



POLICY AND PROCEDURE MANUAL

SUBJECT: Member Information	ACCOUNTABILITY NMRE, NMRE Network Providers	Effective Date: April 23, 2014	Pages: 2
REQUIRED BY	BBA Section: PIHP Contract Section: P6.3.1 Other: 42 CFR 438.100, "Enrollee Information"	Last Review Date: January 11, 2022	Past Review Date: April 23, 2020 March 23, 2016 July 15, 2019
Policy: <input checked="" type="checkbox"/> Procedure: <input type="checkbox"/>	Review Cycle: Annual Author: NMRE Customer Services Specialist	Responsible Department: Customer Services	Reviewers: Customer Svcs.

Definitions

Beneficiary: A person served by the publicly funded behavioral health and substance use disorder system or his/her representative. For the purposes of this policy, the terms "beneficiary" and "member" are used interchangeably.

Individual Plan of Services (IPOS): The written details of the supports, activities, and resources required for the individual to achieve personal goals. An individual and his/her team are responsible for developing the individual plan of 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.

Purpose

The purpose is to ensure compliance with Federal and state requirements pertaining to the rights of members to receive required information.

Policy

The NMRE will ensure that Network Providers have established policies and procedures that comply with regulations regarding member information. The NMRE will provide its "Guide to Services" handbook to its Network Providers; the Network Providers will ensure proper distribution of the handbook to members. The NMRE will monitor its Network Providers for the following:

- (1) Members will be notified of their right to request and obtain information at least annually.
- (2) Approved literature provided to members will be made available in non-English languages in the event the prevalence threshold is met.
- (3) Materials critical to obtaining services will include taglines in the prevalent non-English languages using a font size no smaller than 14 point.
- (4) All written materials for potential members and members must use easily understood language and format; written at the 6.9 grade reading level when possible, and use font size no smaller than 12 point.
- (5) Members will be notified that organization literature is available in alternative formats at no cost, including oral interpretation services. Members will be provided an explanation of how to access these services and/or information.
- (6) The “Guide to Services” will be given to members at the time of their initial appointments and offered annually at the time of the Individual Plan of Services meeting. Members may request the “Guide to Services” at any time and will be made aware that it is available in electronic format on the nmre.org website. If a member is not seen in person, a printed copy of the information will be mailed to the member, or emailed to them after obtaining the agreement to receive the information by email.
- (7) Members will be notified in writing of any significant changes in the information specified in 438.10(g) (member handbook) “Guide to Services” at least 30 days prior to the intended effective date of the change.

Approval Signature

A handwritten signature in black ink, appearing to read "Eric Kurtz", written over a horizontal line.

Eric Kurtz
CEO

2/8/22

Date