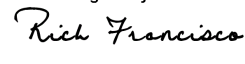




Policy/Procedure Title: Provider Compliance with Michigan Mental Health Code/MDHHS- ORR Recipient Rights Requirements	Policy and Procedure #: 10-007	<u>Review Dates</u>	
Category: Provider Network Subject: The purpose of this policy is to ensure the rights accorded to people receiving behavioral health and developmental disability services are routinely respected by all Providers of care and services; additionally, to support the timeliness requirements for Recipient Rights investigations.	Prepared by: Name: Jackie Farrar Title: Network Manager Approved by: DocuSigned by:  AA7EBD48AB804A3 Rich Francisco, Executive Director	07/15/2025	
Effective Date: 06/28/2002	Last Revised Date: 08/20/2026		

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

- C. Response Requirements for a Recipient Rights request must be addressed within 5 business days.

Consequences for Non-Compliance:

The Office of Recipient Rights staff and/or Compliance Manager 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