6.11a ORGANIZATIONAL PROCEDURE

PROCEDURE # 6.11a		EFFECTIVE DATE	REVISED DATE
TITLE:	CUSTOMER SATISFACTION SURVEY PROCEDURE	4/19/2023	5/2/2023
ATTACHMENT TO POLICY #: 6.11 POLICY TITLE: SATISFACTION SURVEY CHAPTER: CUSTOMER SERVICES		REVIEW DATES 4/10/2024, 12/31/2024, 2/2/2026	

I. PURPOSE

To ensure Lakeshore Regional Entity (LRE) and its provider network comply with the regional Satisfaction Survey process and requirements set forth in the Michigan Department of Health and Human Services (MDHHS), Medicaid Specialty Supports and Services Contract.

II. PROCEDURE

A. PIHP Responsibility

1. The LRE will create and maintain a Customer Services Satisfaction Survey which will be utilized by member Community Mental Health Service Providers (CMHSP) and contracted providers to determine customer satisfaction within the region.
2. The LRE will facilitate a regional Customer Services Survey Workgroup comprised of representatives from LRE and each member CMHSP. This workgroup shall meet at least once annually to identify trends, evaluate the effectiveness of current survey questions, and make changes as needed to ensure regional data is accurate and pertinent.
3. The LRE will provide oversight, training, and assistance to both the CMHSP and Contracted Provider Staff regarding the survey as needed.
4. LRE Customer Services will compile the data no later than 30 days after the reporting deadline annually. This information will be shared with each CMHSP, the board of directors, the Community Advisory Panel and other LRE Internal boards, and the public.
5. LRE will identify any areas of dissatisfaction and will notify the CMHSP when an improvement plan is required.
6. LRE will document any improvement plans requested and follow up with the CMHSP to ensure timely implementation.
7. LRE will utilize subsequent survey periods to gauge the success of improvement plans.

B. CMHSP Responsibility

1. Designate an individual(s) as the point of contact for contracted providers regarding surveys who shall:
    a. Compile and maintain a list of contracted provider survey contacts.

b. Maintain a survey policy/implementation plan detailing survey administration within their organization and contracted provider network which is in line with the policy and procedures set forth by the LRE.
c. Ensure surveys and relevant information regarding implementation are disseminated to the appropriate individuals within the CMH/Provider network.
d. Upload CMH/Provider survey information into LRE Fastlane.
e. Communicate with LRE Customer Services as needed.
f. Distribute survey as detailed in the CMHSP's survey implementation plan.
g. Distribute survey response information to contracted providers.
h. Monitor any areas of concern and implement improvement plans with providers as needed.
i. Reach out to any individuals who have expressed dissatisfaction **and** requested contact via the designated section on the survey within 4 business days of receiving notification. CMHSP will maintain electronic documentation of the contact which includes name, Medicaid ID, date of contact, reason for contact, and any resulting actions.

C. Process
1. The LRE survey will be conducted annually.
2. Each survey period shall be no less than one month and may be administered at additional times at the discretion of the CMHSP.
3. Surveys will be conducted by all contracted providers offering behavioral health services including: medical services, adult and youth case management, mental health outpatient services, long-term support services, substance use disorder (SUD) residential, SUD outpatient services, Detox, and Methadone services.
4. Surveys will be offered in electronic or paper format to each individual or their authorized representative that has contact with the provider during the survey period.
5. Individuals may decline the offered survey if they choose.
6. Surveys will remain anonymous unless the member specifically requests to be contacted and leaves their name and phone number in the designated area.
7. Surveys will be available upon request outside of the designated annual survey period to any individual receiving services, their parent, guardian, or other authorized representative at any time, and shall be uploaded to Fastlane upon receipt.
8. Surveys will be uploaded to Fastlane by the designated individual no later than the 15th of the month following survey administration.
9. Questions that produce a cumulative score with a CMHSP or contracted provider that is below a 3 on the survey scale will require development of an improvement plan, to be implemented within 30 days of notification of required corrective action.

III. APPLICABILITY AND RESPONSIBILITY

This policy applies to LRE, member CMHSPs, and their contracted providers.

IV. MONITORING AND REVIEW

The Chief Executive Officer or designee will review this policy on an annual basis.

V. DEFINITIONS

Individual/Consumer/Customer/Member: 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 the PIHP and/or the CMHSP services. For the purpose of this policy, terms are used interchangeably.

CMHSP: Community Mental Health Service Program

MDHHS: Michigan Department of Health and Human Services

LRE: Lakeshore Regional Entity

Provider Network: Refers to a CMHSP Participant and all Behavioral Health Providers that are directly under contract with the LRE PIHP to provide services and/or contracted with the CMHSP directly.

SUD: Substance Use Disorder

VI. RELATED POLICIES AND PROCEDURES

A. LRE Customer Service Policy 6.0
B. LRE Customer Satisfaction Survey Policy 6.11

VII. REFERENCES/LEGAL AUTHORITY

A. MDHHS Medicaid Specialty Supports and Services Contract
B. MDHHS Quality Assessment and Performance Improvement Program for Specialty Prepaid Inpatient Health Plans Technical Requirement, Section X(A-D)

VIII. CHANGE LOG

Date of Change	Description of Change	Responsible Party
3/9/23	New Procedure	LRE Customer Services
5/2/23	Error Correction	LRE Customer Services