



Section: Customer Services	Policy Name: Enrollee Rights & Responsibilities	Policy Number: 06.08
Owner: Customer Services Manager	Reviewed By: Sarah Ameter	Total Pages: 4
Required By: <input checked="" type="checkbox"/> BBA <input checked="" type="checkbox"/> MDHHS <input type="checkbox"/> NCQA <input checked="" type="checkbox"/> Other (please specify): <u>Mental Health Code, Public Health Code</u>	Final Approval By: <i>Sarah Ameter</i>	Date Approved: Sep 1, 2021
Application: <input checked="" type="checkbox"/> SWMBH Staff/Ops <input checked="" type="checkbox"/> Participant CMHSPs <input checked="" type="checkbox"/> SUD Providers <input checked="" type="checkbox"/> MH/IDD Providers <input type="checkbox"/> Other (please specify): _____	Line of Business: <input checked="" type="checkbox"/> Medicaid <input type="checkbox"/> Other (please specify): <input checked="" type="checkbox"/> Healthy Michigan _____ <input checked="" type="checkbox"/> SUD Block Grant <input checked="" type="checkbox"/> SUD Medicaid <input type="checkbox"/> MI Health Link	Effective Date: 4/1/21

Policy: Southwest Michigan Behavioral Health (SWMBH) and its affiliated Community Mental Health Service Providers (CMHSP) and providers will ensure there are written policies regarding enrollee rights as specified in 42 CFR 438.100 as well as complying with applicable Federal and State laws that pertain to enrollee rights (including: Title VI of the Civil Rights Act of 1964 as implemented by regulations 45 CFR part 80, the Age Discrimination Act of 1975 as implemented by regulations 45 CFR part 91; the Rehabilitation Act of 1973; Title IX of the Education Amendments of 1972 (regarding education programs and activities); Titles II and III of the Americans with Disabilities Act; and Section 1557 of the Patient Protection and Affordable Care Act. SWMBH and its affiliated CMHSPs and providers will ensure that staff observe and protect those rights when providing services to customers.

Purpose: SWMBH and its affiliated CMHSPs and provider network will make every practical effort to advise service recipients of their rights and responsibilities at the initiation of services and during the course of services/treatment, and will assist in the understanding of these rights and responsibilities with customers as necessary. SWMBH and its affiliated CMHSPs and provider network will observe and protect member rights.

Scope: Customer Services

Responsibilities: SWMBH, affiliated Community Mental Health (CMH) agencies and contract providers will ensure that customers are provided their enrollee rights as outlined in 42 CFR 438.100.



Definitions:

- A. **Enrollee Rights:** Each customer served by the SWMBH provider network and its affiliated CMHSPs has rights protections specifically provided by the Michigan Mental Health Code, Federal Code of Regulations, Public Health Act 368, and the Michigan Department of Health and Human Services. These areas for protections for customers are referred to as “Enrollee Rights.”
- B. **Rights:** Mandated and guaranteed state and federal entitlements offered to all customers of SWMBH (these may be specifically in the areas of information/communication, due process)
- C. **Responsibilities:** Expectations SWMBH has from the customers served by the provider network to enhance participation in services.

Standards and Guidelines:

- A. Each customer of the SWMBH provider network and its affiliated CMHSPs has the following rights. The right to:
 - 1. Receive information in accordance with 42 CFR 438.10.
 - 2. Be treated with respect and with due consideration for their dignity and privacy.
 - 3. Receive information on available treatment options and alternatives, including treatment in the least restrictive setting, presented in a manner appropriate to the customer’s condition and ability to understand.
 - 4. Participate in decisions regarding his or her health care, including the right to refuse treatment.
 - 5. Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as specified in other Federal or state regulations on the use of restraints or seclusion.
 - 6. Request and receive a copy of their medical records, and request that they be amended or corrected, as specified in 45 CFR 164.524 and 164.526.
 - 7. A customer of SWMBH or its affiliated CMHSP’s and providers (consistent with the scope of contracted services) has the right to be furnished services in accordance with 42 CFR 438.206 through 438.210.
- B. SWMBH Customer Services staff will provide assistance to customers to file any complaints regarding enrollee rights as outlined in 42 CFR 438.100.
 - 1. SWMBH will ensure that each customer is free to exercise his or her rights, and that the exercise of those rights does not adversely affect the way they are treated by the SWMBH provider network and its affiliated CMHSPs.
- C. SWMBH will include information on enrollee rights and responsibilities in the Customer Handbook.
 - 1. All customers will be offered information regarding “Enrollee Rights” at initiation of services (orientation) and at least annually thereafter or at any time upon their request through distribution of the SWMBH handbook in their preferred format.
 - 2. All customers will be offered a list of SWMBH Customer Responsibilities at initiation of services (orientation) and at least annually thereafter or at any time upon their request through the distribution of the SWMBH handbook in their preferred format.



References:

- A. Medicaid Managed Care Regulations: 42 CFR 438.100 and 438.10
- B. MDHHS/PIHP Contract: General Requirements, (B) Customer Service Standards and (L) Grievance and Appeals Process for Beneficiaries
- C. Michigan Mental Health Code: 330.1706
- D. Public Act 368 of 1978: Public Health Code

Attachments: None



Revision History

Revision #	Revision Date	Revision Location	Revision Summary	Revisor
1	2/23/15	SWMBH		
2	4/24/15	SWMBH		
3	1/10/17	SWMBH		
4	4/1/19	Policy, References, Standards and Guidelines A, B, C	Updated language per Managed Care Regulations	Heather Woods
5	4/1/20	References, Standards and Guidelines: C1-2	Wording change and Reference update.	Heather Woods
6	6/25/21	References	Updating contract reference.	Heather Woods






06.08 Enrollee Rights Responsibilities

Final Audit Report

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