MSHN
Mid-State Health Network

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POLICIES AND PROCEDURE MANUAL

Chapter:	**Customer Service**		
Title:	**Customer Handbook**		
Policy: ☒ **Procedure:** ☐ **Page:** 1 of 3	**Review Cycle:** Biennial **Author:** Chief Compliance and Quality Officer, Customer Service Committee	**Adopted Date:** 12.03.2013 **Review Date: 07.07.2026**	**Related Policies:** Customer Service

Purpose

To ensure that all customers who are served by the Community Mental Health Service Program (CMHSP) Participants and the Substance Use Disorder (SUD) Provider Network for Mid-State Health Network (MSHN) are provided a Regional Customer Handbook/Guide to Services that includes federal and state of Michigan information required for mental health and substance use disorder services.

Policy

MSHN shall create, publish, and maintain a Customer Handbook/Guide to Services (referred to in the policy as the "Customer Handbook"), the core of which is uniform throughout the region.

- All customers and/or their legally responsible parties who request services shall be provided with a Customer Handbook within a reasonable time from when they first come into service, annually, and when there are significant changes in the handbook content. Confirmation of receipt and/or offer of the Customer Handbook shall be in the customer's record. The Customer Services Handbook will be provided to the beneficiary by one of the following:
    - giving a copy to the beneficiary in person
    - mailing a printed copy to the beneficiary's mailing address,
    - emailing an electronic version after obtaining the beneficiary's written approval,
    - notifying the beneficiary by providing a written statement that identifies where the handbook can be found on the website,
    - other alternate distribution methods based on the request of the beneficiary or that can reasonably be expected to result in the individual receiving the information.

- If/when Michigan Department of Health and Human Services (MDHHS) contractual requirement updates are made to the Customer Handbook, the CMHSP Participants and the SUD Provider Network shall provide supplemental materials (inserts, stickers) to customers receiving services to reflect the changes. To the extent possible, customers will be provided with at least 30 days' notice before the intended effective date of any change that the State defines as significant in the information specified in 42 Code of Federal Regulations (CFR) 438.10(g)(2).

- Any customer, natural support, community member, or agency, including any external credentialing or payer agencies, may request and receive a copy of the Customer Handbook at any time.

- The Customer Handbook and the Prepaid Inpatient Health Plan (PIHP) Provider Directory shall be posted and/or linked on the MSHN website. Additionally, the respective Customer Handbook and the Local Provider Directory shall be posted on each CMHSP Participant website.

- The Customer Handbook shall be published and updated by MSHN to ensure compliance with specific Michigan Department of Health and Human Services (MDHHS) technical requirements regarding content, and with specific federal requirements found in 42 CFR 438.10. Customer Handbooks shall include the date of publication and revision by MSHN.

- Although the Customer Handbook is standardized to include the MDHHS and MSHN required content, CMHSP Participants may tailor approved portions of the Customer Handbook to include local content.

- Customer Handbooks will be reviewed with consumer advisory councils and CMHSP Participants, and the SUD Provider Network for feedback. MSHN shall maintain approval authority for changes to the Customer Handbook.

- Using MDHHS prescribed templates, the Customer Handbook shall include federal and state required topics. MSHN will ensure approval is obtained from MDHHS and/or Centers for Medicaid and Medicare (CMS) for publication revisions prior to publishing the revised customer handbook.

- CMHSP Participants and the SUD Provider Network shall provide accommodations to the Customer Handbooks and the Provider Directory where required for customers where English is not their primary spoken language, or for impairments to visual, auditory, and/or literacy capabilities in accordance with federal and state laws, rules, and guidelines. Efforts will be made to ensure all information in the Customer Handbook is easily understood.

- MSHN shall provide monitoring and oversight to ensure that CMHSP Participants and the SUD Provider Network provide the Customer Handbook to individuals who are served according to the established standards.

Applies to:

☒All Mid-State Health Network Staff
☐Selected MSHN Staff, as follows:
☒MSHN's CMHSP Participants: ☒Policy Only ☐Policy and Procedure
☒Other: Sub-contract Providers

Definitions/Acronyms:

CFR: Code of Federal Regulations
CMHSP: Community Mental Health Service Program
CMS: Centers for Medicaid and Medicare
Customer: Refers to individuals who are eligible to receive specialty mental health and substance use disorder services, as well as those currently receiving such services and their families/guardians. For the purpose of MSHN policy, these terms are used interchangeably.
Customer Handbook: The handbook is a required set of information that must be provided to Medicaid beneficiaries at the start of treatment and at least annually.

Local Provider Directory: The Customer Handbook includes local CMHSP information, including the provider directory for that CMHSP county/counties of service
MDHHS: Michigan Department of Health and Human Services
MSHN: Mid-State Health Network
PIHP: Prepaid Inpatient Health Plan
SUD: Substance Use Disorder
SUD Provider Network: Refers to a SUD Provider that is directly under contract with the MSHN PIHP to provide services and/or supports.

References/Legal Authority:

1. 42 CFR 438.10 Information requirements
   State of Michigan/PIHP Contract: Schedule A: Statement of Work, Section 1. General Requirements, B. Customer Services Standards, 4. Customer Services Handbook Requirements

Change Log:

Date of Change	Description of Change	Responsible Party
12.03.2013	New policy	Customer Services Committee
12.08.14	Annual review, format consistency	Customer Services Committee and Chief Compliance Officer
11.2015	Annual Review	Director of Compliance, Customer Services & Quality Improvement
11.21.2016	Annual Review	Customer Service Committee
12.18.2017	Annual Review	Customer Service Committee
12.03.2018	Annual Review	Customer Service Committee
03.16.2020	Annual Review, language revised to match Attachment P6.3.1 language	Customer Service Committee
11.15.2021	Bi-annual Review, language updates to match contract requirements	Customer Service Committee
01.22.2024	Biennial Review, language updates to match contract requirements	Customer Service Committee
01.26.2026	Biennial Review, minor updates	Customer Service Committee