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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.

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 maintaining a welcoming atmosphere orienting new individuals to the services and benefits available including how to access said services, help individuals with all problems and questions regarding benefits, handling individual complaints and grievances in an effective and efficient manner, and tracking and reporting patterns of problem areas for the organization.
- 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.

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- 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 CMHSP 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. This function shall be performed at the CMH local level with reporting to the PIHP, and monitoring 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 monitoring by the PIHP.

V. PROCEDURES:

1. 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 CMHSP to provide at the local level.
2. The PIHP shall provide oversight and monitoring to all customer service functions performed by the CMH.
3. The PIHP shall provide to individuals served information as required by law, through the consumer handbook.
4. 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 MDCH contract attachment 6.3.1.1. Handbooks shall be approved by the Michigan Department of Community Health.
5. 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, guidance and feedback on service delivery and system navigation in order for any necessary improvement to services/processes.
6. 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.

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7. CMH's that are delegated this function shall provide a mechanism for resolving complaints or grievances, and a mechanism for processing appeals, both local level appeals and state level appeals. The CMH shall report to the PIHP on all grievances and appeals. Each CMHSP shall develop a written procedure on each of these mechanisms.
8. 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.

VI. EXHIBITS: N/A

VII. REFERENCES:

- A. 42 CFR 438.400 et al.
- B. Michigan Mental Health Code
- C. MDCH Managed Specialty Supports and Services Contract Attachment 6.3.1.1
- D. 2013 Application for Participation