

**NORTHERN MICHIGAN REGIONAL ENTITY
ADMINISTRATIVE MANUAL**

POLICY NAME: ENROLLEE RIGHTS POLICY
CHAPTER: SEVEN – MEMBER SERVICES
POLICY #: 07-01-014
EFFECTIVE DATE: August 26, 2015

PURPOSE

To ensure all individuals served by the NMRE Provider panel are treated in a manner that protects their rights pursuant to 42 CFR 438.100, “Enrollee Rights.” The NMRE will comply with any applicable federal and state laws that pertain to enrollee rights, and ensure that its staff and affiliated providers take those rights into account when furnishing services to an enrollee.

APPLICATION

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

POLICY

It is the policy of NMRE that all providers shall honor and respect enrollee rights, as proscribed by federal and state regulation, including but not limited to:

- The right to receive information in accordance with federal regulations,
- The right to be treated with respect and with due consideration for his or her dignity and privacy.
- The right to receive information on available treatment options and alternatives, presented in a manner appropriate to the individual’s condition and ability to understand
- The right to participate in decisions regarding his or her health care, including the right to refuse treatment.
- The right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation, as specified in other Federal regulations on the use of restraints and seclusion.
- The right to request and receive a copy of his or her medical record, and request that they be amended or corrected as specified in regulation,

Each enrollee will be free to exercise his or her rights, and that the exercise of those rights does not adversely affect the way the individual is treated.

REFERENCES

42 CFR 438.100 (Enrollee Rights and Protections); 42 CFR 438.206-210 (Access Standards); 45 CFR Part 150 (CMS Enforcement in Group and Individual Insurance Markets); 45 CFR Part 154 (Health Insurance Insurer Rate Increases: Disclosure and Review Requirements); 45 CFR 164 (Security and Privacy); 45 CFR, Part 80 (Nondiscrimination Under Programs Receiving Federal Assistance through the Department of Health and Human Services Effectuation of Title VI of the Civil Rights Act of 1964); 45 CFR Part 91 (Nondiscrimination on the Basis of Age in Programs or Activities Receiving Federal Financial Assistance from HHS)

REVISED:

REVIEWED: March 23, 2016

APPROVED: August 26, 2015

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