



## POLICY AND PROCEDURE MANUAL

SUBJECT Customer Handbook	ACCOUNTABILITY	Effective Date: 1/15/2021	Pages: 3
REQUIRED BY	42 CFR 438.10 MDHHS/PIHP Contract	Last Review Date: 2/22/2022	Past Review Date:
Policy: <input checked="" type="checkbox"/> Procedure: <input type="checkbox"/>	Review Cycle: Annually Author: Customer Services Specialist	Responsible Department: Customer Svcs.	Reviewers: Customer Svcs.

### Definitions

**Community Mental Health Services Program (CMHSP):** For the purposes of this document, a CMHSP member is one or more of the following: AuSable Valley Community Mental Health Authority, Centra Wellness Network, North Country Community Mental Health, Northeast Michigan Community Mental Health Authority, and Northern Lakes Community Mental Health Authority.

**CMS:** Centers for Medicare and Medicaid Services.

**Customer:** Refers to individuals who are eligible to receive specialty mental health and substance use disorder services, as well as those currently receiving such services and their families/guardians. For the purpose of NMRE policy, these terms are used interchangeably

**Customer Handbook:** The handbook is a required set of information that must be provided to Medicaid beneficiaries at the start of treatment and at least annually.

**Guide to Services:** The name of the customer handbook, used interchangeably with "Customer Handbook" for the purpose of this policy.

**Provider Directory:** The Customer Handbook includes local CMHSP information including the provider list for that CMHSP county/counties of service

**MDHHS:** Michigan Department of Health and Human Services.

**Network Provider:** Any provider that receives Medicaid funding directly or indirectly to order, refer, or render covered services as a result of the state's contract with the NMRE, its member CMHSPs, and the Substance Use Disorder provider panel.

**Northern Michigan Regional Entity (NMRE):** The PIHP for Region 2, the 21-counties located in Michigan's northern lower peninsula.

**Prepaid Inpatient Health Plan (PIHP):** One of ten organizations in Michigan responsible for managing Medicaid services related to behavioral health, development disabilities, and substance use.

**SUD Provider Network:** Refers to a Substance Use Disorder Provider that is directly under contract with the NMRE to provide services and/or supports.

Purpose

To assure that all customers served by NMRE Network Providers are supplied with a regional Handbook/Guide to Services that includes all federal and state information required for mental health and substance use disorder services.

Policy

NMRE will create, publish, and maintain a Customer Handbook/Guide to Services (referred to in the policy as the “Customer Handbook”), the core of which is uniform throughout the region.

- A. All customers and/or their legal responsible parties who request services will be provided a Guide to Services when they first come into service, annually, and when there are significant changes in the handbook’s content. When a revision to the Guide to Services is made, Network Providers will supply information about the revisions to customers receiving services. Confirmation of offer and/or receipt of the Guide to Services shall be in the customer’s record.
- B. Any customer, natural support, community member, or agency, including any external credentialing or payer agencies, may request and receive a copy of the Guide to Services at any time.
- C. The Guide to Services and the NMRE Provider Directory will be posted and/or linked on the NMRE website [Northern Michigan Regional Entity - Northern Michigan Regional Entity \(nmre.org\)](http://Northern Michigan Regional Entity - Northern Michigan Regional Entity (nmre.org)). Additionally, the Guide to Services and the Provider Directory will be posted and/or linked to each Network Provider’s website.
- D. The Guide to Services will be published and updated by NMRE to ensure compliance with specific Michigan Department of Health and Human Services (MDHHS) technical requirements regarding content, and with specific federal requirements found in 42 CFR 438.10. The Guide to Services will include the date of publication and revision by NMRE.
- E. Although the Guide to Services is standardized to include the MDHHS and NMRE required content, CMHSP Participants may tailor approved portions of the Guide to Services to reflect local needs.
- F. Customer Handbooks will be reviewed with consumer advisory councils and CMHSP Participants and the SUD Provider Network for feedback. NMRE will maintain approval authority for local changes to the Guide to Services.
- G. Using MDHHS prescribed templates, the Guide to Services will include federal and state required topics. NMRE will assure approval is obtained, if necessary, from MDHHS prior to publishing revisions to the Guide to Services.

- H. NMRE Network Providers will supply accommodations to the Guide to Services and the Provider Directory where required for customers where English is not their primary spoken language, or for impairments to visual, auditory, and/or literacy capabilities in accordance with federal and state laws, rules, and guidelines.
- I. The NMRE will provide monitoring and oversight to ensure that Network Providers supply the Guide to Services to individuals served according to established standards.

## **REFERENCES**

1. 42 CFR 438.10 Information requirements
2. MDHHS Medicaid Managed Specialty Supports and Services Contract, PIHP Customer Services Handbook Required Standard Topics

### Approval Signature



NMRE Chief Executive Officer

2/22/22

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Date