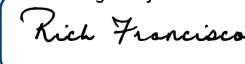




<b>Policy/Procedure Title:</b> Provider Compliance with Michigan Mental Health Code/MDHHS- ORR Recipient Rights Requirements	<b>Policy and Procedure #: 10-007</b>	<b><u>Review Dates</u></b>	
<b>Category:</b> Provider Network  <b>Subject:</b> The purpose of this policy is to assure the rights accorded to persons receiving behavioral health and developmental disability services are routinely respected by all Providers of care and services.	<b>Prepared by:</b> Name: Jackie Farrar Title: Network Manager  <b>Approved by:</b> DocuSigned by:  Rich Francisco, Executive Director	07/15/2025	
	<b>Effective Date:</b> 06/28/2002	<b>Last Revised Date:</b> 04/05/2024	

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. APPLICATION

All contracted Providers of HealthWest.

III. DEFINITIONS

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

IV. PROCEDURE

A. The Office of Recipient Rights will review and monitor for provider compliance with Recipient Rights Standards.

B. Requirements and Monitoring:

Provider	Requirements	Provider Evidence	Review Schedule	Monitoring Method
<p><b>All Accredited, Non-Accredited and Licensed Independent Practitioners</b></p> <p><b>Note:</b></p> <p>Responsibility to assure the Licensed Independent Practitioners compliance is delegated to the Contract Agency.</p>	<p>Full compliance with the State of Michigan MDHHS-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><b>or</b></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:</p> <p>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</p> <p>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:

The Office of Recipient Rights 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 the contract for non-compliance.

V. REFERENCES

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

Authors Initials JF/hb