

NORTHCARE NETWORK

POLICY TITLE: Access Policy	CATEGORY: Access	
EFFECTIVE DATE: 6/26/02	BOARD APPROVAL DATE: 3/21/13	
REVIEW DATE: 12/5/22	REVISION(S) TO POLICY STATEMENT: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	OTHER REVISION(S): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
RESPONSIBLE PARTY: Managed Care Clinical Specialist Senior Clinical Director	CEO APPROVAL DATE: 12/6/22 Dr. Tim Kangas, CEO	

APPLIES TO

NorthCare Network Personnel
Member CMHSPs
Substance Use Providers

POLICY

NorthCare Network's Access Unit provides prompt, responsive, timely and easy access to specialty services and supports for all beneficiaries. The Access Unit functions as the front door for obtaining behavioral health services and the staff provide an opportunity for callers with perceived problems resulting from trauma, crisis, or problems with functioning to be heard, understood, and provided with options including treatment and provider options. The Access Unit is available, accessible, and welcoming to all individuals on the telephone and a walk-in basis.

PURPOSE

This policy outlines requirements that assist NorthCare Network's Access Unit, Member Community Mental Health Services Programs' (CMHSPs), and Network Providers to comply with Michigan Department of Health and Human Services (MDHHS) contract and Access System Standards [Please reference the MDHHS Policies & Practices Guidelines, Access Standards https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_4868_4900---,00.html].

DEFINITIONS

N/A

REFERENCES

- 42 CFR, Parts 431, 434, 438
- Michigan Mental Health Code, Act 258 of the Public Acts of 1974 as amended
- Michigan Public Act 368 of 1978, Article 6 Substance Abuse, as amended
- MDHHS Contract Requirements (Part II, (A), 4.0)
- MDHHS Policies & Practices Guidelines, Access Standards
https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_4868_4900---,00.html
- Medicaid Provider Manual, Chapter for Behavioral Health and Intellectual and Developmental Disability Supports and Services
- Michigan Association of Community Mental Health Boards Policy on Determination of CMHSP of Financial Responsibility
- Applicable Accreditation Standards

- NorthCare Network Utilization Management Plan
- NorthCare Network Substance Abuse Services Provider Manual
- NorthCare Network Accessibility and Accommodations Policy
- NorthCare Network Service Authorization Policy
- NorthCare Network Access Unit Procedure Manual
- Substance Abuse Block Grant Contract: Access Management Standards

HISTORY

REVISION DATE: 07/02/08, 6/22/09, 1/6/14, 5/14/14, 5/5/15, 2/17/16, 1/3/17, 2/21/18,8/26/20, 12/6/21, 12/5/22

REVIEW DATE: 2/20/03, 4/14/05, 4/13/06, 04/01/11, 3/13/13, 1/6/14, 5/14/14, 5/5/15, 2/17/16, 10/18/16, 1/3/17, 10/18/17, 2/21/18; 8/13/18, 8/29/19, 8/26/20, 12/6/21, 12/5/22

CEO APPROVAL DATE: 3/13/13, 1/6/14, 5/14/14, 5/5/15, 3/7/16, 11/1/16, 1/4/17, 11/6/17, 2/21/18, 9/17/18, 9/16/19, 9/1/20, 12/6/21, 12/6/22

BOARD APPROVAL DATE: 5/4/05, 8/6/08, 6/1/11, 3/21/13

PROCEDURES

- A. All Michigan residents are assisted when contacting the Access Unit. Individuals calling for mental health or substance use disorder (SUD) services or supports are provided timely and welcoming access to eligibility screening.
1. Access to emergency services guarantees assistance 24 hours a day, 7 days a week for crisis support and referral.
 2. Access to non-emergent services is provided through NorthCare Network's Access Unit for specialty mental health services and supports, and/or substance use disorder services.
- B. Medicaid, Healthy Michigan, and MI Health Link (MHL) consumers are entitled to a choice of mental health service providers and are to be supported in exercising this choice. All SUD clients are offered a choice of service provider regardless of funding.
- C. NorthCare Network Access Unit and all Network Providers have the responsibility to assess the need for Limited English Proficiency assistance and other reasonable accommodations at the time of access and facilitate identified needs.
- D. Staff have the responsibility to know and perform the following key functions:
1. Welcome all individuals and facilitate their connection to the appropriate supports and services to meet their stated needs.
 2. Screen individuals who approach the Access Unit to determine whether they are in crisis, and if so, assure that they receive timely, appropriate attention.
 3. Determine individuals' eligibility for Medicaid specialty services and supports, Healthy Michigan, MI Health Link, general fund CMHSP supports and services and/or substance use disorder treatment.
 4. Collect information from individuals for eligibility decision making and reporting purposes.

5. Refer individuals in a timely manner to the appropriate PIHP/CMHSP mental health or substance use disorder treatment providers for assessment, person-centered planning/treatment planning, and/or supports and services; or if the individual is not eligible for PIHP/CMHSP/SUD services, to community resources that may meet their needs.
 6. Inform individuals about all the available mental health and substance use services and providers and their due process rights under Medicaid, Healthy Michigan, MI Health Link, the Michigan Mental Health Code, and the Michigan Public Health Code.
 7. Provide outreach to under-served and hard-to-reach populations.
- E. Access Unit staff shall first determine whether the presenting mental health need is emergent or routine and address emergent needs first.
1. Individuals presenting with real and imminent danger to self or others and/or require immediate diagnosis and treatment are considered an emergent situation and are immediately transferred to a qualified provider without requiring an individual to call back.
 2. Individuals presenting as relatively stable and able to function in their current environment are screened for eligibility and if appropriate are scheduled for a face-to-face assessment.
- F. Individuals who are denied services are given an appropriate referral and verbally informed about the right to request a second opinion. A notice of denial for an initial assessment must also be given which includes specific contact information and instructions on appeal rights.
- G. Specific Considerations for Access to Substance Use Disorder Services:
1. NorthCare Network Access Unit is responsible for determining administrative and clinical eligibility, managing resources (including demand, capacity, and access) and ensuring compliance with various funding eligibility and service requirements, and assuring associated quality of care. Responsibilities include appropriate referral and linkage to other community resources.
 2. Individuals seeking routine outpatient services are encouraged to initiate access directly with the participating outpatient provider, of their choice, within the NorthCare Provider Network. Individuals may call NorthCare Network for outpatient provider information or referral. Individuals seeking intensive outpatient or residential services may access services by contacting NorthCare Network for screening to determine the appropriate level of care or referral prior to entering an intensive level treatment program.
 3. NorthCare prioritizes consumers in need of Substance Use Disorder (SUD) treatment based on the priority populations identified by the Substance Abuse Block Grant requirements.