

## NORTHCARE NETWORK

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| <b>POLICY TITLE:</b> Customer Services Policy | <b>REVIEWED/REVISED:</b>   |
| <b>POLICY EFFECTIVE DATE:</b> 6/26/02         | 9/29/03; 12/13/04; 9/12/05 |
| <b>BOARD ADOPTED:</b> June 26, 2002           | 4/23/03; 10-08-07; 6-10-08 |
| <b>BOARD APPROVED REVISIONS:</b> 2/6/08       | 5-26-09: 8-26-10           |

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### **PURPOSE:**

The customer services unit is the front door of the Prepaid Inpatient Health Plan and conveys an atmosphere that is welcoming, helpful and informative. Opening the door in this manner will assure consumers have the ability to lead, control, and exercise choice over, and determine their own path of recovery.

### **POLICY:**

NorthCare follows the Prepaid Inpatient Health Plan Customer Services Standards finalized by the Michigan Department of Community Health in September, 2006. These standards are implemented across the NorthCare Network. Consumer participation is essential to assure that programs and services are welcoming and recovery based. Consumers are invited to advise the PIHP and the providers as to the effectiveness and helpfulness of Customer Services.

### **PROCEDURES**

#### **NorthCare responsibilities in Customer Services are:**

1. Publishing the Consumer Handbook for the PIHP. The Customer Services Specialist will update the manual as needed to reflect required federal and state enrollee information as well as local service delivery information. The updated handbook is available at the NorthCare website at: [www.northcare-up.org](http://www.northcare-up.org).
2. Conducting meetings of the NorthCare Customer Services Committee on a bimonthly basis.
  - a. The committee is chaired by the NorthCare Customer Services Specialist.
  - b. Each of the CMHSPs will be represented on the regional committee by:
    - o One local Customer Service CMHSP staff
    - o Two CMHSP consumers chosen from the local Consumer Advisory group (or agency equivalent)
  - c. The NorthCare Coordinating Agency will be represented by one consumer and one staff member.
  - d. NorthCare will include additional consumers and advocates on the committee to guarantee representation by all populations served.
  - e. The NorthCare Customer 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 Customer Services Committee requiring action.

3. Monitoring the Community Mental Health Service Providers (CMHSPs) and Substance Abuse Coordinating Agency (CA) efforts to include consumer input regarding the delivery of mental health and substance abuse services. Staff training in customer services will be monitored as part of the NorthCare site review process.
4. Providing training opportunities as requested by the providers or as necessary to assure regional consistency in offering consumers assistance in managing their healthcare needs.

**Community Mental Health Agency or Substance Abuse provider's responsibilities for Customer Services are:**

1. Offering consumers the ability to advise and express their experience with customer services. The local Consumer Advisory committee representatives will report on their individual CMHSP efforts and on ideas for collaboration to improve the experience of consumers seeking services. The Substance Abuse Providers will report consumer input to the NorthCare Customer Service Specialist.
2. 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.)
3. 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 Consumer Advisory Committee and the regional committee.

**Consumer Participation to Improve Customer Services:**

1. 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 and the providers to ensure that all consumer 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

**REFERENCES**

- ✓ PIHP Customer Services Standards Final: September 2006, Attachment P.6.3.1.1 to the Master MDCH Contract with NorthCare Network
- ✓ National Consensus Document on Recovery, [www.samhsa.gov](http://www.samhsa.gov) National Mental Health Information Center 1-800-789-2647, 1-866-889-2647 (TDD)