

HEALTHWEST

Policy and Procedure

No.10-007

Prepared by:

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Approved by:

Subject: Provider Compliance with
Michigan Mental Health
Code/MDHHS- ORR Recipient
Rights Requirements



Julia B. Rupp, Executive Director

I. POLICY

It is the policy of HealthWest to assure all Providers comply with the Michigan Mental Health Code and Michigan Department of Health and Human Services Recipients Rights Requirements.

II. PURPOSE

The purpose of this policy is to assure the rights accorded to persons receiving behavioral health and developmental disability services are routinely respected by all Providers of care and services.

III. APPLICATION

All contracted Providers of HealthWest.

IV. DEFINITION

Recipient Rights: Reference the Michigan Department of Health and Human Services-Office of Recipient Rights (MDHHS-ORR) Standards.

V. PROCEDURE

A. Network Development Staff will assure contract language/Provider Manual include requirements for compliance with the Michigan Mental Health Code/MDHHS-ORR Recipient Rights Requirements, HealthWest monitoring schedule and methods, and the consequences for non-compliance as is detailed in B. and C.

B. Requirements and Monitoring:

Provider	Requirements	Provider Evidence	Review Schedule	Monitoring Method
<p>All Accredited, Non-Accredited and Licensed Independent Practitioners</p> <p>Note: Responsibility to assure the Licensed Independent Practitioners compliance is delegated to the Contract Agency.</p>	<p>Full compliance with the State of Michigan DHHS-ORR Recipient Rights Requirements.</p>	<p>Policies/Procedures:</p> <p>Signed statement of acceptance of HealthWest policies/procedures which are in compliance with MDHHS-ORR;</p> <p>or</p> <p>Submission and receipt of Full Compliance Rating from HealthWest-ORR.</p> <p>Copy of HealthWest-ORR Report of Provider Compliance to Department of Health and Human Services.</p> <p>Copy of Department of Health and Human Services Licensing Report.</p> <p>Provider Human Resource record of staff training including Recipient Rights.</p> <p>Mandatory report of: Change in policy/procedure.</p> <p>Change in licensing status.</p> <p>Substantiated Recipient Rights reports.</p> <p>Sentinel Event report.</p>	<p>Application/Annual Quarterly (performance Indicator).</p> <p>Adverse incident.</p>	<p>Network staff/designee review of Site Compliant data.</p> <p>Satisfaction Survey results.</p> <p>Self-Survey data.</p>

C. Consequences for Non-Compliance:

Network Development or other administrative staff will:

1. Notify provider of non-compliance plan of correction requirements and timeframes.

2. Network Development staff/designee will monitor completion until full compliance is achieved.
3. HealthWest may withhold payment or terminate contract for non-compliance.

VI. REFERENCES

Michigan Department of Health and Human Services, Office of Recipient Rights Standards.
Michigan Mental Health Code and Administrative Rules
HealthWest Policies and Procedures