

SUBJECT SUD Grievance Process		CHAPTER 07	SECTION 03	SUBJECT 02
CHAPTER Rights of Persons Served		SECTION Grievance System		
WRITTEN BY R. Kleinedler	REVIEWED BY Jamie Bishop		AUTHORIZED BY Region 10 Board	

I. APPLICATION:

- PIHP Board CMH Providers SUD Providers
 PIHP Staff CMH Subcontractors

II. POLICY STATEMENT:

It is the policy of Region 10 PIHP to follow all state and federal regulations regarding the resolution of complaints and disputes individuals may have about their services and supports managed and/or delivered by the PIHP, CMH and its provider network. All beneficiaries receiving mental health and substance use disorder services and supports shall be treated in the same manner, wherever possible. This policy is for consumers receiving Substance Use Disorder treatment or services from the PIHP/contracted providers. For Mental Health service related issues, refer to Grievance Process Policy 07-02-05.

This process is not the same as the SUD Recipient Rights process. Refer to SUD Recipient Rights policy for additional information.

III. DEFINITIONS:

Grievance: An expression of dissatisfaction about any matter other than an action.

PIHP (Prepaid Inpatient Health Plan): The entity responsible for providing medical services to beneficiaries under contract with the State of Michigan, on the basis of capitation payments.

SUD: Substance Use Disorder

IV. STANDARDS:

- Individuals receiving substance abuse disorder treatment or services, or applicants of, have the right to file a complaint or grievance regarding SUD services.
- A grievance may be filed at any time, there are no time limits.
- A grievance may be filed by the individual receiving services, guardian, parent of minor child or legal representative, or provider with written permission from the consumer indicating the wish to file a grievance.
- An individual may file a grievance orally or in writing.
- Individuals will be given assistance from staff in the filing process, including but not limited to, interpreter services, explanation of process or completing forms, if needed.
- The PIHP will be responsible for facilitating the resolution of the grievance. That designee will:
 - Acknowledge and log each grievance received.
 - Ensure the individual(s) who make decision on grievances are individuals:
 - Who were not involved in any previous level of review or decision making
 - Are health care professionals who have the appropriate clinical expertise, in treating the enrollees condition or disease:
 - A grievance regarding the denial of expedited resolution of an appeal

SUBJECT SUD Grievance Process	CHAPTER 07	SECTION 03	SUBJECT 02
CHAPTER Rights of Persons Served	SECTION Grievance System		

- A grievance that involves clinical issues.

- Grievances shall be completed within 60 calendar days from the date of the receipt of the grievances. If the grievance is completed outside the 60 day timeframe, the beneficiary or consumer will be notified of their rights to access a state level appeal.
- For each grievance filed, a written disposition will be generated that will include the results of the resolution process and the date it was completed. For grievances not completed within the required timeframe, the disposition will also include the rights and instructions to a state level appeal process.

V. PROCEDURES:

- Any complaint or grievance regarding SUD treatment or services shall be referred to the PIHP Due Process Office.
- All complaints and grievances regarding SUD services will be processed by the PIHP designee.
- PIHP will process grievance as appropriate, with expert staff and none who have been involved with the initial complaint as well as other requirements for the staff reviewer.
- For each grievance filed, a written disposition will be generated that will include the results of the resolution process and the date it was completed.
- For grievances not completed within the required timeframe, the disposition will also include the rights and instructions to a state level appeal.
 - Medicaid beneficiaries will be notified of their right to the Medicaid Fair Hearing process.
 - Non-Medicaid consumers will be notified of their right to the Alternative Dispute Resolution Process.

VI. EXHIBITS: N/A

VII. REFERENCES:

42 CFR 438.400 et. al.
MDHHS/PIHP Contract Attachment 6.3.1.1
MDHHS/CMHSP Contract Attachment 6.3.2.1