

**NORTHERN MICHIGAN REGIONAL ENTITY  
ADMINISTRATIVE MANUAL**

**POLICY NAME:** ACCESS TO CARE POLICY  
**CHAPTER:** SIX – ACCESS TO CARE  
**POLICY #:** 06-01-001  
**EFFECTIVE DATE:** March 26, 2014

**PURPOSE**

To provide adequate and efficient access to appropriate care to mental health, intellectual/developmental disabilities, and substance use disorder services.

**APPLICATION**

This policy applies to the five Member Community Mental Health Services Programs (CMHSPs), and the NMRE Substance Use Disorder Services provider panel.

**POLICY**

It is the policy of the Northern Michigan Regional Entity that all Medicaid enrollees will be provided adequate and efficient access to appropriate mental health, intellectual/developmental disabilities, and substance use disorder services. Access will be welcoming, accepting, and helpful to service applicants. Access assistance will be available 24 hours per day, seven days per week. All access processes, whether delegated or retained, will be consistent with the Medicaid Managed Specialty Services and Supports Contract, Attachment P.4.1.1 – Access Standards. Access timeliness will be consistent with the standards established in the aforementioned contract.

**REFERENCE**

Michigan Medicaid Specialty Services and Supports Contract, Attachment P.4.1.1

REVISED: May 16, 2016

REVIEWED:

APPROVED: March 26, 2014

*Signed copy is on file with NMRE*

\_\_\_\_\_  
Dave Schneider  
Northern Michigan Regional Entity Chief Executive Officer

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Date

*Signed copy is on file with NMRE*

\_\_\_\_\_  
Joe Stone  
Northern Michigan Regional Entity Board Chair

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Date