

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.	216-521-6511	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	614-732-2684	MRSS
Fairfield	NEW HORIZONS MENTAL HEALTH SERVICES	740-687-0835	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 first 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 sending by mail to P.O. Box 182709, Columbus, Ohio 43218-2709.
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/ocr/office/file/index.html>.

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.

繁體中文 (**Chinese**): 您可以撥打上面的電話號碼以獲得免費的語言協助服務。

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

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

Deitsch (Pennsylvania Dutch): Ruf die Nummer owwe ferkoschdefrei Hilf in dei eegni Schprooch.

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

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

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

Oroomiffa (Oromo): Tajaajila gargaarsa afaanargachuudhaf bilbila armaan oli irratti bilbilaa.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위번호로 전화하십시오.

Italiano (Italian): Chiamare il numero sopra indicato per ricevere servizi di assistenza linguistica gratuiti.

日本語 (Japanese): 無料の言語支援サービスを受けるには、上記の番号までお電話ください。

Nederlands (Dutch): Bel het bovenstaande nummer om gratis taalkundige hulp te ontvangen.

Українська (Ukrainian): Зателефонуйте за вказаним вищеномером для отримання безкоштовної мовної підтримки.

Română (Romanian): Apelați numărul de mai sus pentru a primi servicii de asistență de traducere gratuită.