

**CENTRA WELLNESS NETWORK
PROCEDURE 03.03 CUSTOMER SERVICE**

I. APPLICATION:

Agency Wide, including employees, affiliated providers and interpreters.

II. POLICY:

The Centra Wellness Network (CWN) Governing Board shall establish policies with related procedures to ensure clients are offered the rights afforded them pursuant to obligations under the Mental Health Code, Administrative Rules, contractual obligations with the Michigan Department of Community Health Health and Human Services (MDHHS), and the Inter-local agreement with Manistee and Benzie Counties, any other state and federal regulations, and pertinent accreditation criteria.

III. DEFINITIONS:

Customer Service: Providing the highest quality services to meet the needs of our internal and external customers according to CWN policies and procedures, State and Federal rules, laws and regulations, and Accrediting body standards by providing service that is responsible, reasonable, positive and fair.

Limited English Proficiency: means potential clients and clients who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English may be LEP and may be eligible to receive language assistance for a particular type of service, benefit, or encounter.

Appeal: a review by CWN or Northern Michigan Regional Entity (NMRE) of an adverse benefit determination.

Grievance: an expression of dissatisfaction about any matter other than an adverse benefit determination. Grievances may include, but are not limited to, the quality of care or services provided, and aspects of interpersonal relationships such as rudeness of a provider or employee, or failure to respect the client's rights regardless of whether remedial action is requested. Grievance includes a client's right to dispute an extension of time proposed by CWN or NMRE to make an authorization decision.

IV. PROCEDURES:

- A. CWN maintains a system of rights that nurture and protects the dignity and respect of clients.
- B. All information is transmitted in a manner that is clear and understandable.
- C. CWN Customer Services are responsible for:
 1. Orienting new clients and their families to the services available to them and how and where to access needed services.
 2. Assist clients and their families with problems and questions regarding benefits.
 3. Assisting clients with access to legal entities for appropriate representation.
 4. Assisting clients and their families in filing grievances and appeals.
 5. Arranging accommodations for clients with physical disabilities, hearing and vision impairments, Limited-English proficiency (LEP), alternative forms of communications and other cultural needs.
 6. Being easily accessible by phone during regular business hours.
 7. Maintaining knowledge of how to access information concerning benefits, network providers, network policies and procedures, access to services, authorizations, grievance/appeals process and transportation for clients that area eligible.

**CENTRA WELLNESS NETWORK
PROCEDURE 03.03 CUSTOMER SERVICE**

8. Assisting with obtaining advocacy support services and self-help support services as necessary.
9. Providing an Explanation of Benefits (EOBs) to at least 5% of clients with Medicaid or a Medicaid Waiver receiving services on a quarterly basis.
10. Ensuring the annual provision of an Estimated Cost of Services for supports/services the client is receiving.
11. Completing customer services reports in a timely manner.

V. DISCUSSION OF INTENT:

This procedure is to ensure that clients of CWN and their families receive timely, accurate, linguistically understandable and culturally competent services.

Authority and Related Directives Trace	
Federal	42§ CFR 438.10 and 438.400
State	MDHHS/CMHSP Contract, Part II, Section 6.3
NMRE	Administrative Manual, Chapter 7
County	
CARF	CARF 2016 Behavioral Health Sections 1K and 2B
Other	