

<p align="center"><b>Community Mental Health Affiliation of Mid-Michigan</b></p> <p><b>SUBJECT:</b> Enrollee Rights</p> <p><b>SCOPE:</b> All CMHAMM CMHSP's/CA's</p>	<b>POLICY:</b> 3.0	<b>REVIEW DATES</b>	
	Page: 1 of 2		
	<p><b>ISSUED BY:</b> Director of Quality, Recipient Rights and Customer Service Affiliation Operations</p> <p><b>APPROVED BY:</b> Board of Directors</p>	02/16/2007	
		02/26/2009	
		02/01/2010	
02/28/2011			
<p><b>Effective Date:</b> 02-17-2006</p>	<p><b>Revised Date:</b> 03-06-2008</p>		

**I. PURPOSE:**

To ensure that all CMHAMM consumers are offered the treatment rights afforded them by federal and state statutes.

**This policy and all related procedures will apply only to those activities involving the use of Medicaid funding.**

**II. POLICY:**

The PIHP of CMHA-CEI will ensure that all enrollee rights are honored, including but not limited to: the right to information about and access to covered services, assistive supports, advance directives, customer services, confidentiality of personal health information, ability to appeal service decisions, register and receive a response to complaints and have rights violations investigated.

**III. RESPONSIBILITIES:**

**A. Recipient/Enrollee Rights**

Each CMHSP will establish and maintain an office of enrollee and recipient rights in compliance with federal and state laws, rules and regulations. The PIHP will provide Affiliation-wide standards and guidance and will monitor compliance as appropriate.

**B. Customer Service**

Each CMHSP will provide Customer Services for all enrollees they serve including: orienting new and potential enrollees to the services and benefits, processes for accessing services, and complaint processes to which they are entitled. The PIHP will provide Affiliation-wide standards and guidance and will monitor compliance as appropriate.

**C. Appeals and Grievances**

Each CMHSP will provide a fair and efficient process for resolving appeals and grievances related to services requested or received as dictated by federal and state statutes. The PIHP will provide Affiliation-wide standards and guidance and will monitor compliance as appropriate.

**D. Cultural Competence/LEP**

Each CMHSP will provide services to enrollees in a culturally competent and meaningful manner, assuring equal access for all, including persons who are disabled and/or Limited English Proficient. The PIHP will provide standards and guidance to its member CMHSPs/CAs and will monitor compliance as appropriate.

**E. Advance Directives:**

Each CMHSP/CA will ensure that enrollees are notified of their rights to develop advance directives. The PIHP will provide standards and guidance to its member CMHSPs/CAs and monitor compliance as appropriate.

**IV. MONITORING AND REVIEW:**

The PIHP Director of Quality, Customer Service and Recipient Rights will monitor these functions. The Director of Affiliation Operations reviews this policy annually. External review will include MDCH and CMS site visits and reporting.

**V. RELATED POLICIES AND PROCEDURES:**

CMHAMM Procedure	3.1	Recipient/Enrollee Rights
CMHAMM Procedure	3.2	Appeals and Grievances
CMHAMM Procedure	3.3	Customer Service
CMHAMM Procedure	3.4	Cultural Competence/LEP
CMHAMM Procedure	3.7	Second Opinion
CMHAMM Procedure	3.8	Advance Directives