

COMMUNITY MENTAL HEALTH PARTNERSHIP OF SOUTHEASTERN MICHIGAN	<i>Policy and Procedure</i>		
Department MEMBER SERVICES	# of Pages: 38		
Policy Name CONSUMER GRIEVANCES AND APPEALS POLICY	Type of Policy: <input type="checkbox"/> WCHO <input checked="" type="checkbox"/> Regional <input type="checkbox"/> Network		
Policy Number	Effective Date	Revision Date 6/21/05; 12/21/05	Approval Date 7/13/05; 02/08/06
Administrative/Board of Directors Sign Off			
Administrative Signature:		Date:	
Board of Directors Signature:		Date:	

I. PURPOSE

To establish policy and procedures to receive and resolve consumer grievances regarding dissatisfaction with services/supports, and consumer appeals regarding the denial, suspension, reduction, or termination of services; the timeliness of service provision; family support subsidy appeals; second opinion requests; local appeals; DCH Administrative Hearing requests; and DCH Alternative Dispute Resolution requests.

II. APPLICATION

All Community Mental Health of Southeast Michigan affiliation partners, all WCHO staff, students and volunteers, those of organizations under contract to WCHO, and substance abuse agencies under contract to the WCHO.

III. DEFINITIONS

ACCESS Staff – Staff designated to provide intake and/or assessment of an applicants/consumer’s eligibility and/or medical necessity for requested services. Provide screenings and referrals using diagnostic criteria for mental health, substance abuse, and public health services. Assess the needs of callers, make appropriate referrals, and provide authorization of mental health, substance abuse, and primary health care services based on client need, eligibility, and available funding resources.

Adequate Action Notice - Written notice to an applicant/consumer/legal representative that a service is being denied. This notice must be given or mailed to the consumer on or before the date when the service denial becomes effective.

Administrative Law Judge - A person designated by the Department of Community Health to serve as a member of the Administrative Tribunal to conduct DCH Administrative Hearings/Fair Hearings.

Administrative Tribunal - The entity charged by the Department of Community Health with responsibility for conducting Administrative Hearings/Fair Hearings.

Advance Action Notice - Written notice to a consumer/legal representative that a service is being suspended, reduced, or terminated. This notice must be mailed at least 12 days before the effective date of the service change.

Adverse Action – (1) A denial or limited authorization of a requested Medicaid or non-Medicaid service, including the type or level of service; (2) The reduction, suspension, or termination of a previously authorized Medicaid or previously provided non-Medicaid covered service; (3) The denial, in whole or in part, of payment for a Medicaid or non-Medicaid covered service; (4) The failure to make an authorization decision and provide notice about the decision, within standard time frames; or (5) The failure to provide Medicaid or non-Medicaid services within the standard timeframe. Additionally, the failure of the WCHO to act within the timeframes required for disposition of grievances and appeals shall be considered an adverse action.

Appeal – A request for a review of an adverse action.

Applicant - An individual, or his/her legal representative, who makes a request for CMH or Substance Abuse services, including services provided by agencies under contract to the WCHO.

Authorized Hearing Representative - Any person designated in writing by a consumer to stand in for or represent him/her during a hearing, or a representative/parent of a minor, or the consumer's spouse, widow, or widower if there is no one else with authority to represent the consumer.

Consumer - An individual who is receiving CMH or Substance Abuse services, including services provided by substance abuse agencies under contract to the WCHO.

DCH Administrative Hearing – (Also called a Fair Hearing) A hearing at which an Administrative Law Judge completes an impartial review of a decision made by the local CMH or Substance Abuse agency, or one of its contract agencies, regarding Medicaid services.

DCH Alternative Dispute Resolution Process - A program of the Department of Community Health with responsibility for conducting hearings for an appeal which was not resolved at the local level through the Local Dispute Resolution Committee. This is a parallel process to the Administrative Hearing/Fair Hearing and is available to non-Medicaid consumers.

Expedited Appeal – The prompt review of an action, requested by a consumer/legal representative or a provider on behalf of the consumer, when the time necessary for the normal/standard review process could seriously jeopardize the consumer's life or health

to attain, maintain or regain maximum function. If the consumer/legal representative requests the expedited review, the WCHO/affiliate determines if the request is warranted. If the consumer's provider makes the request, or supports the consumer's request, the WCHO/affiliate must grant the request.

Grievance – An expression of dissatisfaction about any matter related to services, other than an adverse action, which does not involve a rights complaint. Possible subjects for grievances include, but are not limited to, quality of care or services provided and aspects of interpersonal relationships between a service provider and the consumer. There is no statute of limitations on when a grievance can be filed, and consumers/legal representatives may file grievances orally or in writing.

Legal Representative – The representative, parent of a minor, or other person authorized by law to represent an applicant/consumer.

Local Dispute Resolution Committee - An ad hoc committee, convened by the local CMH Board, chaired by the Designee of the Director, with responsibility for reviewing local appeals regarding CMH services and those of its contract agencies.

Mediation - An informal dispute resolution process in which an impartial, neutral individual, in a confidential setting, assists parties to reach their own settlement of issues in a dispute and has no authoritative decision-making power.

Regional Fair Hearings Officer – Staff person hired by the Regional WCHO Board to handle grievance and appeals on behalf of the region.

Rights Complaint – A written or verbal statement by a consumer or anyone acting on behalf of a consumer alleging a violation of a consumer's legally protected rights, including rights cited in Michigan Mental Health Code Chapter 7, which is resolved through the processes established in Chapter 7A.

Utilization Review (UR) - process in which established criteria are used to recommend or evaluate services provided in terms of cost effectiveness, necessity, and efficient use of resources.

IV. POLICY

All grievance processes will be initiated at the local Board level and will be handled locally. All appeal processes will be initiated at the local Board level and will be handled locally until (a) a Medicaid consumer requests a DCH Administrative Hearing or (b) a Non-Medicaid consumer completes the local dispute resolution process and requests a DCH Alternative Dispute Resolution Hearing. When DCH level hearings have been requested, the WCHO will assume responsibility for the process in collaboration with the local Board.

All grievance and appeal processes will be handled by the WCHO and its affiliates in accordance with the procedures attached to this policy.

Written grievance and appeals information shall be provided to consumers and legal representatives in a language and format that is easily understood.

If at any time during the grievance and appeal process an applicant/consumer needs translator services, those services will be provided in accordance with the WCHO Interpreters for Persons with a Hearing Impairment policy or the regional Limited English Proficiency policy. If an applicant/consumer requires large-print materials, all Notices and written communication provided to that person will be typed in a font large enough for the individual to read. If an applicant/consumer requires written materials in alternative formats (i.e. for visual/hearing impairments or limited English proficiency) materials will be provided to consumers/legal representatives in ways that meet their needs

Translator services and the provision of written materials in large-print/alternative formats shall be provided at no cost to the consumer/legal representative.

All grievance and appeal processes shall be:

1. Timely
2. Fair to all parties
3. Administratively simple
4. Objective and credible
5. Accessible and understandable to consumers and providers
6. Cost and resource efficient
7. Subject to quality improvement review

In addition, these processes shall:

1. Not interfere with communication between consumers and their service providers;
2. Assure that service providers who participate in a grievance or appeal process on behalf of a consumer are free from discrimination or retaliation; and
3. Assure that a consumer/ legal representative who files a grievance or appeal is free from discrimination or retaliation.

STANDARDS

- A. Grievance and appeal processes shall promote the resolution of concerns as well as support and enhance the goal of improving the quality of services.
- B. Consumers/legal representatives shall be informed of their right to access the grievance and/or appeal process if they are dissatisfied or concerned at any point during the delivery of mental health services or supports.
- C. Providers shall be informed of their right to access the appeal process when they are denied or limited authorization for services, or when they wish to file an appeal on behalf of a consumer. Providers, acting on behalf of a

consumer/applicant and with the consumer's/ legal representative's written consent, may file an appeal as the consumer's authorized representative.

- D. A consumer/legal representative has the right to file a grievance for any dissatisfaction with services and supports that is not an action or a legally protected right. There is no statute of limitations on grievances, and grievances can be filed orally or in writing. Consumers/legal representatives shall be provided with written acknowledgement and written disposition of their grievance including subsequent avenues available if they are not satisfied with the result.
- E. The person reviewing the grievance shall not be the same person involved in making the initial decision that is the subject of the grievance, and shall have the authority to make decisions and require corrective action where needed. If the grievance involves clinical issues or issues of medical necessity, the reviewer will be a professional who has the appropriate clinical expertise in treating the consumer's condition.
- F. All grievances processes will be handled locally. Although it is preferred that appeals be resolved at the level closest to service delivery, all grievance and/or appeal processes for which they are eligible shall be available to applicants/consumers/legal representatives simultaneously or sequentially. The exception is that the Local Dispute Resolution process must be utilized by non-Medicaid consumers before accessing the DCH Alternative Dispute Resolution Process.
- G. The person reviewing the local appeal shall not be the same person involved in making the initial decision that is the subject of the appeal, and shall have the authority to make decisions and require corrective action where needed. If the local appeal involves clinical issues or issues of medical necessity, the reviewer will be a professional who has the appropriate clinical expertise in treating the consumer's condition.
- H. Appeals received orally will be treated as a formal appeal request to establish the earliest possible filing date for a local appeal. An oral appeal must be confirmed in writing unless the consumer/legal representative/provider requests expedited resolution of an appeal.
- I. Applicants/Consumers/legal representatives shall be provided with written notification of local dispute resolution decisions and subsequent avenues available if they are not satisfied with the result.
- J. Applicants/Consumers/legal representatives have the right to request a second opinion at the time of denial for initial services and/or at the time of denial of hospitalization.

- K. Authorization decisions at the initial request for services, or request for hospitalization shall be made within 14 days of when the consumer, legal representative, or provider made the request.
- L. Authorization decisions for consumer's currently receiving services shall be made within 14 days of when the consumer, legal representative, or provider made the request.
- M. If the WCHO/an affiliate is unable to complete a standard service authorization to deny or limit services within the timeframe requirement, the time frame may be extended up to an additional 14 calendar days. If the WCHO/an affiliate extend the timeframe, it must give the consumer/legal representative written notice no later than the date the current time frame expires with the reason for the decision to extend the timeframe; inform the consumer/legal representative of the right to file an appeal if h/she disagrees with the decision to extend; and make a determination as expeditiously as possible as and no longer than the date the extension expires.
- N. Services shall begin within 14 days from when the authorization was completed, except in cases where the consumer agrees to a start date outside the 14-day timeframe. If services cannot begin within the 14 day time frame, and the consumer does not agree to an extension, this shall be considered an adverse action and staff shall follow Procedure D of this policy: "Denial Or Limited Authorization Of A Requested Service - Current Consumer".
- O. **Expedited authorization decisions** shall be made in cases where the provider indicates, or the WCHO/an affiliate determines that following the standard timeframe could seriously jeopardize the consumer/applicant's life or health or ability to attain, maintain, or regain maximum function. In these cases a decision must be made and notice provided no later than three (3) working days from receipt of the request for service. In emergent situations, the timeframe to make expedited decisions will be made on an immediate basis where applicable; based on clinical judgment on consumer clinical need. When applicable, services will continue until a decision is made.
 - A) For **expedited authorization decisions**, if the consumer/legal representative requests an extension, or the WCHO/an affiliate justifies (to the state agency upon request) a need for additional information and how the extension is in the consumer's best interest; the WCHO/an affiliate may extend the 3 working day time period to 14 calendar days. Justification for the extension must be documented.
- P. **Expedited resolution of local appeals** shall be carried out in cases when, by request from the consumer/legal representative, the WCHO/an affiliate determines or the provider indicates (in making the request on the consumer's behalf or /supporting the consumer's request) that following the standard timeframe could seriously jeopardize the consumer/applicant's life or health or

ability to attain, maintain, or regain maximum function. The expedited appeal must be resolved and notice of disposition given no later than three (3) days from the request. In emergent situations, the timeframe to make expedited decisions will be made on an immediate basis where applicable, based on clinical judgment of a consumer's needs. As with appeals of adverse actions, the consumer's services will continue until a decision is made.

- a) For **expedited resolution of local appeals**, the WCHO/an affiliate may extend the (3) three day notice of disposition time frame by up to 14 calendar days if the consumer/ legal representative requests an extension or if the WCHO/an affiliate shows to the satisfaction of the state that there is a need for additional information and how the delay is in the consumer's best interest. Justification for the extension must be documented.
- b) If the request for an expedited resolution of a local appeal is denied, the WCHO/an affiliate must: transfer the appeal to the timeframe for standard resolution or no longer than 45 days from the date the WCHO/the affiliate received the appeal; make reasonable efforts to give the consumer/legal representative prompt oral notice of the denial for and expedited appeal; send the consumer/legal representative written notice of the denial for an expedited appeal within two (2) calendar days; inform the consumer/legal representative of their right to file a grievance for denial of an expedited appeal.

- P. The Member Services department and the Office of Recipient Rights shall assist applicants/consumers or their legal representatives to access all grievance and/or appeal processes for which they are eligible. Each local board will maintain a log of grievances, second opinion requests, Family Support Subsidy appeals, Local Dispute Resolution Committee requests, DCH Administrative Hearing requests and DCH Alternative Dispute Resolution requests. This information will be provided to the Regional Fair Hearings Officer quarterly.
- Q. Quarterly aggregate reports of grievances/appeals shall be provided by the Regional Fair Hearings Officer to the Regional Grievance and Appeal Committee, and the Regional Performance Improvement Committee, for their review and recommendations.

V. EXHIBITS

- A. Adequate Notice Of Hearing Rights
- B. Request For Second Opinion/Denial Of Hospitalization Or Other Services
- C. Instructions For Request For Second Opinion/Denial Of Services
- D. Instructions For Request For Second Opinion/Denial Of Hospitalization
- E. Adequate Action Notice - Denial Of Service To Medicaid Consumer

- F. Notice Of Denial Or Change Of Service(S) For Non-Medicaid Consumers
- G. Advance Action Notice - Suspension, Reduction, Or Termination Of Service
- H. Local Dispute Resolution Committee Request For Review Of Appeal
- I. Local Dispute Resolution Committee Procedures
- J. Request For An Administrative Hearing Instructions
- K. Request For An Administrative Hearing Michigan Department Of Community Health
- L. DCH Administrative Hearing Instructions For Affiliation Staff
- M. Request For Review By Department Of Community Health Alternative Dispute Resolution Process
- N. DCH Alternative Dispute Resolution Instructions For Affiliation Staff
- O. Grievance Process Instructions For Affiliation Staff
- P. Grievance/Inquiry Report Form for Affiliation Staff

VI. REFERENCES

- A. Michigan Mental Health Code, Public Act 258 of 1974 as amended - Sec. 100b, 409(4), 705.
- B. Code of Federal Regulation - 42CFR434.32, 42CFR431.200-431.246, 42CFR440.230.
- C. Balanced Budget Act (including 42CFR Part 438)
- D. DCH Medical Services Administration (MSA) Bulletin: Medicaid Eligibility Manual - Beneficiary Hearings.
- E. DCH Master Contract Attachments - 3.4.1.1 Person-Centered Planning Best Practice Guideline; 3.2.1 and 3.3.1 Medical Necessity Criteria; 6.3.2.1 Appeal and Grievance Technical Requirement.
- F. Family Support Subsidy Act, Public Act 249 of 1983, as amended.
- G. Administrative Procedures Act of 1969, Public Act 306 of 1969, Sec. 24.271-24.287.
- H. MDCH Administrative Rules
- I. MDCH Policy Hearing Authority Decision #01-0358CMH, and subsequent MDCH clarifications
- J. Office of Recipient Rights Policy
- K. WCHO Interpreters for Persons with a Hearing Impairment Policy
- L. Regional Limited English Proficiency Policy
- M. Regional Utilization Management Policy

VII. PROCEDURES

A. At Time Of Service Authorization Or Reauthorization

<u>Who</u>	<u>Does What</u>
Local CMHSP ACCESS and/or Utilization Review Staff	<ol style="list-style-type: none">1. Provide screening, utilizing medical necessity and affiliation service eligibility criteria. Make authorization decisions within the required timeframes.2. If determination is made that the applicant meets criteria for services<ol style="list-style-type: none">a. Complete ADEQUATE NOTICE of HEARING RIGHTS (Exhibit A) and give or mail to applicant within 24 hours.b. If the applicant is a Medicaid beneficiary, the following enclosures must be attached:<ul style="list-style-type: none">• REQUEST for an ADMINISTRATIVE HEARING INSTRUCTIONS Michigan Department of Community Health (Exhibit J) and• REQUEST FOR AN ADMINISTRATIVE HEARING Michigan Department of Community Health (and return envelope if the state has made them available) (Exhibit K)c. Document in applicant's clinical record that notice was provided in a manner consistent with the local affiliate's procedures.3. If determination is made that the applicant does not meet criteria for services, follow procedures in the applicable section below:<ul style="list-style-type: none">• Denial of Services - Initial Request• Denial of Hospitalization• Denial of Additional or Alternate Services - Current Consumer
Consumer/Applicant, Legal Representative, or Provider on behalf of Consumer	<ol style="list-style-type: none">1. Requests an expedited authorization decision.
Local CMHSP ACCESS and/or Utilization Review Staff	<ol style="list-style-type: none">1. Makes an authorization decision and provides written notice of disposition no later than 3 working dates after receipt of the request.2. If the consumer/legal representative requests an extension, or the WCHO/its affiliates justifies a need for an extension for more information in the best interest of the consumer, may extend the 3 working days to 14 calendar days. Informs consumer of extension and documents justification.

B. Denial Of Services – Initial Request (See Section C for Denial of Hospitalization)

WHO
Local CMHSP
ACCESS staff

DOES WHAT

1. Provide screening, utilizing regional medical necessity and affiliation service eligibility criteria. Make authorization decisions within the required timeframes.
2. **If the person receives Medicaid** and a determination is made that he or she does not meet criteria for services:

Complete and give or mail on the effective date of the action:

- a. REQUEST FOR SECOND OPINION/DENIAL OF HOSPITALIZATION OR OTHER SERVICES (Exhibit B), and
- b. ADEQUATE ACTION NOTICE – Denial of Service to Medicaid Consumer (Exhibit E) with the following enclosures:
 - REQUEST for an ADMINISTRATIVE HEARING INSTRUCTIONS (Exhibit J), and
 - REQUEST for an ADMINISTRATIVE HEARING Michigan Department of Community Health (and return envelope if the state has made them available) (Exhibit K).

3. **If the person does not receive Medicaid** and a determination is made that he or she does not meet criteria for services:

Complete and give or mail on the effective date of the action:

- a. REQUEST FOR SECOND OPINION/DENIAL OF HOSPITALIZATION OR OTHER SERVICES (Exhibit B), and
- b. NOTICE OF DENIAL OR CHANGE OF SERVICES FOR NON-MEDICAID CONSUMERS (Exhibit F)

4. Document in applicant’s clinical record that notice was provided in a manner consistent with the local affiliate's procedures.

Applicant,
Consumer, or Legal
Representative

1. May accept the decision to deny services.
2. May request a second opinion within 30 days of the date of the Notice (see Exhibit C).
3. May request review by a Local Dispute Resolution Committee (LDRC) within 90 days of the date of the Notice.
4. May request an expedited local appeal.
5. If the person is a Medicaid consumer, may request a DCH Administrative Hearing at any time within 90 days of the date of the Notice.

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| Local G&A
Administrator or
Designee | <ol style="list-style-type: none"> 1. Log second opinion/appeal as applicable 2. Notify the Regional Fair Hearings Officer immediately upon the receipt of: <ol style="list-style-type: none"> a. Local Dispute Resolution Committee Request for Review of Local Appeal, or b. Request for an Administrative Hearing. 3. Assist applicant/consumer/legal representative as needed. 4. Provide summary data on second opinions, local dispute resolution committee meeting outcomes, and administrative hearings to the Regional Fair Hearings Officer quarterly. 5. |
| Local CMHSP
Designee | <ol style="list-style-type: none"> 1. If applicant/legal representative requests a second opinion, see Instructions for Request for Second Opinion/Denial of Services (Exhibit C). 2. If applicant/legal representative requests a local appeal, see Local Dispute Resolution Committee Procedures (Exhibit I). 3. If applicant/legal representative requests an expedited appeal, reviews request and gives notice of disposition given no later than three (3) days from the request. 4. If expedited appeal occurs, follows Local Dispute Resolution Committee Procedures (Exhibit I) within expedited timeframes. 5. If applicant is a Medicaid consumer and requests a DCH administrative hearing, see <i>DCH</i> Administrative Hearing Instructions for Affiliation Staff (Exhibit L). 6. If applicant is not a Medicaid consumer and requests a DCH Alternative Dispute Resolution Process <u>after</u> receiving a response from a Local Dispute Resolution Committee, see DCH Alternative Dispute Resolution Process Instructions for Affiliation Staff (Exhibit N). |

C. Denial Of Hospitalization

<u>WHO</u>	<u>DOES WHAT</u>
Local CMHSP Access and/or Utilization Review staff or Psychiatric Emergency Services	<ol style="list-style-type: none"> 1. Makes decision regarding hospitalization, utilizing established criteria and within the required timeframes. 2. If the person receives Medicaid, and a decision is made that he/she does not meet criteria for admission, complete and give or mail on the effective date of the action: <ul style="list-style-type: none"> • REQUEST FOR SECOND OPINION/DENIAL OF HOSPITALIZATION OR OTHER SERVICES (Exhibit B), and

- ADEQUATE ACTION NOTICE – Denial of Service to Medicaid Consumer (Exhibit E), along with the following enclosures:
 - REQUEST for an ADMINISTRATIVE HEARING INSTRUCTIONS (Exhibit J), and
 - REQUEST FOR AN ADMINISTRATIVE HEARING Michigan Department of Community Health (and return envelope if the state has made them available) (Exhibit K).
3. **If the person does not receive Medicaid**, and a decision is made that he/she does not meet criteria for admission, complete and give or mail on the effective date:
 - a. REQUEST FOR SECOND OPINION/DENIAL OF HOSPITALIZATION OR OTHER SERVICES (Exhibit B), and
 - b. NOTICE OF DENIAL OR CHANGE OF SERVICES FOR NON-MEDICAID CONSUMERS (Exhibit F)
 4. Document in the applicant/consumer’s clinical record that Notice was provided in a manner consistent with the local affiliate's procedures.

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| Applicant/Consumer,
Legal Representative,
or Provider on Behalf
of Applicant/Consumer | <ol style="list-style-type: none"> 1. May accept the decision to deny hospitalization. 2. May file a complaint with the Office of Recipient Rights. 3. May request a second opinion within 30 days of the date of the Notice (see Exhibit D). 4. May request review by the Local Dispute Resolution Committee within 90 days of the date of the Notice. 5. May request an expedited local appeal. 6. If the person is a Medicaid consumer, request a DCH Administrative Hearing within 90 days of the date of the Notice. |
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| Local G&A
Administrator or
Designee | <ol style="list-style-type: none"> 1. Log second opinion/appeal as applicable. 2. Notify the Regional Fair Hearings Officer immediately upon the receipt of: <ol style="list-style-type: none"> a. Local Dispute Resolution Committee Request for Review of Local Appeal, or b. Request for an Administrative Hearing. 3. Assist applicant/legal representative as needed and investigate complaint, if one is filed. 4. Provide summary data on second opinions, local dispute resolution committee meeting outcomes, and administrative hearings to the Regional Fair Hearings Officer quarterly. |
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| Local CMHSP
Designee | <ol style="list-style-type: none"> 1. If applicant/legal representative requests a second opinion, see Instructions for Request for Second Opinion/Denial of Hospitalization (Exhibit D). 2. If applicant/legal representative requests a local appeal, see Local Dispute |
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- Resolution Committee Procedures (Exhibit I).
3. If applicant/legal representative requests an expedited appeal, reviews request and gives notice of disposition given no later than three (3) days from the request.
 4. If expedited appeal occurs, follows Local Dispute Resolution Committee Procedures (Exhibit I) within expedited timeframes.
 5. If applicant is a Medicaid consumer and requests a DCH administrative hearing, see DCH Administrative Hearing Instructions for Affiliation Staff (Exhibit L).
 6. If applicant is not a Medicaid consumer and requests a DCH Alternative Dispute Resolution Process after receiving a response from a Local Dispute Resolution Committee, see DCH Alternative Dispute Resolution Process Instructions for Affiliation Staff (Exhibit N).

D. Denial Or Limited Authorization Of A Requested Service - Current Consumer

<u>WHO</u>	<u>DOES WHAT</u>
Local Clinical or Utilization Review Staff	<ol style="list-style-type: none"> 1. Utilizing the person centered planning or utilization review processes as well as medical necessity and affiliation service eligibility criteria, make a decision to deny the requested service, or to authorize the requested service in an amount, scope, or duration less than that identified and agreed upon during the person centered planning process. 2. Makes the authorization decision within 14 calendar days of receiving the request for the service. If the consumer/legal representative requests to extend the timeframe, makes the decision within 28 calendar days of receiving the request for the service. If a decision is not made within the required timeframe, it will be considered an unreasonable delay; provides Notice on the 14th (or 28th) day in accordance with procedures below. 3. For a situation in which the provider indicates or staff determines that the standard 14-day timeframe for authorizations would endanger the consumer's life or health, makes an authorization decision no later than 3 working days of receiving the request for the service. 4. If the person receives Medicaid, complete and give or mail on or before the effective date of the action: <ol style="list-style-type: none"> a. ADEQUATE ACTION NOTICE Denial of Services to a Medicaid Consumer (Exhibit E), along with the following enclosures: <ul style="list-style-type: none"> ▪ REQUEST for an ADMINISTRATIVE HEARING INSTRUCTIONS (Exhibit J), and ▪ REQUEST for an ADMINISTRATIVE HEARING Michigan Department of Community Health (and return envelope if the state has made them available) (Exhibit K).

5. **If the person does not receive Medicaid**, complete and give or mail on or before the effective date of the action:
 - a. NOTICE OF DENIAL OR CHANGE OF SERVICES FOR NON-MEDICAID CONSUMERS (Exhibit F).
6. Document in the consumer’s clinical record that notice was provided in a manner consistent with the local affiliate's procedures.

Consumer, Legal Representative, or Provider on Behalf of Consumer

1. May accept the decision to deny the requested service.
2. May file a Recipient Rights complaint for services suited to condition.
3. May request review by the Local Dispute Resolution Committee within 90 days of the date of the Notice.
4. May request an expedited appeal.
5. And/or, if the person is a Medicaid consumer, may request a DCH Administrative Hearing within 90 days of the date of the Notice.

Local G&A Administrator or Designee

1. Log second opinion/appeal as applicable
2. Notify the Regional Fair Hearings Officer immediately upon the receipt of:
 - a. Local Dispute Resolution Committee Request for Review of Appeal, or
 - b. Request for an Administrative Hearing.
3. Assist applicant as needed and refers any rights-related issues to the local ORR.
4. Provide summary data on second opinions, local dispute resolution committee meeting outcomes, and administrative hearings to the Regional Fair Hearings Officer quarterly.

Local CMHSP Designee

1. If applicant/legal representative requests a local appeal, *see Local Dispute Resolution Committee Procedures* (Exhibit I).
2. If applicant/legal representative requests an expedited appeal, reviews request and gives notice of disposition given no later than three (3) days from the request.
3. If expedited appeal occurs, follows Local Dispute Resolution Committee Procedures (Exhibit I) within expedited timeframes.
4. If applicant/legal representative files a grievance, see procedure *G – Grievances* of this policy.
5. If applicant is a Medicaid consumer and requests a DCH Administrative Hearing, see *DCH Administrative Hearing Instructions for Affiliation Staff* (Exhibit L).
6. If applicant is not a Medicaid consumer, and the applicant requests a DCH Alternative Dispute Resolution Process after receiving a response from a Local Dispute Resolution Committee, see *DCH Alternative Dispute Resolution Process Instructions for Affiliation Staff* (Exhibit N).

E. At Time Of Person Centered Planning/Treatment Planning

<u>WHO</u>	<u>DOES WHAT</u>
Person Centered Planning Team or Utilization Review Staff	<ol style="list-style-type: none">1. In partnership with the consumer, develop a person centered plan/treatment plan.2. If the consumer/legal representative indicates his/her agreement with the plan, complete and give or mail to the consumer within 24 hours the ADEQUATE NOTICE of HEARING RIGHTS (Exhibit A).3. If consumer/legal representative does not agree with the plan, and attempts at resolving the disagreement have been unsuccessful, follow applicable procedures for:<ol style="list-style-type: none">a. Denial of Additional or Alternate Services – Current Consumer orb. Suspension, Reduction, or Termination of Services7. If services cannot be provided within 14 calendar days of the start date agreed upon in the plan and authorized by the WCHO or affiliate, it will be considered an unreasonable delay. Notice will be provided on the 14th day:<ol style="list-style-type: none">a. If the person receives Medicaid, complete and give or mail:<p>ADEQUATE ACTION NOTICE Denial of Services to a Medicaid Consumer (Exhibit E), along with the following enclosures:</p><ul style="list-style-type: none">▪ REQUEST for ADMINISTRATIVE HEARING INSTRUCTIONS (Exhibit J), and▪ REQUEST for ADMINISTRATIVE HEARING Michigan Department of Community Health (and return envelope if the state has made them available) (Exhibit K).b. If the person does not receive Medicaid, complete and give or mail NOTICE OF DENIAL OR CHANGE OF SERVICES FOR NON-MEDICAID CONSUMERS (Exhibit F).

F. Suspension, Reduction, Or Termination Of Services

<u>WHO</u>	<u>DOES WHAT</u>
Person Centered Planning Team or	<ol style="list-style-type: none">1. Determine need for suspension, reduction, or termination of service(s).

Utilization Review Staff

2. Provide notice as follows:
 - a. **If the consumer receives Medicaid**, complete and **mail** to the consumer a minimum of 12 days prior to the effective date of action:
 - i. ADVANCE ACTION NOTICE Suspension, Reduction, or Termination of Services to Medicaid Consumers (Exhibit G) with the following enclosures:
 - REQUEST for ADMINISTRATIVE HEARING INSTRUCTIONS (Exhibit J), and
 - REQUEST FOR AN ADMINISTRATIVE HEARING Michigan Department of Community Health (and return envelope if the state has made them available) (Exhibit K)
 - b. **If the consumer does not receive Medicaid**, complete and **mail** to the consumer a minimum of 12 days prior to the effective date of action:
 - i. NOTICE OF DENIAL OR CHANGE OF SERVICES FOR NON-MEDICAID CONSUMERS (Exhibit F)

NOTE: All Advance Action Notices must be **mailed** at least 12 days before the effective date of the action to allow consumer time to request a hearing and continuation of services. The Advance Action Notice must be mailed pursuant to 42CFR431.211.

3. Document in consumer's clinical record that notice was provided in a manner consistent with the local affiliate's procedures.

Consumer, Legal Representative, or Provider on Behalf of Consumer

1. May accept the decision to suspend, reduce, or terminate the requested service.
2. May file a recipient rights complaint for services suited to condition.
3. May request review by the Local Dispute Resolution Committee within 90 days of the date of the Notice.
4. May request an expedited appeal.
5. And/or, if the person is a Medicaid consumer, may request a DCH Administrative Hearing within 90 days of the date of the Notice.

Local G&A Administrator or Designee

1. Log appeal as applicable
2. Notify the Regional Fair Hearings Officer immediately upon the receipt of:
 - a. Local Dispute Resolution Committee Request for Review of Local Appeal, or
 - b. Request for an Administrative Hearing.
3. Assist applicant/legal representative as needed and any issues of legally protected right(s) to the local ORR.
4. Provide summary data on second opinions, local dispute resolution committee meeting outcomes, and administrative hearings to the Regional Fair Hearings Officer quarterly.

Local CMHSP
Designee

1. If consumer/legal representative requests a local appeal, see *Local Dispute Resolution Committee Procedures* (Exhibit I).
2. If applicant/legal representative requests an expedited appeal, reviews request and gives notice of disposition given no later than three (3) days from the request.
3. If expedited appeal occurs, follows Local Dispute Resolution Committee Procedures (Exhibit I) within expedited timeframes.
4. If consumer is a Medicaid consumer and requests a DCH administrative hearing, see DCH Administrative Hearing Instructions for Affiliation Staff (Exhibit L).
5. If consumer is not a Medicaid consumer, and the consumer requests a DCH Alternative Dispute Resolution Process after receiving a response from a Local Dispute Resolution Committee, see DCH Alternative Dispute Resolution Process Instructions for Affiliation Staff (Exhibit N).

G. GRIEVANCES

The grievance process is for any expression of dissatisfaction with service provision that is *not* related to an adverse action and is *not* a Rights complaint. A grievance may be filed by a consumer or the consumer's legal representative. If the consumer requires assistance in filing a grievance, the Member Services or Office of Recipient Rights will assist as needed. Grievances may be filed orally or in writing.

<u>WHO</u>	<u>DOES WHAT</u>
Consumer or Legal Representative	<ol style="list-style-type: none">1. Files a grievance orally or in writing
Local Member Services Staff	<ol style="list-style-type: none">1. Logs receipt of grievance and enter relevant information on grievance report form.2. Consults with the Office of Recipient Rights to determine if the grievance is a legally protected right. If so, informs person filing grievance of the need to refer the matter to ORR; refers to the local Office of Recipient Rights for follow-up, and logs ORR referral on grievance report form.3. Sends written acknowledgement of receipt of the grievance within 5 days and explains the process. Contacts the consumer/legal representative by phone if needed to review the grievance.4. Submits the grievance and grievance report form to the appropriate staff, including an administrator with the authority to require corrective action, and who was not involved in the initial determination that led to the grievance.5. Any grievances that Member Services staff have the authority to respond to will be signed of by the Member Services supervisor prior to the disposition notification being sent to the consumer.

Local Assigned Administrator	<ol style="list-style-type: none"> 1. Takes necessary action to assure the grievance is resolved, and corrective action is taken when necessary. 2. If the grievance involves clinical issues or issues of medical necessity, assures professional(s) who have the appropriate clinical expertise in treating the consumer's condition are involved in review of the grievance. 3. Assures the grievance is disposed of within 10 calendar days wherever possible. The disposition will not necessarily be in favor of the consumer, but the grievance must be addressed within required time frames. 4. Assures the consumer receives written notification of the disposition within the required timeframes. 5. Ensures the grievance report form is completed and signs form. 6. If the grievance is not disposed of within 60 calendar days, notifies the consumer/legal representative of applicable appeal rights on the 61st day. 7. Provides quarterly summary data to the Regional Fair Hearings Officer and to the local Board's QI/PI program.
Office of Recipient Rights Staff	<ol style="list-style-type: none"> 1. When providing consultation to Member Services, or when triaging a call to the ORR, makes the final determination whether: <ol style="list-style-type: none"> a. A received rights complaint involves a grievance. b. A grievance involves a legally protected right. 2. Follows ORR procedures for a rights complaint when ORR staff determines that a grievance also involves a legally protected right. 3. Refers any grievance portion of rights complaint to local Member Services department.
Regional Fair Hearings Officer	<ol style="list-style-type: none"> 1. Provides administrative assistance and consultation to the WCHO and affiliates where needed. 2. Reports regional summary grievance data to the Regional Grievance and Appeal Committee and the Regional Performance Improvement Committee

H. Family Support Subsidy Denial Or Termination

<u>WHO</u>	<u>DOES WHAT</u>
Local CMHSP Designee or Children's Advocate	<ol style="list-style-type: none"> 1. If a Family Support Subsidy Application is denied or services are terminated, sends the consumer's parent or legal representative a memorandum stating the reason for ineligibility and timeline for an appeal. 2. If the parent or representative had an income increase that resulted in the family exceeding the statutory limit, and the parent or representative did not notify the CMH within two weeks of the change, sends the parent or representative a memorandum explaining that the subsidy will be

terminated, and any amount illegally received will be repaid together with interest as provided in Administrative Rule 330.1621.

Parent or legal Representative

1. Accepts decision or files an appeal within two months of the date of the notice of ineligibility or termination. This may be done by letter or by appeal form available from the Local Board.

Local CMHSP Designee

1. Using a “reasonable person” standard, determines if the denial or termination of the subsidy will pose an immediate and adverse impact upon the consumer’s health and safety. If so, hears the appeal within one business day. If not, follows the steps below.
2. Sends parent or legal representative notice of receipt of appeal, indicating the following information about the scheduled hearing:
 - a. Date, hour, place and nature of hearing
 - b. Statement of legal authority and jurisdiction under which the hearing is to be held
 - c. Reference to statutes and rules involved, and
 - d. Short and plain statement of the matters asserted.

If the timeline for an appeal was exceeded, sends a response indicating that the appeal was not received within two months of the action.

Local CMHSP Designee

1. Conducts a hearing in the manner provided for a contested case hearing under Chapter 4 of the Administrative Procedures Act of 1969.

**Community Mental Health Partnership of Southeast Michigan
Washtenaw Community Health Organization**

**ADEQUATE NOTICE OF HEARING RIGHTS
Service Authorization/Person Centered Plan/Treatment Plan**

(Recipient Name and I.D.#)

(Date)

Services that will be provided to you are listed below or are described in your Person Centered Plan.

Washtenaw Community Health Organization authorizes these services, and the legal basis for these decisions is 42CFR440.230(d). If you do not agree with the scope, duration, or intensity of the authorized services, you can ask for a review by using one or more of the following options:

If you applied for services or requested hospitalization and you were denied, you can ask for a second opinion within 30 days by filling out and returning the enclosed "Request for Second Opinion" form.

If you are already receiving services, speak with the staff that developed this service plan with you, or speak with his/her supervisor. They will be happy to work with you and try to resolve your concerns. They can also help you with any of the options listed below.

To get help with your appeal options you can call your local Grievance and Appeals Officer, Member Services, or your local Office of Recipient Rights at (734) 544-3000. You can also contact the Regional Fair Hearings Officer at (734) 544-3000 for help with your appeal. To make a rights complaint you can call the Office of Recipient Rights.

You can ask for a review by the Washtenaw Local Dispute Resolution Committee by calling your local Grievance and Appeals Officer or your local Office of Recipient Rights at (734) 544-3000 within 90 days of the date of this notice. In an emergency, an LDRC review can be held within three days (or less) of receiving the necessary information.

If you are a Medicaid enrollee, you can also ask for an administrative hearing before an administrative law judge. Your request must be in writing, signed by you or your authorized hearing representative and it must be received by the Department of Community Health within 90 days of the date the services were authorized. If you want to know more about how a hearing works, call toll-free (877) 833-0870. To ask for a hearing, fill out the enclosed Hearing Request form and mail it to:

**Administrative Tribunal
Michigan Department of Community Health
P.O. Box 30763
Lansing, MI 48909**

PLEASE NOTE: if you are *not* a Medicaid enrollee, you may ask for a review by the Department of Community Health Alternative Resolution Process. However, this review is only available after the Local Dispute Resolution Committee has met and made a decision that you don't agree with.

Community Mental Health Partnership of Southeast Michigan
Washtenaw Community Health Organization

REQUEST FOR SECOND OPINION/DENIAL OF HOSPITALIZATION
OR OTHER SERVICES

Professional Assessment provided by _____
(Signature of Clinician)
on _____ I.D.# _____
(Date) (Applicant/Recipient)

Request for hospitalization or other services is denied at this time due to:

Applicant/Recipient Request for Second Opinion

If you disagree with the decision to deny services, you have the right to request a second opinion within 30 days of the date of this notice. To ask for a second opinion, sign your name and the date and return this form to:

**Washtenaw Community Health Organization
Health Services Access Supervisor
555 Towner Blvd., PO Box 915
Ypsilanti, MI 48197**

Second Opinion requested by _____ on _____
(Signature of Applicant/Recipient) (Date)

Note to Applicant/Recipient: Please contact your local Grievance and Appeals Officer, Member Services, or your local Office of Recipient Rights at (734) 544-3000. if you have questions or would like more information.

Second Opinion

Second opinion provided by _____ on _____
(Signature of Clinician) (Date)

After consultation with the original assessor, reviewing criteria and/or conducting an evaluation, services for this applicant/recipient:

Are denied _____ Will be provided _____

Request for services is denied at this time due to:

**INSTRUCTIONS FOR
REQUEST FOR SECOND OPINION / DENIAL OF SERVICES**

WHO	DOES WHAT
Local CMHSP Designee/Access staff	1. Upon request for second opinion, or receipt of a Request for Second Opinion/Denial of Hospitalization or Other Services form, arranges for a second opinion at no cost to the applicant. The second opinion will be provided at no cost to the consumer by a physician, licensed psychologist, registered professional nurse, master's level social worker or master's level psychologist to be completed within five business days from receipt of the request.
Mental Health Professional rendering second opinion	1. Reaches decision, completes Second Opinion section of the Request Second Opinion/Denial of Hospitalization or other Services form, and returns the form to the Local CMH Designee
Local CMHSP Designee	1. Arranges for verbal notification to applicant within one business day of the date the second opinion decision was made, and mails completed form to applicant. 2. Sends copies of the completed form to the originating program and to the Local G&A Administrator or Regional Fair Hearings Officer.
ACCESS Staff or MI Choice Intake Specialist	1. Arranges for services to be provided if this was the outcome of the second opinion. 2. Files copy of completed Request for Second Opinion/Denial of Hospitalization or Other Services form in applicant's record.
Local G&A Administrator or Designee	1. Logs request for second opinion and outcome. If the applicant/legal representative was not told of his/her right to a second opinion or if the request for a second opinion was denied, informs consumer s/he may file a recipient rights complaint.

**INSTRUCTIONS FOR
REQUEST FOR SECOND OPINION / DENIAL OF HOSPITALIZATION**

WHO	DOES WHAT
Local CMHSP Designee	<ol style="list-style-type: none"> 1. Upon receipt of a Request for Second Opinion/Denial of Hospitalization or other Services form, arranges for an additional evaluation at no cost to the applicant. The second opinion will be provided at no cost to the consumer by a psychiatrist, other physician, or licensed psychologist within three days, excluding Sundays and holidays. 2. If the conclusion of the second opinion is different from the original opinion, the Associate Director, with the Medical Director, makes a decision based on all clinical information available within one business day. 3. Informs the applicant/consumer/legal representative orally and in writing of the decision. The written notification will include the signature of the Associate Director and Medical Director, or other verification that the decision was made in conjunction with the Medical Director. 4. Sends a copy of the decision to the originating program and to the Local G&A Administrator or Regional Fair Hearings Officer.
ACCESS/Psychiatric Emergency Services Staff	<ol style="list-style-type: none"> 1. Arranges for hospitalization if this was the outcome of the second opinion, or makes appropriate referrals(s) if the outcome of the second opinion was denial of hospitalization.
Local G&A Administrator	<ol style="list-style-type: none"> 1. Logs request for second opinion and outcome. If the applicant/legal representative was not told of his/her right to a second opinion or if the request for a second opinion was denied, s/he may file a local appeal or a recipient rights complaint. 2. If the request for hospitalization is denied and the individual is a current consumer, the consumer or someone on behalf of the consumer may file a rights complaint alleging a violation of the right to treatment suited to condition. 3. If the second opinion supports the initial denial of hospitalization and the individual is a current consumer, and if a recipient rights complaint has not been filed already on behalf of the individual, the consumer/someone on behalf of the consumer may file a rights complaint for treatment suited to condition.

Community Mental Health Partnership of Southeast Michigan
Washtenaw Community Health Organization
ADEQUATE ACTION NOTICE
Denial of Service to a Medicaid Recipient
(Mailed or given at the time of the action)

- Denial of public mental health services for an applicant or denial of hospitalization
- Denial of requested Medicaid service to a current Medicaid consumer

(Applicant/Recipient Name and I.D.#)

(Date)

The services for which you *applied*, specifically _____,
were denied because _____

OR

Services you requested as a current consumer, specifically _____, were
denied because _____

The legal basis for this decision is 42CFR440.230(d)

If you don't agree with this action you may:

- Speak with your worker or his/her supervisor. They will be happy to talk about this with you and try to resolve your concerns, or help you with any of the following options:
- Ask for a second opinion if you are applying for public mental health services and they have been denied, or if you have been denied hospitalization, by signing, dating and returning the enclosed form within 30 days.
- Ask for a review by the Local Dispute Resolution Committee by calling your local Grievance and Appeals Officer, or your local Office of Recipient Rights at (734) 544-3000 within 90 days of the date of this Notice. In an emergency, an LDRC may be held within 24 hours of receiving the necessary information.
- Ask the Michigan Department of Community Health for a hearing. You or your authorized hearing representative have 90 days from the date of this Notice to ask for a hearing. If you want to know more about how a hearing works, call toll-free (877) 833-0870. To ask for a hearing, complete the enclosed Hearing Request form and mail it to:

Administrative Tribunal
MI Department of Community Health
P.O. Box 30763
Lansing, Michigan 48909

You can also contact the Regional Fair Hearings Officer at (734) 544-3000 for help with your appeal.

If you ask for a hearing, you can have another person represent you at the hearing.

- This person can be anyone you want.
- This person may ask for a hearing for you and/or speak for you at a hearing.
- You must give this person written permission to speak for you. Or you may provide a letter or a copy of a court order naming this person as your guardian or conservator.
- You do not need written permission if the person who speaks for you is your spouse.

You may use one or more of the above options and they can happen at the same time. If you would like more information, or if you need help with the appeal process, you can contact your local Grievance and Appeals Officer, Member Services, or your local Office of Recipient Rights at (734) 544-3000.

**Community Mental Health Partnership of Southeast Michigan
Washtenaw Community Health Organization
NOTICE OF DENIAL OR CHANGE OF SERVICES FOR NON-MEDICAID RECIPIENTS**

(Recipient Name and I.D.#) (Date)

Following a review of the services that you are currently receiving, it has been determined that the following service(s) must be denied or changed as follows:

Service(s)	Action to be Taken	Effective Date

If you do not agree with this action you may:

- Speak with your worker or his/her supervisor. They will be happy to discuss this with you and try to resolve your concerns. They can also help you access any available conflict resolution mechanisms.
- Ask for a second opinion if your application for services has been denied, or if hospitalization has been denied, by signing, dating and returning the enclosed Request for Second Opinion form to WCHO within 30 days.
- Ask for a review by the Washtenaw Community Health Organization Local Dispute Resolution Committee by contacting your local Grievance and Appeals Officer or your local Office of Recipient Rights at (734) 544-3000 within 90 days of the date of this Notice. In an emergency situation, an LDRC meeting may be held within 24 hours of receiving the necessary information.
- Once you receive a written decision from the Local Dispute Resolution Committee, if you are not satisfied with the outcome, you may then ask for a review by the Michigan Department of Community Health Alternative Dispute Resolution Process.

If you would like further information or if you want help in pursuing your appeal options, please contact your local Grievance and Appeals Officer, Member Services, or your local Office of Recipient Rights at (734) 544- 3000. You can also contact the Regional Fair Hearings Officer at (734) 544-3000 for help with your appeal.

**Community Mental Health Partnership of Southeast Michigan
Washtenaw Community Health Organization
ADVANCE ACTION NOTICE**

Suspension, Reduction or Termination of Service(s) to Medicaid Recipient

(Recipient Name and I.D.#)

(Date)

Service(s): Effective Date:

- Reduction of Service _____
- Suspension of Service _____
- Termination of Service _____

Specifically,

- The Medicaid covered service you were receiving (described above) was reduced, suspended, or terminated for the following reasons: _____

The legal basis for this decision is 42CFR440.230(d).

If you do not agree with this action, you may speak with your worker or his/her supervisor. They will be happy to talk about this with you and try to resolve your concerns, or help you with any of the following options.

You may ask for a review through the Local Dispute Resolution Committee by calling your local Grievance and Appeals or your local Office of Recipient Rights at (734) 544-3000 within 90 days of the date of this Notice. You can also call the Regional Fair Hearings Officer for help at (734) 544-3000. In an emergency situation, an LDRC may be held within 24 hours of receiving the necessary information.

You may ask the Michigan Department of Community Health for a hearing. You must request a hearing within 90 days of the date of this notice. If you want to know more about how a hearing works, call toll-free (877) 833-0870. To request a hearing, complete the enclosed Hearing Request form and mail it to:

**Administrative Tribunal
Michigan Department of Community Health
P.O. Box30763
Lansing, Michigan 48909**

If you send in your Hearing Request form before the "effective date" of action listed above, you can continue to receive the service, in most circumstances, until we receive the Judge's hearing decision.

If you keep receiving the service because you asked for a hearing, you may have to repay the cost of the service. This will happen if:

- The proposed suspension, reduction or termination of services is upheld in the hearing decision.
- You withdraw your hearing request.
- You, or the person you asked to represent you, do not attend the hearing.

NOTE: You can ask for both a Michigan Department of Community Health hearing and a review through the Local Dispute Resolution Committee, and these can happen at the same time.

- If you ask for a hearing, you may have another person speak for you at the hearing.
- This person can be anyone you want.
- This person may ask for a hearing for you and/or speak for you at a hearing.
- You must give this person written permission to speak for you. Or you may provide a letter or a copy of a court order naming this person as your guardian or conservator.
- You do not need any written permission if the person who represents you is your spouse.

You can call your local Grievance and Appeals Officer, Member Services, or your local Office of Recipient Rights at (734) 544-3000 if you need help in the appeal process, or if you need help filling out the Hearing Request form. The Regional Hearings Officer can also help you and can be reached at (734) 544-3000. You can also call the Office of Recipient Rights if you want to make a rights complaint.

This form was mailed on _____ (at least 12 days prior to the effective date of action) and copied for the case record. If a Medicaid covered service is affected, a Hearing Request form (and envelope, if the state has made them available) was included. _____

Initial Here

**COMMUNITY MENTAL HEALTH PARTNERSHIP OF SOUTHEAST MICHIGAN
Washtenaw Community Health Organization**

**LOCAL DISPUTE RESOLUTION COMMITTEE
REQUEST FOR REVIEW OF LOCAL APPEAL**

Instructions to the requestor:

1. Please complete the form below. Assistance is available by calling your local Grievance and Appeals Officer, Member Services, or you local Office of Recipient Rights at (734) 544-3000.
2. The review will occur within ten business days.
3. You will receive written notification of the decision of the LDRC and subsequent avenues if you are not satisfied with the results.
4. After you have completed the form, please mail it to:

**Washtenaw Community Health
Organization
555 Towner Blvd, PO Box 915
Ypsilanti, MI 48197
ATTN: Local G&A Officer**

To be completed by the Requestor:

I WANT TO REQUEST A REVIEW OF MY APPEAL. Following are my reasons for this request:

Requestor's Signature	Date	Recipient's Name
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Requestor's Address _____

Requestor's Telephone Number: _____

LOCAL DISPUTE RESOLUTION COMMITTEE (LDRC) PROCEDURES

1. The purpose of the LDRC is to review a local appeal of an adverse action taken by the WCHO or the local CMH, and to reach a resolution that is acceptable to all parties. An LDRC may be requested by a consumer, a consumer's legal representative, a parent of a minor consumer, or an authorized hearing representative with written permission to represent the consumer (hereafter referred to as "Appellant").
2. Membership of the LDRC shall be determined by the local CMH Board designee and will vary depending on the appeal. Membership will always include staff with the appropriate clinical expertise in treating the consumer's condition and an administrator with the authority to require corrective action, who were not involved in the initial determination of adverse action.
3. When a Request for Review of Local Appeal form is received by the local CMH, or when the Appellant verbally requests a local appeal, the local CMH Board designee shall convene the LDRC to review and attempt to resolve the dispute. Verbal requests should be confirmed in writing unless an expedited resolution is requested (see #7 below).
4. The local Board designee will contact the Appellant/legal representative to explain the LDRC process and schedule the meeting. All local appeals will be disposed of within 45 calendar days of receipt of the appeal. If the consumer is a Medicaid beneficiary, the board designee will inform the Appellant that a Medicaid beneficiary appealing an adverse action may access a DCH Administrative Hearing at the same time as requesting a review by the LDRC. (A Non-Medicaid consumer may only access the DCH Alternative Resolution Process after receiving a Resolution Notice with which s/he does not agree.)
5. The Appellant/legal representative will have the opportunity to present evidence and allegations of fact or law, in person as well as in writing, to the LDRC. Before and after the LDRC meets, the Appellant may examine the consumer's record and any other documents considered during the LDRC process.
6. Within 10 calendar days of the LDRC meeting, a Resolution Notice will be mailed to the Appellant legal representative. A Resolution Notice is written notification of the decision reached by the LDRC. The Resolution Notice will include: the names of everyone present at the LDRC meeting, the date of the meeting, the issue under dispute, and the result of the LDRC process. Subsequent avenues of appeal that are available to the Appellant if s/he is not satisfied with the result shall be included (e.g., consumer rights complaint, DCH Administrative Hearing for Medicaid consumers, or DCH Alternative Dispute Resolution Process for non-Medicaid consumers).

LOCAL DISPUTE RESOLUTION COMMITTEE (LDRC) PROCEDURES (Continued)

If the local appeal was resolved wholly in favor of the Appellant, and an Administrative Hearing Request has already been filed, the Resolution Notice will include an explanation of, and an offer to assist in, the process for withdrawing the request. A copy of the Resolution Notice will be provided to the Regional Fair Hearings Officer and filed in the clinical record.

7. An **expedited appeal review** will be conducted if an urgent situation exists and the standard timeframe for resolution would seriously jeopardize the consumer's life or health. If the consumer/ legal representative requests the expedited review, the WCHO/affiliate determines if the request is warranted. If the consumer's provider makes the request, or supports the consumer's request, the WCHO/affiliate must grant the request.

The review shall be completed within three working days of receipt of the appeal. . In emergent situations, the timeframe to make expedited decisions will be made on an immediate basis where applicable; based on clinical judgment on consumer clinical need. As with appeals other adverse actions, the consumer's services will continue until a decision is made. The consumer/ legal representative will immediately be notified orally of the LDRC outcome; a written Resolution Notice will be mailed within two calendar days.

- A. If a request for an expedited appeal is denied, staff shall transfer the appeal to the timeframe for standard resolution and give consumer/legal representative prompt oral notice of the denial for an expedited appeal. Staff shall send written notice of the denial for an expedited appeal within two (2) calendar days and inform the consumer/legal representative of their right to file a grievance for denial of an expedited appeal.

**REQUEST for an ADMINISTRATIVE HEARING
INSTRUCTIONS
Michigan Department of Community Health**

Use this form to request an administrative hearing. An administrative hearing is an impartial review of a decision made by the Michigan Department of Community Health (or one of its contracted agencies) that the appellant (beneficiary, resident, patient, consumer, or responsible party) believes is inappropriate.

AUTHORIZED HEARING REPRESENTATIVE:

You may choose to have another person represent you at a hearing.

- This person can be anyone you choose.
- This person may request a hearing for you.
- This person may also represent you at the hearing.
- You **MUST** give this person written permission to represent you.
- You may provide a letter or a copy of a court order naming this person as your guardian or conservator.
- You **DO NOT** need any written permission if this person is your spouse or attorney.

GENERAL INSTRUCTIONS:

- Read **ALL** Instructions **FIRST**, then remove this instruction sheet before completing the form.
- Complete **Sections I and 2 ONLY**. **Do NOT** complete Section 3.
- Please use a **PEN** and **PRINT FIRMLY**.
- Remove the **BOTTOM (Pink)** copy and save with the Instruction Sheet for your records.
- If you have any questions, please call toll free **1 (877) 833-0870**.
- After you complete this form, mail it in the enclosed postage paid envelope to:

**ADMINISTRATIVE TRIBUNAL
MICHIGAN DEPARTMENT OF COMMUNITY HEALTH
PO BOX 30195
LANSING MI 48909**

IMPORTANT:

After the Administrative Tribunal receives your request for a hearing, your hearing will be scheduled and a notice will be mailed to you and/or your representative within 30 days.

Authority: MCL 330.114; MCL 333.5451; MCL 400.9; Executive Order No. 1996-1; Executive Order No.1996-4; 42 CFR 431.200; 7CFR 246.18; MAC R 325.910, etseq.; MAC. R 330.4011; MAC R330.5011; MAC R 330.8005, etseq.; MAC R 400.3401, etseq.; and relevant Interagency Agreements.

The Department of Community Health will not discriminate against any individual or group because of race, sex, religion, age, national origin, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to the Department of Community Health

If you do not understand this, call the Department of Community Health at **(877) 833-0870**.
Si Ud. no entiende esto, llame a la oficina del Departamento de Salud Comunitaria.

**DCH ADMINISTRATIVE HEARING
INSTRUCTIONS FOR AFFILIATION STAFF**

1. The Administrative Hearing process is only available to Medicaid consumers, and is only available when the WCHO or local CMHA has taken an adverse action against the consumer. The consumer has 90 calendar days from the date of the written notice of adverse action to request an Administrative Hearing.
2. A local appeal or Administrative Hearing may be requested by a consumer, a consumer's legal representative, a parent of a minor consumer, or an authorized hearing representative with written permission to represent the consumer (hereafter referred to as "Appellant").
3. When a service is denied, suspended, reduced, terminated, or is not provided in a timely manner, the Medicaid consumer or consumer's legal representative must be given notice of the right to a DCH Administrative Hearing and other available appeal and grievance options (e.g., second opinion, consumer rights complaint, and/or local appeal and grievance process). The local CMH Board designee notifies and involves the Regional Fair Hearings Officer when a Request for Administrative Hearing is received.
4. **Advance Notice:** If the adverse action affects a previously authorized or provided service, the notice must be mailed to the consumer at least 12 days prior to the effective date of the adverse action, except in the following situations when notice provided by the effective date of the action is sufficient:
 - a. There is factual information confirming the death of the consumer.
 - b. The consumer signs a clearly written statement that s/he no longer wishes to receive services or gives information that requires termination or reduction services, understanding that this must be the outcome of supplying the information.
 - c. The consumer has been admitted to an institution where s/he is ineligible under Medicaid for services.
 - d. The whereabouts of the consumer are unknown and mail to him/her is returned indicating no forwarding address. (NOTE: If a consumer's whereabouts are unknown, any discontinued services must be reinstated if his/her whereabouts become known before the end of the authorization period)
 - e. It is established that the consumer has been accepted for Medicaid services by another Community Mental Health Board.
 - f. A change in the level of medical care is prescribed by the consumer's physician.
5. The requirement for written notice to be provided within 12 days may be shortened to 5 days prior to the effective date of the action if there is factual information, verified through secondary sources, indicating that the action to suspend, reduce or terminate services should be taken because of probable fraud.
6. **Continuation of Services:** The WCHO will continue to provide previously authorized Medicaid services to the consumer while the local appeal and/or Administrative Hearing is pending if:
 - a. The Appellant requests that services be continued, and

- b. The Appellant requests a local appeal or Administrative Hearing within 12 days of the mailing of the notice, and
- c. The appeal involves the termination, suspension, or reduction of previously authorized services, and
- d. The original period covered by the authorization has not expired.

7. Duration of Continued or Reinstates Services: If the WCHO continues or reinstates the consumer's benefits/services, these benefits/services must be continued until one of the following occurs:

- a. The consumer withdraws the appeal, or
- b. The consumer does not request an appeal and/or hearing within 12 days of the mailing of the notice, or
- c. The decision from the Administrative Hearing confirms the CMHA decision, or
- d. The authorization expires or authorization service limits are met.

8. Administrative Hearings are conducted by an Administrative Law Judge, members of the DCH Administrative Tribunal, and will take place by telephone conference unless the Appellant requests an "in person" hearing. The Regional Fair Hearings Officer will present the WCHO/affiliate's position during the hearing.

9. If the Administrative Law Judge reverses the WCHO/affiliate's decision to deny, terminate, suspend, reduce, or delay services and the service *was not* provided during the appeal process, the WCHO will provide the disputed service as promptly and expeditiously as possible and as the consumer's health condition requires, after receiving the Law Judge's decision. If the service *was* provided during the appeal process, the WCHO will ensure that the service continues to be provided in accordance with the Law Judge's decision and will assume the cost of that service.

10. The Regional Fair Hearings Officer shall serve as liaison to the DCH Administrative Tribunal, coordinating the Administrative Hearing process by:

- a. Coordinating the scheduling of the Hearing date and conference telephone or room arrangements.
- b. Notifying all parties of Administrative Hearing.
- c. Reviewing the clinical record.
- d. Determining what regulations, policy, rules, and/or statute were used to deny, reduce, suspend or terminate services.
- e. Identifying staff involved in the decision and other witnesses.
- f. Identifying documents and having copies made.
- g. Determining what is the best evidence.
- h. Preparing a hearing summary and sending a copy to the Tribunal and the Appellant in advance of the hearing with a copy of any documents to be introduced as evidence at the hearing.

11. The local CMH Board designee may be involved in any aspect of this process and will work with the Regional Fair Hearings Officer to prepare the case for the Administrative Tribunal.

COMMUNITY MENTAL HEALTH PARTNERSHIP OF SOUTHEAST MICHIGAN

WASHTENAW COMMUNITY HEALTH ORGANIZATION

REQUEST FOR REVIEW BY DEPARTMENT OF COMMUNITY HEALTH
ALTERNATIVE DISPUTE RESOLUTION PROCESS

Instructions to the Requestor: _____

1. Please complete and mail this form within 10 days from the date you received a decision from the Local Dispute Resolution Committee. Assistance to complete the form is available by calling the Office of Recipient Rights at (734) 544-3000.
2. The review and decision will be completed no later than 15 business days after your request for review is received, and you will then be notified of the outcome in writing.
3. Mail the completed form to:

Michigan Department of Community Health
 Division of Community Services
 Lewis Cass Building
 Lansing, MI 48913

To be completed by Requestor (Use additional sheets if necessary) _____

Requestor _____ Address _____

Consumer Name _____

Daytime Phone No. _____

Representative/Parent of Minor Child Name (If applicable) _____

I WANT TO REQUEST A REVIEW OF MY DISPUTE WITH A PROGRAM OF _____

Description of the service being denied, suspended, reduced or terminated:

Description of the harm caused by the denial, suspension, reduction or termination of services:

Signature of Requestor

Date

DCH ALTERNATIVE DISPUTE RESOLUTION PROCESS INSTRUCTIONS FOR AFFILIATION STAFF

1. The DCH Alternative Dispute Resolution Process shall only be available to non-Medicaid consumers.
2. The Alternative Dispute Resolution Process may only be accessed after the consumer requests a review by the Local Dispute Resolution Committee and receives a written Resolution Notice with which s/he does not agree. The consumer has five (5) business days after receiving the Resolution Notice to appeal to DCH.
 - a. Access to the Alternative Dispute Resolution Process does not require agreement by both parties, but may be initiated solely by the consumer or his/her legal representative.
 - b. Following a review by the Local Dispute Resolution Committee with which the consumer was not satisfied, the local Board's designee shall give the consumer or legal representative notice of the right to a DCH review. A Request for Review form will be included with the Resolution Notice, and the consumer will be informed that assistance is available as needed.
3. The designated reviewer at DCH will contact as necessary:
the consumer/legal representative to clarify any information which has been received and
 - a. to provide an opportunity to express concerns,
 - b. the Regional Fair Hearings Officer to confirm that the local dispute resolution processes have been fully exhausted and to determine the outcome of the local processes and the rationale of the WCHO,
 - c. DCH to obtain necessary consultation from the directors of Psychiatric and Medical Services, the Office of Recipient Rights, and others as appropriate.
4. If the DCH representative, using a "reasonable person" standard, believes that the denial, suspension, termination or reduction of services will pose an immediate and adverse impact upon the individual's health and safety, the issue will be referred within one business day to the Bureau of Community Mental Health Services for contractual action consistent with applicable provisions of the DCH contract.
5. In all other cases, the DCH representative shall attempt to resolve the issue with the individual and WCHO within 15 business days of receipt. The recommendations of the area manager are non-binding in those cases where the decision poses no immediate impact to the health and safety of the individual. Written notice of the resolution shall be submitted to the WCHO and the consumer or consumer's legal representative.
6. The Regional Fair Hearings Officer shall serve as liaison to the DCH Alternative Resolution Process for all affiliates. Local CMH Board staff may be called upon to assist with this process.

GRIEVANCE PROCESS INSTRUCTIONS FOR AFFILIATION STAFF

1. The purpose of the grievance process is to resolve grievances (defined as a dissatisfaction with services that is not related to an action and is not a legally protected right) as efficiently and quickly as possible.
2. Grievances will be handled at the local level. Grievances will be taken by the local Member Services department.
3. When a grievance is received by Member Services, orally or in writing, staff receiving the grievance will fill out the relevant portions of the Grievance Report form (see Exhibit P) and send an acknowledgment letter within 5 days. If the grievance can also be resolved within 5 days, the acknowledgment letter may also serve as the notice of disposition letter.
4. Member Services staff forwards the grievance to the assigned local administrator with the authority to require corrective action, and who was not involved in the grievance, and documents this information on the Grievance Report form in the “notification” area of the form.
5. If the local administrator determines that the grievance can be resolved by Member Services, the local administrator notes this on in the “notification” area of the Grievance Report form. Any grievances that Member Service staff have the authority to respond to will be signed of by the Member Services supervisor prior to the disposition letter being sent to the consumer.
6. The local administrator reviews the grievance and takes any necessary action to assure resolution of the grievance. If there are any clinical issues or matters of medical necessity, the local administrator assures that professional(s) with the appropriate clinical expertise are involved in review/resolution of the grievance. When professional(s) are involved, this information shall be noted in the “notification” area of the Grievance Report form.
7. Member Services shall maintain the grievance database. The Local G&A Administrator shall provide a quarterly data report this data to the Regional Fair Hearings Officer.
8. The Consumer/legal representative shall receive written notification of the disposition of his/her grievance. The CMHPSM seeks to send this written notification of the disposition within 10 calendar days. If the grievance is not disposed of within 60 calendar days, this constitutes an action, and on the 61st day the consumer/legal representative shall be given relevant information on their appeal rights, based on whether they are Medicaid or Non-Medicaid consumers.
9. If a local Director or Program Administrator receives a grievance (either directly or through the local Board) and he/she decides to handle the grievance rather than refer the grievance to Member Services, the affiliate Director/Program Administrator shall assure that grievance

policies/procedures are followed per this policy, and document any other staff involved or referred to handle/resolve the grievance in the “notification” area(s) of the Grievance Report form. Once the grievance case is completed, the Director/Program Administrator shall send the case file to Member Services.

10. Any cases not handled by the Member Services department shall be transferred to Member Services for filing. Upon receiving these files, Member Services staff will complete the “Case Closed” portion of the form and note their initials.

11. Any grievances that include a legally protected right will be referred to the local Office of Recipient Rights within 24 hours or one business day.

12. Any rights complaints received by the Office of Recipient Rights that meets the definition of a grievance shall be referred to the local Member Services department.

Grievance Report/Inquiry Form
 Community Mental Partnership of Southeastern Michigan

EXHIBIT P

Date Received:		How Received:	(in person, phone, letter, survey, ORR, other)		
Caller Name		Caller Telephone number		Relation to Consumer	
Consumer Name		Consumer Telephone		Consumer Address	
Case Number:		<input type="checkbox"/> Medicaid		<input type="checkbox"/> Non-Medicaid	
<input type="checkbox"/> Grievance		<input type="checkbox"/> Inquiry	<input type="checkbox"/> MH	<input type="checkbox"/> DD	<input type="checkbox"/> SA
Service in question				Provider Name	
Concern Type: <input type="checkbox"/> Services & Supports <input type="checkbox"/> Environment <input type="checkbox"/> Staff-Related <input type="checkbox"/> Benefits <input type="checkbox"/> Billing/Financial <input type="checkbox"/> Other(Specify) _____				Issue (event, consumer wants, who was involved, etc.):	

1st notification of administrator or clinician			
Date/Time		Phone number	
Name/Title of staff		Response date/time	
2nd Notification of administrator or clinician			
Date/Time		Phone Number	
Name/Title of Staff		Response date/time	
3rd Notification of administrator or clinician			
Date/Time		Phone Number	
Name/Title of Staff		Response date/time	
Outcome:			

Closing Letter sent/date: _____ Sent to ORR/date: _____
 Entered into data/date: _____

Reviewer Signature:		Date:		Closing Date/MS staff Initials
Reviewer Signature:		Date:		

