

**NORTHERN MICHIGAN REGIONAL ENTITY
ADMINISTRATIVE MANUAL**

POLICY NAME: GRIEVANCE AND APPEALS POLICY
CHAPTER: SEVEN – MEMBER SERVICES
POLICY #: 07-01-007
EFFECTIVE DATE: May 28, 2014

PURPOSE

To ensure compliance with federal and state requirements pertaining to consumers’ rights to grievance and appeal processes.

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 NMRE that each provider has established policies and procedures to ensure compliance with regulations regarding consumer grievance and appeals processes. The PIHP will monitor annually for compliance.

REFERENCE

- Michigan Medicaid Specialty Services and Supports Contract
- Code of Federal Regulations 42 CFR 438.400 – 424 – BBA Subpart F – Grievance System

REVISED:

REVIEWED: May 16, 2016

APPROVED: May 28, 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