

ATTACHMENT 1 SUMMARY OF RESOLUTION PROCESSES

Action	Local Processes ²	State Level Processes
Denial of request for hospitalization	Step 1 - Request 2 nd Opinion, then Step 2 - Complaint to Office of Recipient Rights (see limitations under A.2.) Step 1 or 2 - Appeal to Local Dispute Resolution Process	Step 1 or 2 - Request for Fair Hearing (for Medicaid beneficiaries) Last Step: MDCH Alternative Dispute Resolution Process (for consumers without Medicaid)
Denial of access to PHP/CMHSP services	Step 1 - Request 2 nd Opinion Step 1 or 2 - Appeal to Local Dispute Resolution Process	Step 1 or 2 - Request for Fair Hearing (for Medicaid beneficiaries) Last Step: MDCH Alternative Dispute Resolution Process (for consumers without Medicaid)
Denial, reduction, suspension, termination, or unreasonable delay of Medicaid services. ¹	Step 1 or 2 - Appeal to Local Dispute Resolution Process and/or, Step 1 or 2 - Complaint to Office of Recipient Rights (treatment suited to condition)	Step 1 or 2 - Request for Fair Hearing (for Medicaid beneficiaries)
Denial, reduction, suspension, termination of Alternative services ¹	Step 1 - Appeal to Local Dispute Resolution Process and/or Step 1 - Complaint to Office of Recipient Rights (treatment suited to condition)	Last Step: MDCH Alternative Dispute Resolution Process (currently) New process to be developed (Step 1 or 2)
Dissatisfaction with program, provider, other	Step 1 - Grievance with Local Dispute Resolution Process and/or, Step 1 - Office of Recipient Rights (if complaint is violation of Mental Health code protected right)	
Denial of Family Support Subsidy	Step 1 - Appeal to CMHSP	Step 2 - MDCH Alternative Dispute Resolution Process

¹ Action taken at time of Person-centered planning, or as an outcome of the service authorization process or management decision

² Medicaid beneficiaries are not required to exhaust local dispute processes before they request a Medicaid Fair Hearing, except in the case of Alternative Services (beneficiaries do not have access to Medicaid Fair Hearing for disputes about Alternative Services).

Note about the steps: the Local Dispute Resolution Process may be engaged concurrently with appeal to ORR, and/or request for state Fair Hearing, unless otherwise noted. PHPs are encouraged to offer mediation services as an alternative to formal dispute resolution processes. The beneficiary, however, is still entitled to the formal processes if he/she chooses.

