

COMMUNITY MENTAL HEALTH CLINTON-EATON-INGHAM SUBJECT: Appeals and Grievances SCOPE: CMH Network and Providers	POLICY: <u>3.6.17</u>	Reviewed		
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	ISSUED BY: Director of Recipient Rights, Quality and Customer Service	08/31/01		
		03/16/04		
		06/10/05		
	APPROVED BY: Board of Directors	02/17/06		
	Effective 01/17/99		Revised 05/28/02	

I. Purpose:

To establish a process to resolve complaints, and to ensure proper notification of denial, suspension, reduction or termination of services and supports managed and/or delivered by Community Mental Health.

II. Policy:

- A. It is the policy of the Board to provide fair and efficient appeal processes to resolve complaints at the level closest to the service delivery system, thereby enhancing the overall goal of improving the quality of care.
- B. Appeal and grievance procedures shall comply with federal and state regulations.
- C. Recipient Rights complaint and appeal procedures shall comply with regulations mandated by Michigan's Mental Health Code.
- D. The CMH Board has designated members of the Recipient Rights Advisory Committee as the Appeals Committee to hear appeals of recipient rights matters.
- E. Any member of the Recipient Rights Appeals Committee who has a personal or professional relationship with an individual involved in an appeal abstains from participating in that appeal as a member of the committee.

III. Responsibilities:

- A. The primary clinician is responsible for timely notification to the consumer of all services denied, suspended, reduced or terminated.
- B. The Customer Services department is responsible for accepting complaints and applications for appeals, and to facilitate an efficient and timely resolution of complaints.
- C. The Executive Director is responsible for ensuring that procedures are followed to implement the intent of this policy.

IV. Monitoring and Review:

This policy is reviewed by the Director of Quality, Rights and Customer Service. It is monitored internally by the Program and Clinical Services Committee, and externally by the Department of Community Health.

V. Related Policies and Procedures

CEI-CMHA Procedure 3.6.17A
CEI-CMHA Procedure 3.6.17B

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