

MCCMH MCO Policy 9-640

(was MCCMH Administrative Policy 9-06-140)

Chapter: **RECIPIENT RIGHTS**
Title: **CHOICE OF MENTAL HEALTH PROFESSIONAL**

Prior Approval Date: 8/5/09
Current Approval Date: 1/23/13

Approved by: BOARD ACTION



Executive Director

01/23/13

Date

I. Abstract

This policy establishes standards and procedures of the Macomb County Community Mental Health (MCCMH) Board to ensure that recipients of services have a choice of mental health professionals within or external to the network providers of the Board.

II. Application

This policy shall apply to all directly-operated and contract network providers of the MCCMH Board.

III. Policy

It is the policy of the MCCMH Board that MCCMH service recipients shall be given a choice of selection of services/treatment by physicians or other mental health professionals within or external to the MCCMH network of providers.

IV. Definitions

A. Mental Health Professional

An individual who is trained and experienced in the areas of mental illness or developmental disabilities and who is one of the following: a licensed physician; a

licensed, limited licensed or temporary limited licensed psychologist; a registered nurse; a licensed or limited licensed master's social worker; a licensed or limited licensed bachelor's social worker; a registered or limited registered social worker technician; or a licensed professional counselor.

B. External Service Provider

A provider who is not a directly operated or contract provider of the MCCMH provider network.

C. Peremptorily Approved

Accepted without challenge or delay.

V. Standards

A. MCCMH service recipients shall be given a choice of selection of services/treatment by physicians or other mental health professionals within or external to the MCCMH network of providers, within the limits of available staff.

B. A recipient's choice of a mental health professional of a directly-operated provider shall be limited to those who are MCCMH credentialed and privileged to provide the specific services that are appropriate to the recipient's needs as identified in his/her service plan, and is subject to the limits of the available resources.

C. A recipient's choice of a mental health professional of a contract provider shall be limited to those who are credentialed and privileged by the provider for the specific services that are appropriate to the recipient's needs or identified in the service plan and is subject to the limits of available resources.

D. A recipient's choice of a mental health professional of an external provider shall be subject to the provider's agreement to provide the mental health services at the MCCMH PIHP's designated rate for the service.

E. A recipient of services provided in a residential setting shall be allowed to see the mental health professionals whose services he/she has secured at reasonable times in accordance with the rules of the individual residential home.

VI. Procedures

A. Upon the MCCMH Access Center's determination of consumer service eligibility, the Access Center shall provide the recipient with information about the MCCMH service providers who could best meet the recipient's mental health service needs. Upon the recipient's selection of a service provider, the Access Center shall arrange for an appointment.

B. If a recipient elects to request a change to an alternate MCCMH directly-operated treating professional, the initial request shall be peremptorily approved. A subsequent

request shall be managed in accordance with the current provider's resolution or appeal process for its recipients if the request is for a change within the current service program. If the request is for a change to another service program within the directly-operated program network (e.g., from First South East to First North) that request shall be managed through the Access Center.

- C. If a consumer elects to request a change to an external service provider or treating professional, the consumer shall be directed to make that request to the MCCMH Access Center who shall contact the external provider.
- D. If the external service provider is willing to accept the MCCMH rate for the service, the Access Center shall contact the MCCMH Business Management Office to arrange for admission of the provider to the MCCMH provider network.
- E. At any time during the resolution/appeal process, a recipient may file a Recipient Rights Complaint with the MCCMH Office of Recipient Rights alleging a violation of MCL 330.1713, "CHOICE OF PHYSICIAN OR MENTAL HEALTH PROFESSIONAL".

VII. References / Legal Authority

- A. MCL 330.1100b (14)
- B. MCL 330.1713
- C. MCL 330.1715

VIII. Exhibits

- A. None.