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| Title 1 | Northern Lakes Policies |
| Part 103 | Managed Health Division |
| Subpart A | Network Administration |
| Policy No. | 103.121 |
| Subject | Consumer Grievance and Appeal |

Applicability

Policy applies to all Managed Health Division workforce members, Northern Lakes CMHA workforce members, and contract and network providers.

Policy

Consumers must have full access to the Northern Lakes CMHA grievance and appeal policy and procedure regardless at what point in the network they receive their service. Specifically, all consumers retain the following rights:

- a) the right to seek and receive a second opinion,
 - b) the right to file a recipient rights complaint when they believe their rights have been violated,
 - c) the right to receive a 10-day Advance Notice (for Medicaid recipients) or 30-day Advance Notice (for non-Medicaid recipients) of reduction, suspension or termination of previously authorized service,
 - d) the right to receive Adequate Notice within 14 days of denial or limited authorization of request for services.
 - e) (for Medicaid recipients) notification of their right to file a Fair Hearing request with the Michigan Department of Health and Human Services (MDHHS).
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Procedures

None.

Adoption Date: June 4, 2006

Review Dates: June 5, 2009
March 28, 2012
April 26, 2018

Revision Dates: April 30, 2018