



## **CENTRA WELLNESS NETWORK PROCEDURE 03.03 CUSTOMER SERVICE**

### **I. PURPOSE STATEMENT:**

Centra Wellness Network's (CWN) Governing Body establishes and evaluates policies and related procedures as required by statutory and contractual obligations.

CWN reserves the right in its sole discretion to adopt and implement policies and procedures that ensure a safe, functional and professional workplace that operates with integrity using person-centered focus and planning, trauma informed practices and respect of others, cultural sensitivity and transparency in communication and practice. Organizationally and in practice, CWN is responsive to the needs of clients, community and staff.

Any statements and procedures are subject to review and/or unilateral change, modification, suspension or cancelation in whole or in part of any published/unpublished policies or procedures without notice and without having to give cause, justification, or consideration to any employee. Recognition of these rights and prerogatives of CWN is a term and condition of and maintaining employment.

Policies and Procedures are approved by the Board and/or upon recommendation by the Executive Director or his/her designee.

### **II. APPLICATION:**

Agency Wide, including employees, affiliated providers and interpreters.

### **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, 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. POLICY STATEMENT:**

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

### **V. 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.

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2. Assisting 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.
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.
12. Facilities consumer council meetings.

**VI. EXHIBITS:**

N/A

**VII. REFERENCES:**

<b>Authority and Related Directives Trace</b>	
Federal	42§ CFR 438.10 and 438.400
State	MDHHS/PIHP Contract, Schedule A, 1. B
NMRE	Administrative Manual, Chapter 7
County	
CARF	CARF 2022 Behavioral Health Standards
Other	