

# SHIAWASSEE COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

## POLICY AND PROCEDURE MANUAL

Section: Recipient Rights

Policy Number: 50

Subject: **Grievance/Appeals/Customer Service**

Effective Date: 12/18/06

Last Revision Date: 01/16/2015

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### Policy

It is the policy of Shiawassee County Community Mental Health Authority (SCCMHA) to provide customer service to all persons receiving mental health or substance abuse supports and services.

### Purpose

This policy is being adopted in order to comply with the policy requirements for affiliation with Mid-State Health Network (PIHP). This policy is to provide a centralized customer service operation that will distribute information regarding available services to persons requesting assistance from the agency.

### Application

This policy will apply to all SCCMHA programs and services.

### Definition

Grievance: An expression of dissatisfaction not related to an action or Mental Health Code violation. All grievances can be directed to the SCCMHA Customer Services representative using the agency's toll free number.

Consumer: As used in this policy

### Procedure

1. Customer Services will manage all complaints of dissatisfaction about any matter relative to treatment for Medicaid and non-Medicaid covered services except for those protections and rights described in Chapter 4, 4A, 7 and 7A of the Michigan Mental Health Code or the suspicion or actual abuse and/or neglect. All suspicion or actual act of abuse and/or neglect will be reported to the Department of Human Services as required by law.
2. Some circumstances may require a dual review and response by both the Customer Service Department and Recipient Rights Office. Under these circumstances the Customer Service Department must only attend to that portion of the complaint

pertaining to customer dissatisfaction. The actual investigation of a possible Mental Health Code rights violation must be forwarded within 24 hours to the designated Recipient Rights Officer for the appropriate actions.

3. The SCCMHA Customer Service Department would also be responsible for handling all consumer related correspondence regarding appeals.
4. The Customer Service Department is responsible for the following:
  - a. Recording, investigating and tracking details of the grievance.
  - b. Sending an Acknowledgement letter within 2 business days of receiving the initial grievance from the consumer. All acknowledgement letters will contain:
    - i. Date grievance received.
    - ii. Expected timeframe in which grievance must be resolved.
    - iii. Option to file an appeal if a grievance resolution is not completed within the specified timeframes.
    - iv. Who may file a grievance on behalf of the consumer.
    - v. How to access accommodations to address language barriers or auditory impairments.
    - vi. Who to contact for assistance or questions during the grievance process.
  - c. Sending a Disposition letter to the consumer upon the conclusion of the investigation and determination of a resolution. Disposition letters will contain:
    - i. Initial date grievance was filed.
    - ii. Conclusion date of grievance investigation.
    - iii. Summary of grievance.
    - iv. Resolution of grievance.
    - v. How to file a local dispute resolution through Michigan Department of Community Health (MDCH) if specified timeframe of 60 days or less for grievance resolution is not met.
    - vi. Who may file a local dispute on behalf of the consumer.

- vii. Timeframe for filing a local dispute.
      - viii. How to access accommodations to address language barriers or auditory impairments.
    - d. All grievance investigation findings and recommendations will be reviewed with Director of Strategic Services or designee prior to mailing the Resolution of Grievance letter.
- 5. SCCMHA Customer Service representative can receive direct customer calls or receive calls forwarded to them by other SCCMH staff. Customers will also have the opportunity to contact the MSHN Customer Service Representative to file a grievance if circumstances make it difficult for an individual to file locally. The SCCMHA Customer Service representative would be responsible for the following:
  - a. Working independently of the staff or program involved in the initial decision that led up to the grievance.
  - b. Handle any grievance related to local service provision.
  - c. Document details of the grievance.
  - d. Send an Acknowledgement letter within 2 business days of receiving a grievance request.
  - e. Timely investigation and resolution of the complaint.
  - f. Track grievance resolution if a particular staff or department is responsible for implementation of the resolution.
  - g. Complete data entry of requested information into a shared database.
- 6. All Access staff and the Customer Service staff will be required to maintain:
  - a. Up-to-date benefit information.
  - b. Knowledge of all acceptable insurances and the authorization process per county board and contract providers.
- 7. All Access staff and the Customer Service staff will be responsible for the following:
  - a. Provide an overview to consumers regarding their appeal and grievance options.

- b. Make all customers aware of all available community resources.
  - c. Mail out benefit applications or resource materials as requested by consumers.
  - d. Direct all consumers to the Customer Service Department to resolve issues, file appeals or grievances as requested by customers.
  - e. Receive ongoing customer service and skills curriculum training as established and implemented.
8. The Customer Service Department will establish performance standards for effectiveness and efficiency related to:
  - a. Customer satisfaction with access process.
  - b. Timely management of grievance and appeal process.
9. During the initial assessment/ability to pay determination, CMHSP staff will provide the following information to consumers at their first appointment and any subsequent requests:
  - a. Grievance and Appeals options.
  - b. Consumer Handbook.
  - c. Recipient Rights Booklet.
  - d. Advance Directives in Michigan.
  - e. Provider information (detailing hours of operation, services provided and how to access the services).

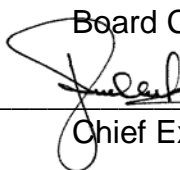
## **Compliance**

Internal: SCCMHA Grievance and Appeal Process

External: References/Legal Authority

- Federal Register, Volume 3, No 10, Part 438 - Medicaid Managed Care Rules, Subpart A - General Provisions.
- Michigan Department of Community Health - Medicaid Managed Specialty Supports and Services Concurrent 1915(b)/(c) Waiver Program FY 03-04.

- Michigan Mental Health Code (Act 258 of the Public Acts of 1964 as amended) 2001.
- Michigan Department of Community Health Specialty Pre-Paid Health Plan, Application for Participation, Customer Services 6.3, 2002.

Approved by:	Signed by Jerry Walden	01/20/2015
	_____ Board Chairperson	_____ Date
	 _____ Chief Executive Officer	_____ 01/20/2015 Date

Review/Revision Dates:

Date:	By:
2007 - 2008	Reviewed 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
01/16/15	Reviewed/Updated by Customer Service
01/21/16	Annual Review by Recipient Rights Advisory Committee