIORAL HEALTH, INC	937-276-8333	MRSS
Muskingum	ALLWELL BEHAVIORAL HEALTH SERVICES	740-454-9766	MRSS
Portage	COLEMAN PROFESSIONAL SERVICES/COLEMAN HEALTH SVC	330-673-1347	MRSS
Wayne	COUNSELING CENTER OF WAYNE & HOLMES COUNTIES	330-264-9029	MRSS

## Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **877-856-5702 (TTY: 711)**. We are available Monday through Friday, from 7 a.m. to 8 p.m., Eastern time. We can help you at no cost to you. We can explain the document in English or in your preferred language. We can also help you if you need help seeing or hearing. Please refer to your Member Handbook regarding your rights.

## Important

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, religion, gender, gender identity, sex, sexual orientation, age, disability, national origin, military status, veteran status, genetic information, ancestry, ethnicity, marital status, language, health status, or need for health services. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:  
**Discrimination Grievances**, P.O. Box 14618, Lexington, KY 40512-4618.  
If you need help filing a grievance, call **877-856-5702** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the:
  - **Ohio Department of Medicaid (ODM), Office of Civil Rights** by emailing **ODM\_EEO\_EmployeeRelations@medicaid.ohio.gov**, faxing **614-644-1434**, or mailing to the Ohio Department of Medicaid, Office of Human Resources, Employee Relations, P.O. Box 182709, Columbus, Ohio 43218-2709; or
  - **U.S. Department of Health and Human Services, Office for Civil Rights** electronically through their Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019, 800-537-7697 (TDD)**. Complaint forms are available at **<https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>**.

Auxiliary aids and services, free of charge, are available to you.

**877-856-5702 (TTY: 711)**

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

**Humana Healthy Horizons in Ohio is a Medicaid Product of Humana Health Plan of Ohio, Inc.**

Language assistance services, free of charge, are available to you.  
**877-856-5702 (TTY: 711)**

**English:** Call the number above to receive free language assistance services.

**Español (Spanish):** Llame al número que se indica arriba para recibir servicios gratuitos de asistencia lingüística.

**Українська (Ukrainian):** Зателефонуйте за вказаним вище номером для отримання безкоштовної мовної підтримки.

**French Creole (Haitian Creole):** Kreyòl Ayisyen (French Creole) Rele nimewo ki e dike anwo a pou resevwa sèvis éd gratis nan lang.

**नेपाली (Nepali):** निःशुल्क भाषासम्बन्धी सहयोग सेवाहरू प्राप्त गर्नका लागि माथिको नम्बरमा फोन गर्नुहोस्।

**العربية (Arabic):** اتصل برقم الهاتف أعلاه للحصول على خدمات المساعدة اللغوية المجانية.

**Русский (Russian):** Позвоните по вышеуказанному номеру, чтобы получить бесплатную языковую поддержку.

**Soomaali (Somali):** Wac lambarka kore si aad u hesho adeegyada caawimaada luuqada oo bilaash ah.

**Français (French):** Appelez le numéro ci-dessus pour recevoir des services gratuits d'assistance linguistique.

**Kinyarwanda (Burundi):** Hamagara numero yatanzwe haruguru kugira ngo uhabwe serivisi z'ubufasha bw'indimi ku buntu.

**Kiswahili (Swahili):** Piga simu kwa nambari iliyo hapo juu ili upate huduma za usaidizi wa lugha bila malipo.

**O'zbekcha (Uzbek):** Til yuzasidan bepul yordam olish uchun yuqoridagi raqamga qo'ng'iroq qiling.

**پښتو (Pashto):** د وړيا ژبې ملاتړ ترلاسه کولو لپاره پورته شميرې ته زنگ ووهئ.

**Türkçe (Turkish):** Ücretsiz dil yardımı hizmetlerinden yararlanmak için yukarıdaki numarayı arayın.

**دری (Dari):** برای دریافت خدمات رایگان کمک زبانی با شماره بالا تماس بگیرید.

**Tiếng Việt (Vietnamese):** Gọi số điện thoại ở trên để nhận các dịch vụ hỗ trợ ngôn ngữ miễn phí.