

## NORTHCARE NETWORK

<b>POLICY TITLE:</b> Recipient Rights for Individuals Receiving Substance Use Disorder Services	<b>CATEGORY:</b> Customer Services/Recipient Rights	
<b>EFFECTIVE DATE:</b> 6/1/06	<b>BOARD APPROVAL DATE:</b> 5/3/06	
<b>REVIEW DATE:</b> 8/26/24	<b>REVISION(S) TO POLICY STATEMENT:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>OTHER REVISION(S):</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>RESPONSIBLE PARTY:</b> SUD Services Director	<b>CEO APPROVAL DATE:</b> 9/3/24 Megan Rooney, CEO	

### **APPLIES TO**

NorthCare Network Personnel  
Network Providers

### **POLICY**

It is the policy of NorthCare Network that all rights and/or other reports of alleged rights violations will be reviewed, resolved by the Regional Recipient Rights Consultant and remediated if substantiated. All service providers are required to utilize the recipient rights procedure in the Michigan Public Health Code Act 368 of 1978, Article 6, Substance Abuse.

### **PURPOSE**

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

All applicants have access to the recipient rights procedures and the NorthCare Grievance and Appeal procedures.

Medicaid beneficiaries also have access to the Michigan Department of Health and Human Services (MDHHS) Administrative Hearing Procedure set forth in federal law and MDHHS policy. The Recipient Rights process does not replace a beneficiary's right to file a Hearing Request, and both processes may occur simultaneously.

### **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://www.michigan.gov)
- NorthCare Network Policies: available at the website - [www.northcarenetwork.org](http://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, 8/26/24

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, 9/21/23, 8/26/24

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, 9/3/24

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 within 30 calendar days of 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. Technical Assistance

1. NorthCare Network will provide technical assistance and additional training (as needed or upon request) to Substance Use Disorder Providers to ensure all recipient rights are protected. Each Network Provider will utilize mandatory state forms.
2. Network Providers may request additional training as necessary to be in full compliance with this policy.

### C. Documentation

1. Each Network Provider must have documentation of:
  - b. Staff recipient rights training.
  - c. All recipient rights complaints and the outcomes of the complaints.  
Note: These are to be provided to NorthCare immediately upon receipt of complaint and completion of investigation.
  - d. Communication regarding the complaints and outcomes of the complaints
  - e. Appeals made to NorthCare Network and subsequent communication
  - f. Agency policy/procedure to ensure compliance with recipient rights requirements.

### D. 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 documentation of rights complaints and outcomes. Regional data may be summarized and reviewed by NorthCare Network.

2. A corrective action plan may be required of the provider who fails to meet the standards in this policy. If a corrective 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.