

NORTHCARE NETWORK

POLICY TITLE: Member Services Policy **REVISED/REVIEWED:** Sept. 29, 2003
December 13, 2004

TEXT REVISION: 9-12-05

POLICY EFFECTIVE DATE: June 26, 2002 **BOARD ADOPTED:** June 26, 2002

SECTION: Services to Consumers

PURPOSE: NorthCare shall support member services across the Upper Peninsula to ensure that individuals are able to access services easily. It is equally important that the individuals receiving services have clear and numerous opportunities to participate in improving those services.

POLICY: NorthCare will foster active involvement in two different ways. First, there will be a Regional Member Services Committee. Secondly, NorthCare will monitor individual Community Mental Health Service Provider (CMHSP) and substance abuse Coordinating Agency (CA) efforts to include consumer input regarding the delivery of mental health and substance abuse services. NorthCare will maintain a Regional Member Services Committee that will be chaired by the NorthCare Member Services Specialist. This will be a unified network of staff and consumers who develop and improve member services at NorthCare, the five CMHSPs, and throughout the substance abuse CA provider network. The Member Services Specialist will report the work of the committee to the NorthCare Quality Council. It will be the Quality Council's task to respond to a specific finding of the Member Services Committee requiring action.

NorthCare Member Services Committee:

Each of the CMHSPs and CAs will be represented on the regional committee by:

- two CMHSP consumers (preferably) chosen from the local Member Services group
- one local CMHSP staff person
- one consumer representing the substance abuse field
- one representative from the Coordinating Agency

The goal is to have each service population represented. The local member services committee representatives will report on their individual CMHSP/CA efforts and on ideas for collaboration or furthering consumer involvement in the operations of the community mental health service providers, substance abuse coordinating agency and NorthCare. NorthCare will include additional consumers and advocates on the committee to guarantee representation by all populations served.

There are specific areas where the Community Mental Health Agency or Coordinating Agency provider must attain a high degree of consumer satisfaction and where member input is essential. Minimally:

1. When an individual contacts the CMHSP/CA or NorthCare during normal business hours, the phone must be answered by a staff person trained in customer services so that they may properly handle a variety of calls (emergency, complaints, requests for services, etc.)
2. The Quality Improvement process at each CMHSP/CA needs to have a mechanism in place to review, and when necessary to act upon, the feedback and findings of both the local Member Services Committee and the regional committee.

Consumer Participation

Individuals and families will be sought to participate in the administration, program development and monitoring of the activities conducted by the CMHSP/CAs, and NorthCare. Serious efforts will be made by NorthCare to ensure that all populations served are represented. Examples of these activities might include opportunities to:

- serve on the Board of Directors
- review policies for content and clarity
- participate in community education projects
- serve on special work group projects
- Advocate for other consumers
- help create and lead consumer driven enterprises
- complete consumer satisfaction surveys