

NORTHCARE NETWORK

POLICY TITLE: Recipient Rights for Individuals Receiving Substance Use Services	CATEGORY: Customer Services/Recipient Rights	
EFFECTIVE DATE: 6/1/06	BOARD APPROVAL DATE: 5/3/06	
REVIEW DATE: 10/6/22	REVISION(S) TO POLICY STATEMENT: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	OTHER REVISION(S): <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
RESPONSIBLE PARTY: SAPT Director	CEO APPROVAL DATE: 11/1/22 Dr. Tim Kangas, CEO	

APPLIES TO

NorthCare Network Personnel
Network Providers

POLICY

All individuals receiving substance use disorder services will have their rights protected in accordance with applicable state and federal laws and regulations. To achieve this objective, NorthCare Network Substance Use Disorder Services has adopted the Mental Health and Substance Abuse Services Administrative Rules for Substance Use Disorder Services, Part Three (3) Recipient Rights (Attachment 1). All providers contracting with NorthCare are required to have policies and procedures that are in accordance with Part 5 of Michigan Administrative Rules 325. 1391-1399.

Additionally, for individuals who are insured by Medicaid, there are rights and protections afforded them by federal law and regulation. These additional rights are outlined in three NorthCare Network policies:

- Accessibility & Accommodations
- Consumer Grievance & Appeals Process
- Enrollee Rights & Protections

Medicaid providers are required to have policies and procedures that are in accordance with these three policies.

The NorthCare Network SAPT Director, the NorthCare Network Recipient Rights Consultant and NorthCare Network Personnel will provide the training, implementation and monitoring of these rights.

PURPOSE

This policy establishes the legal authority and requirements for the rights and the protections for all recipients receiving substance use disorder services through NorthCare Network Substance Use Disorder Services.

DEFINITIONS

N/A

REFERENCES

- Michigan Code of Law 333.6234, Michigan Administrative Rules 325.1391-1399 (recipient rights). [Substance Use Disorder Programs \(michigan.gov\)](http://michigan.gov)
- NorthCare Network Policies: available at the website - www.northcarenetwork.org
 - Consumer Grievance & Appeals Process
 - Enrollee/Recipient Rights & Protections

HISTORY

REVISION DATE: 1/6/15, 11/5/15, 9/1/16, 5/24/18, 2/18/20, 1/25/21

REVIEW DATE: 2/15/11, 3/20/13, 1/15/14, 1/6/15, 1/5/15, 9/1/16, 7/21/17, 5/24/18, 3/25/19, 2/18/20, 1/25/21, 11/21/21, 10/6/22

CEO APPROVAL DATE: 3/20/13, 1/15/14, 1/6/15, 12/1/15, 10/4/16, 8/1/17, 6/5/18, 4/1/19, 2/26/20, 2/2/21, 12/6/21, 11/1/22

BOARD APPROVAL DATE: 5/3/06

PROCEDURES

A. Education

1. Recipients: Recipients will be informed of their rights as outlined by the Michigan Administrative Rules 325.1391-1399 and as indicated in the NorthCare Network policies listed above. Recipients will be provided assistance in understanding their rights and with all procedural steps required to register a rights complaint or grievance.
2. Staff: All Network Provider staff must have training in the full extent of recipients' rights upon hire. Additional training and updates will be conducted per policy and procedures on an annual basis. Any change in policy or in forms requires staff training before implementation.

B. Implementation

1. NorthCare Network will provide technical assistance and training to Substance Use Disorder Providers to ensure all recipient rights are protected. Each Network Provider will utilize mandatory state forms to establish uniform reporting in the region.
2. Network Providers may request additional training as necessary to be in full compliance with this policy.
3. Each Network Provider must have documentation of:
 - a. Staff training in all relevant areas to the individual's specific staff position.
 - b. All recipient rights complaints and the outcomes of the complaints.
 - c. Agency policy/procedure to ensure compliance with recipient rights requirements.

C. Monitoring

1. NorthCare Network will monitor the providers' compliance with all the requirements for recipient rights through site reviews. Desk audits of required policies and procedures may be conducted prior to site reviews. Site reviews will include the review of staff training and the logs documenting rights complaints and outcomes. Regional data may be summarized and reviewed by NorthCare Network.
2. A remedial action plan may be required of the provider who fails to meet the standards in this policy. If a remedial action plan is given to a provider, there will be a clear timeframe for its resolution. Specific NorthCare Network Personnel will be designated to oversee the plan of correction.