

**NORTHERN MICHIGAN REGIONAL ENTITY
ADMINISTRATIVE MANUAL**

POLICY NAME: ENROLLEE INFORMATION POLICY
CHAPTER: SEVEN – MEMBER SERVICES
POLICY #: 07-01-006
EFFECTIVE DATE: April 23, 2014

PURPOSE

To ensure compliance with Federal and State requirements pertaining to the rights of individuals served to receive required information.

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 NMRE that each contracted provider has established policies and procedures to ensure compliance with regulations regarding enrollee information. The NMRE will provide a Member Handbook/Guide to Services that includes the required information. The Member CMHSPs and the SUD services providers will ensure proper distribution of the handbook to individuals served.

STANDARDS

The NMRE will assure the following:

- 1) Individuals served will be notified of their right to request and obtain information at least annually.
- 2) Said literature, in non-English languages, will be made available to individuals served within the service area in the event the prevalence threshold is met.
- 3) Individuals will be notified that information is available in alternative formats, including oral interpretation services, free of charge to the individual. Individuals will be provided an explanation of how to access these services and/or information.
- 4) Specific information is included in the current Member Handbook, which will be given to individuals at initial appointments and offered annually at the time of the Plan of Service, or at any time at the individual's request.
- 5) Individuals will be notified of any significant changes in the specific information listed in the Member Handbook/Guide to Services.

REFERENCE

MDHHS-PIHP Michigan Medicaid Specialty Services and Supports Contract
42 CFR 438.100 (Enrollee Information) and 42CFR 438.100 (Enrollee Rights)

REVISED:

REVIEWED: March 23, 2016

APPROVED: April 23, 2014

Signed copy is on file with NMRE

Dave Schneider
Northern Michigan Regional Entity Chief Executive Officer

Date

Signed copy is on file with NMRE

Joe Stone
Northern Michigan Regional Entity Board Chair

Date