

NORTHCARE NETWORK

POLICY TITLE: Independent Facilitation of a Person-Centered Plan	EFFECTIVE DATE: April 18, 2003
DATE OF LAST REVIEW: (Reviewed with no changes or minimal text revisions.) 1/22/07	DATE OF LAST POLICY REVISION: (Revision to policy statement.) 6/1/2011

POLICY

Consumers in the Upper Peninsula are able to access a trained volunteer independent facilitator through NorthCare Network's Customer Services to facilitate an Individual Plan of Service. This service is not available to consumers receiving short term outpatient services / medication only services / or substance abuse services.

PURPOSE

The Michigan Department of Community Health established the consumer's right to seek help from a neutral person to facilitate their Individual Plan of Service.

APPLIES TO

This policy is applicable to NorthCare affiliation area/providers in its network.

DEFINITION

An Independent Facilitator (IF) is an individual who will facilitate the negotiation of a mutually responsible PCP between the consumer and the provider organization. A consumer engages a facilitator to ensure their needs are identified and adequate planning occurs. The facilitator ensures the consumer has a plan that addresses those issues that are important TO the consumer and those issues that are important FOR the consumer (e.g. health and safety concerns). The facilitator helps the consumer understand the process of developing a plan of service that is based on the principles of self direction and person centered planning. The Independent Facilitator does not represent the consumer at a hearing or in a court of law.

PROCEDURES

- I. All persons receiving services will be informed about the option of having an Independent Facilitator conduct their PCP meeting.**
 - A. NorthCare and its Community Mental Health Service Providers (CMHSP) will provide education regarding independent facilitation to their consumers.
 1. The CMHSP will provide each individual accessing services information about PCP and with that material will be the information about the right to work with an Independent Facilitator. This will be monitored through the NorthCare site review process and documentation reviews.
 2. Information about Independent Facilitation will be available from NorthCare Member Services.
 3. The NorthCare Customer Handbook and the website contain information regarding accessing a local Independent Facilitator.

4. Consumer educators and Customer Services staff will be available to speak with consumer groups about PCP education including information about the option of having an independent facilitator.

REFERENCES

- ✓ Medicaid Managed Specialty Supports and Services Concurrent 1915(b)/(c) Waiver Program FY 03-04 (Attachment P3.4.1.1-10-01-02)
- ✓ www.northcare-up.org NorthCare Policies: Individual Plan of Service for Integrated Treatment Policy
- ✓ NorthCare Independent Facilitation Brochure

BOARD ADOPTED/REVIEWED DATE

4/18/03, 7/6/11

COO APPROVAL

HISTORY

REVIEW DATES: 8/6/03;12/6/04;1/22/07

REVISION DATES: 6/15/08;3/29/11;6/14/11