



CMHA-CEI Policies and Procedure Manual

Title:	3.6.17, Appeals and Grievances		
Subject:	RECIPIENT RIGHTS		
Section:	Clinical		
Policy: X Procedure: <input type="checkbox"/>	Issued by: Director of Quality, Customer Service, and Recipient Rights	Effective Date: 01/17/99	Applies to: X All CMHA-CEI staff <input type="checkbox"/> Contract Providers <input type="checkbox"/> Other:
Page: 1 of 2	Approved by: Board of Directors	Review Date: 04/20/17	

I. Purpose:

To establish a process to resolve complaints, and to ensure proper notification of denial, suspension, reduction or termination of services and supports managed and/or delivered by Community Mental Health Authority of Clinton, Eaton, and Ingham Counties (CHMA-CEI).

II. Policy:

- A. It is the policy of the Board to provide fair and efficient appeal processes to resolve complaints at the level closest to the service delivery system, thereby enhancing the overall goal of improving the quality of care.
- B. Appeal and grievance procedures shall comply with federal and state regulations.
- C. Recipient Rights complaint and appeal procedures shall comply with regulations mandated by Michigan’s Mental Health Code.
- D. The CMHA-CEI Board has designated members of the Recipient Rights Advisory Committee as the Appeals Committee to hear appeals of recipient rights matters.
- E. Any member of the Recipient Rights Appeals Committee who has a personal or professional relationship with an individual involved in an appeal abstains from participating in that appeal as a member of the committee.

III. Responsibilities:

- A. The primary clinician is responsible for timely notification to the consumer of all services denied, suspended, reduced or terminated.
- B. The Customer Services department is responsible for accepting complaints and applications for appeals, and to facilitate an efficient and timely resolution of complaints.
- C. The Executive Director is responsible for ensuring that procedures are followed to implement the intent of this policy.

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IV. Definitions:

N/A

V. Monitoring and Review:

This policy is reviewed annually by the Director of Quality, Customer Service and Recipient Rights. It is monitored by accrediting bodies and regulatory agencies as applicable.

VI. References:

N/A

VII. Related Policies and Procedures:

CMHA-CEI Procedure 3.6.17 Appeals and Grievances

VIII. Review Log:

Review Date	Reviewed By	Changes (if any)
02/28/00	-	-
08/31/01	-	-
03/16/04	-	-
06/10/05	-	-
02/17/06	-	-
01/29/07	-	-
11/20/07	-	-
05/26/10	-	-
03/10/13	-	-
05/17/14	-	-
04/20/17	QCSRR Director	Updated to new format