

**Community Mental Health Affiliation of Mid-Michigan  
(CMHAMM)**

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**CMHAMM Bulletin**

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**Bulletin Number:** CMHAMM 11-05

**Distribution:** Affiliation Compliance Committee, QI Workgroup, CEOs

**Issued:** June 10, 2011

**Subject:** Medicaid Beneficiary Appeals/Grievances

**Effective:** June 10, 2011

**CMH's Affected:** CEI, Gratiot, Ionia, Manistee-Benzie, Newaygo

**Related Policy (If Applicable):** Affiliation Policy 3.0

**Related Procedure (If Applicable):** Affiliation Procedure 3.2

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**Purpose:** To ensure notification of the recipient of his/her right to file appeals and grievances, including local appeals, grievances and Fair Hearings. To provide a fair and efficient process for resolving appeals and grievances from recipients of Medicaid services or applicants for Medicaid services, related to suspension, termination, reduction or denial of services and supports and/or grievances related to dissatisfaction with services delivered by Community Mental Health Affiliation of Mid-Michigan (CMHAMM) Providers/contractors.

**Announcement:** CMHAMM Procedure 3.2 has been modified and formally approved by the CMHAMM Director of Affiliation Operations (DAO). All other previous versions of CMHAMM Procedure 3.2 are rescinded. For ease of reference, changes have been highlighted. This procedure will be reviewed by the DAO on an annual basis (minimally) and recommended revisions will be considered by the DAO during an announced review period.

The PIHP will only consider as valid, revisions to this procedure that have been communicated via the DAO to affiliates in CMHAMM Policy format with an accompanying bulletin (signed by the DAO).

This procedure will remain in effect until the DAO formally communicates a change in its status.

Approved



Toby Bayless  
Director of Affiliation Operations  
Community Mental Health Affiliation of Mid Michigan