

## Policy 6.4

<b>POLICY TITLE:</b>	<b>GUIDE TO SERVICES</b>	<b>POLICY # 6.4</b>	<b>ADAPTED FROM</b>	
<b>Topic Area:</b>	<b>CUSTOMER SERVICE</b>	<b><u>ISSUED BY:</u></b> LRE Customer Services  <b><u>APPROVED BY:</u></b> Chief Executive Officer	<b>REVIEW DATES</b>	
<b>Applies to:</b>	LRE, All Member CMHSPs and Provider Network		5/19/22	12/20/22
			2/8/2023	4/10/24
			12/31/24	
<b>Developed and Maintained by:</b>	LRE CEO and Designee			
<b>Supersedes:</b>	N/A	<b>Effective Date:</b> 4/18/2018	<b>Revised Date:</b> 2/8/2023	

## I. PURPOSE

To ensure that all consumers served by the CMHSPs for 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.

## II. POLICY

The Lakeshore Regional Entity (LRE) shall create, publish, and maintain a Lakeshore Region Guide to Customer Services Handbook, referred to throughout the policy as the “Guide to Customer Services Handbook” which is uniform throughout the region.

- A. All individuals and/or their legally responsible parties who request services shall be provided with a Guide to Services Handbook when they first come into service, annually, and when there are significant changes in the handbook content. CMHSP Members shall notify LRE Customer Services when updates must be made to their information within the handbook. If/when MDHHS contractual requirement updates are made to the Guide to Customer Services Handbook, the CMHSP Members shall provide supplemental materials (inserts, stickers) to customers receiving services to reflect the changes. Confirmation of receipt and/or offer of the Guide to Customer Services Handbook shall be in the individual's record.
- B. Any individual, natural support, community member, or agency, including any external credentialing or payer agencies, may request and receive a copy of the Guide to Customer Services Handbook at any time.
- C. The Guide to Customer Services Handbook and the Prepaid Inpatient Health Plan (PIHP) Provider Directory shall be posted and/or linked on the website. Additionally, the respective Guide to Customer Services Handbook and the Local Provider Directory shall be posted on each CMHSP Member website or linked to the Customer Services Handbook and Local Provider Directory on the LRE Website
- D. The Guide to Customer Services Handbook shall be published and updated by LRE to ensure compliance with specific Michigan Department of Health and Human Services (MDHHS) technical requirements regarding content, and with specific federal

requirements found in 42 CFR 438.10. Guide to Customer Services Handbooks shall include the date of publication and revision by LRE.

- E. Although the Guide to Customer Services Handbook is standardized to include the MDHHS and LRE required content, CMHSP Members may tailor approved portions of the Guide to Customer Services Handbook to include local content.
- F. Guide to Customer Services Handbooks will be reviewed with consumer advisory councils and CMHSP Members for feedback. LRE shall maintain approval authority for changes to the Guide to Customer Services Handbook.
- G. Using MDHHS prescribed templates, the Guide to Customer Services Handbook shall include federal and state required topics. LRE will ensure approval is obtained, if necessary, from MDHHS and/or Centers for Medicaid and Medicare (CMS) for publication revisions prior to publishing the revised Guide to Customer Services Handbook.
- H. CMHSPs shall provide accommodations to the Guide to Customer Services Handbooks and the Provider Directory where required for individuals where English is not their primary spoken language, or for impairments to visual, auditory, and/or literacy capabilities in accordance with federal and state laws, rules, and guidelines.

### III. APPLICABILITY AND RESPONSIBILITY

This policy applies to LRE and Member CMHSPs.

### IV. MONITORING AND REVIEW

This policy will be reviewed by the CEO and designee, on an annual basis.

### V. DEFINITIONS

**Consumer/Customer/Individual:** Broad, inclusive reference to a person requesting or receiving mental health services delivered and/or managed by the PIHP, including Medicaid beneficiaries, and all other recipients of PIHP/CMHSP services. Terms are used interchangeably in this policy.

**Guide to Customer 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.

**Local Provider Directory:** The Guide to Services Handbook includes local CMHSP information including the provider directory for that CMHSP county/counties served.

**MDHHS:** Michigan Department of Health and Human Services

### VI. RELATED POLICIES AND PROCEDURES

- LRE Customer Service Policies and Procedures

**VII. REFERENCES/LEGAL AUTHORITY**

- Medicaid Specialty Supports and Services Contract
- 42 CFR 438.10

**VIII. CHANGE LOG**

<b>Date of Change</b>	<b>Description of Change</b>	<b>Responsible Party</b>
5/19/22	Revised language, formatted	CEO and Designee
2/8/2023	Revised language	CEO and Designee
12/11/2024	Revised Language	CEO and Designee