

<b>Chapter:</b>	<b>Customer Service</b>		
<b>Title:</b>	<b>Customer Handbook</b>		
<b>Policy:</b> <input checked="" type="checkbox"/> <b>Procedure:</b> <input type="checkbox"/> <b>Page:</b> 1 of 3	<b>Review Cycle:</b> Biennial  <b>Author:</b> Chief Compliance and Quality Officer, Customer Service Committee	<b>Adopted Date:</b> 12.03.2013  <b>Review Date:</b> 07.05.2022  <b>Revision Eff. Date:</b>	<b>Related Policies:</b> Customer Service

**Purpose**

To ensure that all customers that are served by the CMHSP Participants and the Substance Use Disorder (SUD) Provider Network for Mid-State Health Network (MSHN) are provided a Regional Customer Handbook/Guide to Services that includes federal and state of Michigan information required for mental health and substance use disorder services.

**Policy**

MSHN shall create, publish, and maintain a Customer Handbook/Guide to Services (referred to in the policy as the “Customer Handbook”), the core of which is uniform throughout the region.

- All customers and/or their legal responsible parties who request services shall be provided a Customer Handbook when they first come into service, annually, and when there are significant changes in the handbook content. Confirmation of receipt and/or offer of the Customer Handbook shall be in the customer’s record. The Customer Services Handbook will be provided to the beneficiary by one of the following:
  - giving a copy to the beneficiary in person
  - mailing a printed copy to the beneficiary’s mailing address,
  - emailing an electronic version after obtaining the beneficiary’s written approval,
  - notifying the beneficiary by providing a written statement that identifies where the handbook can be found on the website,
  - other alternate distribution based on the request of the beneficiary.
- If/when MDHHS contractual requirement updates are made to the Customer Handbook, the CMHSP Participants and the SUD Provider Network shall provide supplemental materials (inserts, stickers) to customers receiving services to reflect the changes. To the extent possible, customers will be provided at least 30 days’ notice before the intended effective date of any change that the State defines as significant in the information specified in 42 CFR 438.10(g)(2).
- Any customer, natural support, community member, or agency, including any external credentialing or payer agencies, may request and receive a copy of the Customer Handbook at any time.
- The Customer Handbook and the Prepaid Inpatient Health Plan (PIHP) Provider Directory shall be posted and/or linked on the MSHN website. Additionally, the respective Customer Handbook and the Local Provider Directory shall be posted on each CMHSP Participant website.

- The Customer Handbook shall be published and updated by MSHN 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. Customer Handbooks shall include the date of publication and revision by MSHN.
- Although the Customer Handbook is standardized to include the MDHHS and MSHN required content, CMHSP Participants may tailor approved portions of the Customer Handbook to include local content.
- Customer Handbooks will be reviewed with consumer advisory councils and CMHSP Participants and the SUD Provider Network for feedback. MSHN shall maintain approval authority for changes to the Customer Handbook.
- Using MDHHS prescribed templates, the Customer Handbook shall include federal, and state required topics. MSHN will assure approval is obtained from MDHHS and/or Centers for Medicaid and Medicare (CMS) for publication revisions prior to publishing the revised customer handbook.
- CMHSP Participants and the SUD Provider Network shall provide accommodations to the Customer Handbooks and the Provider Directory where required for customers 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.
- MSHN shall provide monitoring and oversight to ensure that CMHSP Participants and the SUD Provider Network provide the Customer Handbook to individuals that are served according to the established standards.

**Applies to:**

- All Mid-State Health Network Staff
- Selected MSHN Staff, as follows:
  - MSHN's CMHSP Participants:  Policy Only  Policy and Procedure
  - Other: Sub-contract Providers

**Definitions/Acronyms:**

CMHSP: Community Mental Health Service Program

CMS: Centers for Medicaid and Medicare

Customer: Refers to individuals who are eligible to receive specialty mental health and substance use disorder services, as well as those currently receiving such services and their families/guardians. For the purpose of MSHN policy, these terms are used interchangeably

Customer Handbook: The handbook is a required set of information that must be provided to Medicaid beneficiaries at the start of treatment and at least annually.

Local Provider Directory: The Customer Handbook includes local CMHSP information including the provider directory for that CMHSP county/counties of service

MDHHS: Michigan Department of Health and Human Services

MSHN: Mid-State Health Network

PIHP: Prepaid Inpatient Health Plan

SUD Provider Network: Refers to a SUD Provider that is directly under contract with the MSHN PIHP to provide services and/or supports.

**References/Legal Authority:**

1. 42 CFR 438.10 Information requirements  
State of Michigan/PIHP Contract: Schedule A: Statement of Work, Section 1. General Requirements, B. Customer Services Standards, 4. Customer Services Handbook Requirements

**Change Log:**

Date of Change	Description of Change	Responsible Party
12.03.2013	New policy	Customer Services Committee
12.08.14	Annual review, format consistency	Customer Services Committee and Chief Compliance Officer
11.2015	Annual Review	Director of Compliance, Customer Services & Quality Improvement
11.21.2016	Annual Review	Customer Service Committee
12.18.2017	Annual Review	Customer Service Committee
12.03.2018	Annual Review	Customer Service Committee
03.16.2020	Annual Review, language revised to match Attachment P6.3.1 language	Customer Service Committee
11.15.2021	Bi-annual Review, language updates to match contract requirements	Customer Service Committee