**Meridian staff must notify MDHHS immediately if there is a member death related to alleged abuse, neglect or exploitation, or any type of incident that may draw media attention.**

***If there is immediate risk of serious injury or death, call the local dispatch office:*** [Suicidal Caller](https://share16.mhplan.com/sites/training/Corporate%20Training%20Aids/Suicidal%20Caller.docx)

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| **Incident Involves** | **Contact** | **Timeframe** | **Special Instructions** |
| * Child (under 18) * Adults (18 and older) | Statewide 24-Hour Abuse Line  (855) 444-3911 | Immediately | For any incident involving the abuse, neglect, or exploitation of a child, the [3200 form](http://www.michigan.gov/documents/mdhhs/DHS-3200_524482_7.dot) needs to be completed and sent to the external agency immediately |
| Adults (18 and older), disabled, with a mental illness or developmental disability | Disability Rights Michigan  (800) 288-5923 | Immediately |  |
| Nursing Facility Residents | Bureau of Community and Health Systems – Adult Foster Care, Homes for the Aged, Child Care Centers/ Homes, Adult/ Child Camps  (866) 856-0126 | Immediately |  |
| Criminal Abuse by Foster Home/Nursing Facility | Michigan Department of Consumer and Industry Services  (800) 882-6006 | Immediately | Must be reported to the Michigan Department of Consumer and Industry Services (800) 882-6006, the Michigan State Police and/or the local police or sheriff’s department.  After-hours staff: When unable to submit a complaint by phone, go to the [State of Michigan](https://www.michigan.gov/lara/0,4601,7-154-63294_72973---,00.html) website and follow the instructions to submit a complaint form. |
| Noncriminal Abuse/Neglect by Residential Facility | Michigan Department of Consumer and Industry Services  (800) 882-6006 | Immediately | Must be reported to facility administration AND to the Michigan Department of Consumer and Industry Services (800) 882-6006.  After-hours staff: When unable to submit a complaint by phone, go to the [State of Michigan](https://www.michigan.gov/lara/0,4601,7-154-63294_72973---,00.html) website and follow the instructions to submit a complaint form. |
| Private Home Abuse or Neglect | Michigan Department of Human Services Statewide 24-Hour Abuse Line  (855) 444-3911 | Immediately | Must be reported to the Statewide Abuse Hotline (855-444-3911), County Protective Services or local law enforcement |
| Fraud | Office of Inspector General  (855) 643-7283 | Immediately |  |