

SHIAWASSEE COUNTY COMMUNITY MENTAL HEALTH AUTHORITY
POLICY AND PROCEDURE MANUAL

Section: Recipient Rights
Policy Number: 39
Subject: **Accessibility of Services**

Effective Date: 4/29/02
Last Revision Date: 5/17/16
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Policy

It is the policy of Shiawassee County Community Mental Health Authority (SCCMHA) to ensure that the consumer population has timely access to urgent and primary care services available through the provider network. In addition, the benefit population will have timely access to consumer services that are designed to disseminate information regarding their insurance package, how to obtain clinical care in their area, and how to resolve any problems they may encounter throughout this process.

Purpose

To ensure the protection of rights of recipients receiving services from SCCMHA.

To ensure compliance with the Michigan Mental Health Code, the Michigan Department of Health and Human Services, Administrative Rules, and the standards of accrediting bodies.

Application


This policy applies to all SCCMHA programs and services.

Compliance

External: Mid-State Health Network
MDHHS Master Contract and Attachments

Approved by: 
Board Chairperson

9-26-2016
Date


Chief Executive Officer

9/28/16
Date

Review/Revision Dates:

Date:	By:
2002 – 2008	Review by Board
5/15/09	New formatting
7/21/11	Reviewed by Recipient Rights Advisory Committee
7/19/12	Reviewed by Recipient Rights Advisory Committee
10/17/13	Reviewed by Recipient Rights Advisory Committee
12/11/14	Reviewed by Recipient Rights Advisory Committee
01/21/16	Annual Review by Recipient Rights Advisory Committee
5/17/16	Revised by Rebecca Browne