

Policy 6.4

POLICY TITLE: GUIDE TO SERVICES HANDBOOK	POLICY # 6.4	ADAPTED FROM	
Topic Area: CUSTOMER SERVICES	Page 1 of 2	REVIEW DATES	
Applies to: LRE, All Member CMHSPs	ISSUED BY: Chief Executive Officer		
Developed and Maintained by: LRE Chief Compliance Officer	APPROVED BY: Board of Directors		
Supersedes: N/A	Effective Date:	Revised Date:	

I. POLICY

The Lakeshore Regional Entity shall create, publish, and maintain a Lakeshore Region Guide to Services Handbook, which is uniform throughout the region.

LRE will ensure regional conformity in accordance with the P6.3.1. PIHP Customer Services Standards, Medicaid Care Regulations-2016 Final Rule Update, and the 42 CFR 438.10.

II. PURPOSE

To ensure that all consumers served by the Community Mental Health Services Programs (CMHSPs) for Lakeshore Regional Entity (LRE) are provided a Guide to Services Handbook that includes federal and state of Michigan information required for mental health, developmental disability, and substance use disorder services.

III. APPLICABILITY AND RESPONSIBILITY

This policy applies to LRE and member CMHSPs.

IV. MONITORING AND REVIEW

This policy will be reviewed annually by the Lakeshore Regional Entity Chief Compliance Officer and/or CEO

V. DEFINITIONS

CMHSP: An acronym for Community Mental Health Services Program. There are 46 CMHSPs in Michigan that provide services in their local areas to people with mental illness and developmental disabilities. May also be referred to as CMH.

CMS: Centers for Medicaid and Medicare

CONSUMER: Broad, inclusive reference to an individual requesting or receiving mental health services delivered and/or managed by the PIHP, including Medicaid beneficiaries, and all other recipients of PIHP/CMHSP services.

GUIDE TO SERVICES HANDBOOK: The handbook is a required set of information that must be provided to Medicaid beneficiaries when they first come to service. Thereafter, Medicaid beneficiaries will be offered the most current version of the handbook annually at the time of person-centered planning, or sooner if substantial changes have been made to the handbook.

LRE: Lakeshore Regional Entity

MDHHS: An acronym for Michigan Department of Health and Human Services. This state department, located in Lansing, oversees public-funded services provided in local communities and state facilities to people with mental illness, developmental disabilities and substance use disorders.

PERSON-CENTERED PLANNING (PCP): Is a process mandated through the Michigan Mental Health Code for all individuals receiving publicly funded mental health services. It is designed to support adults and children with developmental disabilities, adults with serious mental illness and substance use disorders and children with serious emotional disturbance to live successfully in their communities – achieving community inclusion and participation, independence, and productivity, and enables individuals to achieve their personally defined outcomes.

PIHP: An acronym for Prepaid Inpatient Health Plan. There are 10 PIHPs in Michigan that manage the Medicaid mental health, developmental disabilities, and substance abuse services in their geographic areas. Under contract with the state each one is organized as a Regional Entity or a CMHSP according to the Mental Health code.

VI. REFERENCES

- MDHHS Contract Attachment P.6.3.1 – Customer Services Standards
- Medicaid Managed Care Regulations-2016 Final Rule Update
- 42 CFR 438.10

VII. SUPPORTING DOCUMENTS

NA