

SHIAWASSEE COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

POLICY AND PROCEDURE MANUAL

Section: Recipient Rights
Policy Number: 51
Subject: **Consumer Orientation**

Effective Date: 12/18/06
Last Revision Date: 05/04/16
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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). The purpose of this policy is that all consumers will be oriented regarding all services and functions provided by the Prepaid Inpatient Health Plan (PIHP) and all affiliates.

Application

This policy will apply to all SCCMHA programs and services.

Definition

Consumer: Refers to those persons who are eligible to receive services; as well as those currently receiving services, their families, and other referral sources.

Procedure

This policy will apply to all SCCMHA programs and services.

For New Consumers:

1. All customers who call SCCMHA to request services will be provided with an initial orientation process by the SCCMHA staff providing a scripted verbal overview that reviews Recipient Rights, complaint resolution process, Grievance and Appeal process, Medicaid Fair Hearing, second opinion requests, Person Centered Planning and Self Determination.

2. All consumers deemed eligible for services will become enrolled and instructed on how to physically access services for their first visit.
3. When the consumer has their first appointment, the provider is responsible for continuing the orientation process. This includes reviewing and giving the customer the following:
 - a. The SCCMHA Consumer Handbook
 - b. Local Provider Choice Listing
 - c. Information on Michigan Department of Health and Human Services Medicaid Fair Hearing (for Medicaid recipients only)
 - d. Recipient Rights Handbook
 - e. Copy of Recipient Rights complaint form
 - f. Fiscal policies as appropriate for Ability to Pay, Medicaid Spend Down, and Coordination of Benefits
 - g. Person Centered Planning Brochure
 - h. Brochure on "Advanced Directives in Michigan".
 - i. Other useful items to support customers.
4. All material given to consumers should be at a fourth grade reading level or defined by the Michigan Department of Health and Human Services (MDHHS) contract and Federal Regulations.
5. Consumers will be provided the opportunity to receive written materials in alternative formats and access to non-English interpretive services free of charge.

For Current Consumers

1. The above information and materials and the name and phone number of the Customer Services Representative will be made available in all provider locations.
2. Consumers will receive notification of any updates as they occur, upon request and annually.

Evaluation:

The consumer's input is important. The effectiveness of the orientation program will be determined by consumer feedback and ratings on the consumer satisfaction surveys conducted by the PIHP in addition to tracking and evaluation of consumer complaints that are related to lack of orientation.

Related Materials

1. Customer Service Handbook
2. Substance Abuse Customer Handbook
3. Advanced Directives in Michigan Brochure

Compliance

External: References/Legal Authority

- MDHHS Medicaid Managed Specialty Supports and Services Concurrent 1915(b)/(c) Waiver Program FY 03-04.
- MDHHS Mental Health Code, revised 2001.
- Federal Register, Volume 3, No 10, Part 438 - Medicaid Managed Care Rules, Subpart A - General Provisions.
- Federal Register, Volume 3, No 100, Part 438 - Medicaid Managed Care Rules, Subpart C - Enrollee Rights and Protections.

Approved by: 
Board Chairperson

5-16-16
Date


Chief Executive Officer

5/17/16
Date

