Policy 6.5

LAKESHORE REGIONAL ENTITY

POLICY TITLE: **PROVIDER DIRECTORY**	POLICY # 6.5	**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 (LRE) shall ensure that member Community Mental Health Services Programs (CMHSPs) create and maintain a list of all providers, practitioners, organizations and any group affiliation with whom they have contracts.

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, beneficiaries and members of the community have access to current information regarding providers available in Allegan, Kent, Lake, Mason, Muskegon, Ottawa and Oceana counties.

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

BENEFICIARY: An individual who is eligible for and enrolled in the Michigan Medicaid program.

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.

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