

PATHWAYS CMH

POLICY TITLE: Customer Services	CATEGORY: Customer Services / Recipient Rights	
EFFECTIVE DATE: January 28, 2003	BOARD APPROVAL DATE: May 3, 2017	
REVIEWED DATE: March 28, 2017	REVISION(S) TO POLICY STATEMENT: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	OTHER REVISION(S): <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
RESPONSIBLE PARTY: Customer Services Specialist	CEO APPROVAL: Mary Swift, CEO	

APPLIES TO:

Pathways CMH Personnel
Pathways Contract Providers

POLICY:

It is the policy of Pathways CMHSP to follow the Customer Services Standards established by MDHHS and NorthCare as the PIHP as well as the Standards in the Balanced Budget Act. Customer Services encompasses rapid, accurate, linguistically understandable services to members and their families in a culturally diverse and competent manner. Consumer participation is essential to assure that programs and services are welcoming, recovery based, and trauma informed. Consumers are invited to advise Pathways as to the effectiveness and helpfulness of Customer Services.

PURPOSE:

The purpose of this policy is to outline requirements for the Customer Services unit at Pathways. The customer services unit is the front door of Pathways and conveys an atmosphere that is welcoming, helpful and informative. Opening the door in this manner will assure consumers have the ability to lead, control, and exercise choice over, and determine their own path of recovery.

DEFINITIONS:

1. *Customer Services*: A function that enhances the relationship between the recipient of services and the CMHSP.

REFERENCES:

- Balanced Budget Act
- MDHHS Contract Attachment P.6.3.1.1
- Mental Health Code
- URAC P-MR 2 b; P-CR 1

HISTORY:

Dates Reviewed: October 1, 2015, April 26, 2016, March 28, 2017
 Dates Revised: May 2010, April 26, 2016 (policy & procedure), March 28, 2017(policy)
 Dates Approved: January 28, 2003; November 7, 2003; November 7, 2007; August 6, 2014, June 1, 2016; May 3, 2017

PROCEDURES:

- A. There shall be a designated unit called "Customer Services" at Pathways.
- B. Pathways, will meet the requirement of having one FTE performing the customer service functions by using additional FTEs (or fractions thereof) as appropriate to sufficiently meet the needs of the people in the service area.
- C. There shall be a toll-free telephone line with access to alternative telephonic communication methods (such as Relays, TTY, etc.). The customer services numbers shall be displayed in agency brochures and public information material.
- D. Telephone calls to the customer services unit shall be answered by a live voice during business hours. Telephone menus are not acceptable. Calls must be responded to within one business day.
- E. The hours of customer service unit operations and the process for accessing information from customer services outside those hours shall be publicized. The customer service unit will operate minimally eight hours daily (8:00 – 4:00), Monday through Friday, except for holidays in each time zone that includes a portion of the geographic area served by the organization.
- F. Customer services shall maintain current listings of all providers, both organizations and practitioners, with whom Pathways has contracts, the services they provide, any non-English languages they speak, any specialty for which they are known, and whether they are accepting new patients. This list must include independent PCP facilitators. Beneficiaries shall be given this list annually unless the beneficiary has expressly informed Pathways that accessing the listing through an available website or customer services line is acceptable.
- G. Customer service units shall have access to the following information about Pathways including annual reports, current organizational chart, board member list, meeting schedule and minutes available on the Pathways website.
- H. Upon request, the customer services unit shall assist beneficiaries with filing grievances and appeals, accessing local dispute resolution processes, and coordinate as appropriate with Fair Hearing Officers and the local Office of Recipient Rights.
- I. Customer services staff shall be trained to welcome people to the public mental health system and to possess current working knowledge of /or know where in the organization detailed information can be obtained in at least the following:
 - 1. *The populations served (serious mental illness, serious emotional disturbance, developmental disability and substance use disorder) and eligibility criteria for various benefits plans (e.g., Medicaid, Adult Benefit Waiver, MI Child)
 - 2. *Service array (including substance abuse treatment services), medical necessity requirements, and eligibility for and referral to specialty services
 - 3. Person-centered planning
 - 4. Self-determination
 - 5. Recovery & Resiliency

6. Peer Specialists
7. *Grievance and appeals, Fair Hearings, local dispute resolution processes, and Recipient Rights
8. Limited English Proficiency and cultural competency
9. *Information and referral about Medicaid-covered services within Pathways as well as outside to Medicaid Health Plans, Fee-for-Services practitioners, and Department of Human Services
10. The organization of the Public Mental Health System
11. Balanced Budget Act relative to the customer services functions and beneficiary rights and protections
12. Community resources (e.g., advocacy organizations, housing options, schools, public health agencies)
13. Public Health Code (for substance abuse treatment recipients if not delegated to the substance abuse coordinating agency)

*Must have a working knowledge of these areas, as required by the Balanced Budget Act.

- J. Pathways seeks consumer representation on the quality improvement teams such as customer services, consumer advisory and quality.

Pathways responsibilities for Customer Services are:

- A. Offer consumers the ability to advise and express their experience with customer services. The local Consumer Advisory committee representatives will report on their efforts and on ideas for collaboration to improve the experience of consumers seeking services at Pathways.
- B. When an individual contacts Pathways during normal business hours, the phone must be answered by a staff person trained in customer services so that they may properly handle a variety of calls (emergency, complaints, requests for services, etc.).
- C. Customer Service operations must be available a minimum of eight (8) hours per day during normal business hours (excluding weekends and Holidays) in each time zone that includes a portion of the geographic area served by the organization.
- D. The Customer Service unit shall have access to information about NorthCare and specific Pathways information including but not limited to annual reports, current organizational chart, board member list, meeting schedule and minutes that are available to be provided in a timely manner to an individual upon request. NorthCare requires this information to be on the respective Pathways website and is monitored during the NorthCare's Annual Site review.
- E. Upon request, the customer services unit shall assist beneficiaries with the grievance and appeals, and local dispute resolution processes, and coordinate as appropriate with Fair Hearing Officers and the local Office of Recipient Rights. Grievances will be logged and tracked in the (ELMER) grievance and appeal module.
- F. The Quality Improvement process at Pathways has a mechanism in place to review, and when necessary to act upon, the feedback and findings of both the local Consumer Advisory Committee and the regional committee.

Consumer Participation to Improve Customer Services:

A. Individuals and families will be sought to participate in the administration, program development and monitoring of the activities conducted by Pathways. Efforts will be made by Pathways to ensure that all consumer populations served are represented.

Examples of these activities might include opportunities to:

- serve on the Board of Directors
- review policies for content and clarity
- participate in community education projects
- serve on special work group projects
- advocate for other consumers
- help create and lead consumer driven enterprises
- complete consumer satisfaction surveys