

**CENTRA WELLNESS NETWORK
POLICY 03.00 ENROLLEE RIGHTS**

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 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. DEFINITION:

N/A

IV. PROCEDURE:

N/A

V. DISCUSSION OF INTENT:

CWN will ensure that all client rights are honored, including but not limited to: the right to information about and access to covered services, assistive supports, advance directives, customer services, confidentiality of personal health information, ability to appeal service decisions, register and receive a response to complaints and have rights violations investigated.

Authority and Related Directives Trace	
Federal	42§ CFR 438.100, 438.102, 438.104, 438.104, 438.106, 438.108, 438.114, and 438.116; Protecting Access to Medicare Act PL 113-93 Section 223
State	P.A. Act 258 of the Public Acts of 1974 as amended, Michigan Mental Health Code, Section 7
State Directives	Mental Health Code Administrative Rules Part 7
NMRE	Administrative Manual, Chapter 7 – Member Services
County	Inter-local Agreement Section III and IX
CARF	2016 BH Section 1K and 2B
Other	