

SHIAWASSEE COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

POLICY AND PROCEDURE MANUAL

Section: Recipient Rights
Policy Number: 42
Subject: **Consistency of Support Coordination
Services**

Effective Date: 1/28/02
Last Revision Date: 5/17/16
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Policy

It is the policy of Shiawassee County Community Mental Health Authority (SCCMHA) that all individuals requesting services through SCCMHA access center and meeting eligibility requirements will be offered a primary care manager consisting of a supports coordinator or an equivalent such as a primary therapist or the services of the ACT interdisciplinary team. All individuals receiving primary care management services will be offered a choice of provider, consisting of a choice of staff person. Any individual dissatisfied with his/her assigned primary care manager will have the option of requesting a reassignment to an alternative provider. SCCMHA will establish consumer choice procedures to guide processes for reassignments.

Purpose

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

To assure consistency in the delivery of supports coordination options and primary care management functions to individuals with mental illness, developmental disabilities and serious emotional disturbances.

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 will apply to all SCCMHA programs and services.

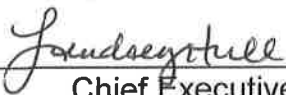
Compliance

Internal: Recipient Rights Systems Policy

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
10/9/09	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