

NORTHCARE NETWORK

POLICY TITLE: Recipient Rights **REVIEWED:** 6/15/08, 7-16-09
For Individuals receiving Substance Abuse Services
POLICY EFFECTIVE DATE: June 1, 2006 **TEXT REVISIONS:**
BOARD ADOPTED: 5/3/06
BOARD ADOPTED REVISION:

PURPOSE

This policy establishes the legal authority and requirements for the rights and the protections for all recipients receiving substance abuse services through NorthCare Substance Abuse Services.

POLICY

All individuals receiving substance abuse services will have their rights protected in accordance with applicable state and federal laws and regulations. To achieve this objective, NorthCare Substance Abuse Services has adopted the Mental Health and Substance Abuse Services Administrative Rules for Substance Abuse Services, Part Three (3) Recipient Rights (Attachment 1). All providers contracting with NorthCare are expected to have policies and procedures that are in accordance with Part 3 of Michigan Administrative Rules 325.14310-14306.

Additionally, for individuals who are insured by Medicaid, there are rights and protections afforded them by federal law and regulation. These additional rights are outlined in three NorthCare policies:

- Accessibility and Accommodations
- Consumer Grievance and Appeals Process
- Enrollee Rights and Protections

Medicaid providers are expected to have policies and procedures that are in accordance with these three policies.

The NorthCare Substance Abuse Director, the NorthCare Recipient Rights officer and NorthCare staff will provide the training, implementation and monitoring of these rights.

PROCEDURES

I. Education

- A. Recipients: Recipients will be informed of their rights as outlined by the Michigan Administrative Rules 325.14310-14306 and as indicated in the NorthCare policies listed above. Recipients will be provided assistance in understanding their rights and with all procedural steps required to register a rights complaint or grievance.
- B. Staff: All staff must have training in the full extent of recipients' rights upon hire. Additional training and updates will be conducted per policy and procedures on an annual basis. Any change in policy or in forms requires staff training before implementation.

II. Implementation

- A. NorthCare will provide technical assistance and training to Substance Abuse Providers to insure all recipient rights are protected. NorthCare will provide regional forms or utilize mandatory state forms to establish uniform reporting in the region.
- B. The providers may request additional training as necessary to be in full compliance with this policy.
- C. Each provider must have documentation of:
 - 1. Staff training in all relevant areas to the individual's specific staff position.
 - 2. All recipient rights complaints and the outcomes of the complaints.

III. Monitoring

- A. NorthCare will monitor the providers' compliance with all the requirements for recipient rights through site reviews. Desk audits of required policies and procedures may be conducted prior to site reviews. Site reviews will include the review of staff training and the logs documenting rights complaints and outcomes. Regional data may be summarized and reviewed by NorthCare.
- B. A remedial action plan may be required of the provider who fails to meet the standards in this policy. If a remedial action plan is given to a provider, there will be a clear timeframe for its resolution. Specific NorthCare staff will be designated to oversee the plan of correction.

REFERENCES

- ✓ Michigan Code of Law 333.6231, Michigan Administrative Rules 325.14310 et seq. (recipient rights)
- ✓ NorthCare Network Policies: available at the website - www.northcare-up.org
 - Accessibility and Accommodations
 - Consumer Grievance and Appeals Process
 - Enrollee Rights and Protections