

## POLICIES AND PROCEDURE MANUAL

<b>Chapter</b>	<b>Utilization Management</b>		
<b>Title:</b>	<b>Access System Policy</b>		
<b>Policy:</b> <input checked="" type="checkbox"/>	<b>Review Cycle:</b> Biennial	<b>Adopted Date:</b> 11.22.2013	<b>Related Policies:</b> Service Delivery System: Service Philosophy Utilization Mgmt: Access System Procedure
<b>Procedure:</b> <input type="checkbox"/> <b>Page:</b> 1 of 3	<b>Author:</b> Chief Population Health Officer & UM Committee	<b>Review Date:</b> 01.07.2025	

### Purpose

Mid-State Health Network (MSHN) shall ensure regional access to public behavioral health services in accordance with the Michigan Department of Health & Human Service (MDHHS) contracts, MDHHS Access Standards, MDHHS Medicaid Provider Manual, and Michigan Mental Health Code. The purpose of this policy is to create, implement and maintain access system standards that are uniform throughout the region. MSHN has partially delegated its access system to its Community Mental Health Service Program (CMHSP) Participants and Substance Use Disorder Service Providers (SUDSP). The MSHN provider network shall develop written policies, procedures and plans demonstrating the capability of its access system to comply with those standards and provide for efficient and effective access practices.

### Policy

MSHN’s provider network administers a welcoming, responsive, access system 24 hours a day, 7 days a week, 365 days a year. Individuals may contact any CMHSP seeking information, services, and/or support systems for behavioral health care needs including:

- Intellectual/ Developmental Disabilities (IDD),
- Mental Illnesses (MI),
- Serious Emotional Disturbance (SED)
- Substance Use Disorders (SUD), and/or
- Co-occurring Disorders

Additionally, it is the policy of MSHN that the regional access system incorporates a “no wrong door” approach for substance use treatment services. Individuals seeking information, services, and/or supports for substance use treatment needs may contact any CMHSP or any SUDSP. Requests for SUD residential, withdrawal management, and/or recovery housing must be warm transferred to the MSHN Access line at 844-405-3095 as prior authorization is required for those services. MSHN Access staff will complete the screening documents and assist the person in getting connected to a provider.

The access system performs the following key functions:

1. **Welcome** all individuals by demonstrating empathy and providing opportunity for the person presenting to describe situation, problems, and functioning difficulties; exhibiting excellent customer service skills; and working with them in a non-judgmental way.
2. **Screen** individuals who approach the Access System to determine whether they are in crisis and, if so, assure that they receive timely appropriate attention.
3. **Determine** individuals’ eligibility for Medicaid specialty services and supports, MICHild, Healthy Michigan Plan, Substance Abuse Block Grant (SABG) or, for those who do not have any of these benefits as a person who is presenting needs for behavioral health services, make them a priority to be served.
4. **Collect** information from individuals for decision-making and reporting purposes.
5. **Refer** individuals in a timely manner to the appropriate behavioral health practitioners for assessment, person-centered planning (PCP), and/or supports and services or, if the individual is not eligible for

Prepaid Inpatient Health Plan (PIHP) or CMHSP services, to community resources that may meet their needs.

6. **Inform** individuals about all the available mental health and substance abuse services and providers and their due process rights under Medicaid, MICHild, Healthy Michigan Plan, SABG, and the Michigan Mental Health Code.
7. **Conduct outreach** to under-served and hard-to-reach populations and be accessible to the community-at-large.

**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:**

CMHSP: Community Mental Health Service Program

IDD: Intellectual/Developmental Disabilities

MDHHS: Michigan Department of Health & Human Services

MI: Mental Illnesses

MICHild: a Medicaid health insurance program for uninsured children of Michigan’s working families

MSHN: Mid-State Health Network

PCP: Person-Centered Plan

PIHP: Prepaid Inpatient Health Plan

Provider Network: refers to MSHN CMHSP Participants and SUD providers directly under contract with the MSHN PIHP to provide/arrange for behavioral health services and/or supports. Services and supports may be provided through direct operations or through the subcontract arrangements

SABG: Substance Abuse Block Grant

SED: Serious Emotional Disturbance

Staff: refers to an individual directly employed and/or contracted with a CMHSP Participant or SUD providers

SUD: Substance Use Disorder

SUDSP: Substance Use Disorder Service Provider

UMC: Utilization Management Committee

**References/Legal Authority:**

1. Access System Standards: MDHHS, revised July 29, 2020
2. Appeal and Grievance Resolution Processes Technical Requirement: MDHHS, revised July 29, 2020
3. 42CFR 438.206: Access Standards
4. 42CFR 438.208(c)(4)
5. 42CFR 438.210: Enrollee Rights
6. Michigan Mental Health Code 330.1124: Waiting Lists for Admission
7. Michigan Mental Health Code 330.1208: Individuals to Whom Service is Directed
8. MDHHS Medicaid Provider Manual, Behavioral Health and Intellectual and Developmental Disabilities Supports and Services chapter
9. Person-Centered Planning Practice Guideline: MDHHS, , revised July 29, 2020

**Other References:**

MSHN Medicaid Subcontract Agreement Exhibit H: Technical Requirement: CMHSP RESPONSIBILITIES FOR 24/7/365 ACCESS FOR INDIVIDUALS WITH PRIMARY SUBSTANCE USE DISORDERS

**Change Log:**

<b>Date of Change</b>	<b>Description of Change</b>	<b>Responsible Party</b>
11.22.2013	New Policy	UMC
09.2014	Annual Review and update of definitions and acronyms	MSHN CEO
06.2015/07.2015	Update to integrate with UMP	UMC and MSHN CEO
07.23.2015	Clarify clinical eligibility for SUD, clarify FY15 contract provisions.	UMC
04.26.2016	Differentiated SED from MI, 2015 MDHHS Access Policy, and added assessment tools and reference to HSW and EPSDT policies.	UMC
10.27.2016	Updated the policy to reflect Access Management System changes in FY17 MDHHS/PIHP contract.	UMC
10.26.2017	Updated policy to reflect the PCP policy language around assessment tools and PCP process for authorizing services	UMC
10.26.2018	Annual Review	UMC
02.27.2020	Annual Review- added MDOC priority population requirements for SUD services; added DECA as contractually mandated assessment tool	UMC
02.24.2022	Biennial Review – Updated References/Legal Authorities to current versions; Re-formatted to align with MDHHS Access Standards (Rev. January 2022); Separated content into Access Policy and Access Procedure	UMC
02.22.2024	Biennial Review	UMC
10.01.2024	Updated policy to reflect the FY25 changes in MSHN Access process for SUD withdrawal management, residential, and recovery housing services.	