

Accident/Incident Reporting

All employer and/or employee related accidents/incidents must be reported to MHCBS immediately.

Emergency situations should be handled by calling 911 first, and then reporting to Metro Solutions once the situation has stabilized.

Please call **(313) 963-8383** between 9:00am - 4:30pm (Monday - Friday). If calling after hours, please leave a detailed message on the company's voicemail system.

Complaints & Grievances

If you are having problems or are unhappy with MHCBS or with the service of care provided to you, you have the right to let us know.

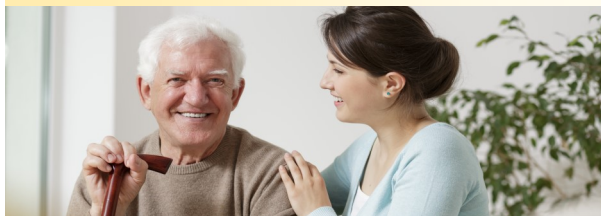
If you would like to file a grievance, you must contact our Director of Programs who will assist you with your grievance or complaint.

MHCBS will not retaliate against you for filing a grievance and/or complaint.

Tehmeika Dupree

MHCBS Director of Programs
TehmeikaD@MetroSolutions.us

313-963-8383



Metro HCBS, LLC

18000 W. 9 Mile Rd. Ste 360
Southfield, MI 48075

Phone: (313) 963-8383
Fax: (313) 879-5260

Hour of Operations:
Monday - Friday 9:00am-4:30pm

Visit us at:
www.Metrosolutions.us

METRO 
Solutions
Linking Funds to the Community

Metro HCBS, LLC

Administrator of Home & Community Based Services



My Life
My Choice
My Care



“Self Directed Services”

What is Self-Direction?

Self-direction gives you the freedom to choose the services and supports you need to live independently, in your own home.

With self-direction you are the employer and have the responsibility for managing all aspects of service delivery in a person-centered planning process.

- ⇒ **YOU** can hire the caregivers you want.
- ⇒ **YOU** decide the type of services you need.
- ⇒ **YOU** determine the best schedule of care for you.

*Self-Direction gives **YOU** more control over how you structure your life!*

Metro HCBS, LLC (MHCBS)

On the participant’s behalf, MHCBS will serve as the Administrative Agent handling the paperwork, and processing the billing and payment of those services identified and authorized in the participant’s budget.

Medicare & Medicaid Fraud Prevention

Medicaid fraud is knowingly falsifying or misrepresenting the truth to obtain unauthorized benefits. You must comply with all State and Federal laws and prevent misuse or fraud.

Examples of Medicare/Medicaid Fraud are:

- Recording and approving hours on a timesheet that weren't worked.
- Stating different times than you actually work.
- Changing hours on a timesheet after it has been approved.
- Falsifying a worker's compensation claim.
- Falsifying or misrepresentation on applications or documentation.
- Billing for services while in the hospital or other care facility.
- Duplicate billing for multiple participants.

Report Medicaid Fraud to:

The Office of Inspector General,
MI Dept. of Health and Human Services
855-MI-FRAUD (643-7283)

or

Send a letter to:

Office of Inspector General
PO Box 30062, Lansing, MI 48908



We Welcome Your Feedback

MHCBS works hard to serve you in a professional and efficient manner.

Your feedback and suggestions are very valuable in assisting our efforts to continue providing the best services possible.

If you are happy with our service please feel free to share your testimony of your experience with MHCBS via email to:

Tehmeika Dupree, Director of Programs
TehmeikaD@MetroSolutions.us