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I. APPLICATION:

- PIHP Board
 CMH Providers
 SUD Providers
 PIHP Staff
 CMH Subcontractors

II. POLICY STATEMENT:

It shall be the policy of the Region 10 PIHP to establish Customer Services which is an identifiable function that operates to enhance the relationship between the individual and the PIHP. It is the function of customer services to be the front door of the PIHP, and to convey an atmosphere that is welcoming, helpful and informative. These standards apply to the PIHP and to any entity to which the PIHP has delegated the customer services function, including affiliate CMHSP(s), or provider network

III. DEFINITIONS:

Appeal: A request for a review of an action relative to a Medicaid covered services (non-Medicaid service reviews are called Local Dispute Resolution Process)

Grievance: An expression of dissatisfaction about any matter other than an action. Possible subjects for grievances include, by are not limited to, quality of care or services provided and aspects of interpersonal relationship between a services provider and the individual.

Individual Served: an individual who is receiving Community Mental Health or Substance Use Disorder services.

IV. STANDARDS:

A. Customer Service functions include:

1. Welcome and orient individuals to services and benefits available, and the provider network.
2. Provide information about how to access behavioral health, primary health, and other community services.
3. Provide information about how to access the various rights processes.
4. Help individuals with problems and inquiries regarding benefits.
5. Assist people with and oversee local complaint and grievance processes.
6. Track and report patterns of problem areas for the organization.

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- B. The PIHP shall ensure the customer service function of Information Services shall be provided to individuals served as required by 42 CFR 438.10. Types of information that are included but not limited to covered services, cost sharing if applicable, service area, provider directory including name, address, phone number, benefits covered by MHP, changes in law, and enrollee rights and protections.
- C. The PIHP shall ensure the customer service function of a Consumer Handbook is provided to individuals served throughout the region.
- D. The PIHP shall ensure the customer service function of Consumer Empowerment and Participation in CMH planning and monitoring activities shall occur. This function shall be performed at the CMH local level with reporting to the PIHP, and monitoring by the PIHP.
- E. The PIHP shall ensure the customer services function of Complaint, Grievance and Appeals processes are in place for individuals to access. Any of the Complaint, Grievance or Appeals functions completed by the CMH will be reported to the PIHP and will be monitored by the PIHP.
- F. The PIHP shall ensure the customer service function of community benefit shall occur throughout the region. The function shall be performed by the CMH local level as delegated with reporting to the PIHP and monitored by the PIHP.
- V. PROCEDURES:
- A. This management policy is to ensure and identify customer service functions are implemented throughout the region, either as directly provided by the PIHP or allowing the CMH to provide at the local level.
- B. The PIHP shall provide oversight and monitoring to all customer service functions performed by the CMH.
- C. The PIHP shall provide to individuals served information as required by law, through the consumer handbook.
- D. The PIHP shall provide an approved Consumer Handbook for each CMH to distribute to individual served. The Consumer Handbook shall contain all required information as defined by regulation and shall include templates as identified in the Michigan Department of Health and Human Services (MDHHS) contract attachment P.6.3.1. Handbooks shall be approved by MDHHS.
- E. Consumer empowerment and participation shall occur through ongoing committee/advisory council meetings which occur throughout the region. These advisory councils shall ensure that individuals, family members and/or caretakers have the opportunity to provide information,

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guidance and feedback on service delivery and system navigation in order for any necessary improvement to services/processes.

- F. Consumer empowerment and participation shall also be harnessed through other activities in the community including by not limited to: Community outreach, Health Fairs, Information dissemination, Anti-stigma campaigns etc.
- G. CMHs that are delegated this function shall provide a mechanism for resolving complaints or grievances. The CMH shall report to the PIHP on the number of grievances filed each month. Each CMH shall develop a written procedure on each of these mechanisms.
- H. Community benefits are defined as but not limited to community based activities, outreach activities, partnership arrangements, cross training with community service personnel, participation in community planning bodies, system of care initiatives, activities as noted above in the standards for community outreach, i.e. any activity designed to promote wellness and health communities. Each CMH shall perform these activities with oversight and monitoring as provided by the PIHP.
- I. Designated Customer Services staff will participate in training to ensure working knowledge, or know where in the organization detailed information can be obtained in at least the following:
 1. The populations served (serious mental illness, serious emotional disturbance, developmental disability and substance use disorder) and eligibility criteria for various benefit plans (e.g., Medicaid, Healthy Michigan Plan, MICHild)
 2. Service array (including substance use disorder treatment services), medical necessity requirements and eligibility for and referral to specialty services.
 3. Person-centered planning
 4. Self-determination
 5. Recovery & Resiliency
 6. Peer Specialists
 7. Grievance and appeals, Fair Hearings, local dispute resolution processes, and Recipient Rights
 8. Limited English Proficiency and cultural competency
 9. Information and referral about Medicaid-covered services within the PIHP as well as outside to
 10. Medicaid Health Plans, Fee-for-Services practitioners and MDHHS.
 11. The organization of the Public Behavioral Health System
 12. Balanced Budget Act relative to the customer service functions and beneficiary rights and protections
 13. Community resources (e.g. advocacy organizations, housing options, schools, public health agencies).
 14. Public Health Code (for substance use disorder treatment recipients)

VI. EXHIBITS: N/A

VII. REFERENCES:

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- A. 42 CFR 438.400 et al.
- B. Michigan Mental Health Code
- C. MDHHS Managed Specialty Supports and Services Contract Attachment P.6.3.1
- D. 2013 Application for Participation