

MACOMB COUNTY COMMUNITY MENTAL HEALTH NOTICE OF IMPLEMENTATION OF MCO POLICY

DATE: April 8, 2016

TO: MCCMH Staff; Direct Operated and Contract Network Service Providers

FROM: Kimberly Cope
Policy/Legal Compliance Coordinator

RE: MCCMH MCO Policy Revisions; New Policies

Brief description of revisions:

<p>MCCMH MCO Policy 9-120, Rights Functions of the Executive Director</p>	<p><u>Policy</u></p> <p>III.E.</p> <ul style="list-style-type: none"> • Removed: “In the event there is disagreement between the MCCMH Executive Director and the MCCMH Recipient Rights Director regarding findings concerning a complaint, a determination about whether a right was violated, or disciplinary and remedial action to be taken as a result of a rights violation, resolution of such disagreement shall be made by the Recipient Rights Advisory Committee of the MCCMH Board according to the provisions of MCCMH MCO Policy 9-510, “Recipient Rights Investigations,” section VI.C. Administrative Review.”
<p>MCCMH MCO Policy 9-510, Recipient Rights Investigations</p>	<p><u>Procedures</u></p> <p>VI.C.1.,2.,3.</p> <ul style="list-style-type: none"> • Removed: Administrative Review <ol style="list-style-type: none"> 1. If agreement between the MCCMH Executive Director and the MCCMH Recipient Rights Director cannot be reached upon presentation of the investigation findings and subsequent recommendations, the Recipient Rights Advisory Committee of the MCCMH Board shall be notified in writing of the impasse by the MCCMH Executive Director within three (3) business days. 2. Following notification, the Chairperson of the Rights Advisory Committee and two (2) of its Board members shall convene a hearing on the matter within seven (7) business days. At the hearing, the MCCMH Executive Director and the

	<p>MCCMH Recipient Rights Director shall present relevant information concerning the issues creating the disagreement and the impasse.</p> <p>3. The Board members convening the hearing shall issue findings after the scheduled hearing. The findings and decision of the Board members shall be accepted as final.</p>
<p>MCCMH MCO Policy 6-100 (Formerly 10-310, Notice of Privacy Practices)</p>	<p><u>General</u></p> <ul style="list-style-type: none"> • Updated to reflect the requirements of HIPAA, HITECH and the HIPAA/HITECH Omnibus Final Rule.

Brief description of **new** policies:

<p>MCCMH MCO Policy 7-010, Claims Process</p>	<ul style="list-style-type: none"> • A policy to establish MCCMH's standards and procedures regarding the processing and storage of claims as a managed care entity.
---	---

Follow the linked document, above, to view in full. As a reminder, you may always access MCCMH Policies directly from the [MCCMH internet website](#), by clicking on "MCCMH Policies."

Questions regarding these policy revisions may be made to Kimberly Cope by phone: (586) 954-9821; or by email: kimberly.cope@mccmh.net.

This notice is being sent electronically to all MCCMH providers. Please note that it is the responsibility of the receiving party to view the policy updates, to become knowledgeable of policy content, to disseminate information to appropriate staff within your agency and to ensure staff compliance.