| Chapter Title | Chapter # | | Subject # |
|---|---|---|---|
| Recipient Rights | RR | | 107 |
| Subject Title<br>**Appeals and Grievances** | Adopted<br>9/30/02 | Last Revised<br>6/15/16 | Reviewed:<br>12/22/05;<br>4/23/07;<br>7/27/09;<br>1/24/11;<br>3/26/12;<br>3/25/13;<br>9/22/14;<br>9/23/15<br>6/15/16 |

## POLICY

Application

This policy shall apply to The Right Door for Hope, Recovery and Wellness ( and all services operated by or under contract with it.

1.0 Purpose:

To establish fair, efficient, and timely 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.

2.0 Policy:

The Right Door for Hope, Recovery and Wellness Board has designated members of the Recipient Rights Advisory Committee as the Appeals Committee to hear appeals of recipient rights matters. Any member of the 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. MHC 774 (6).The Customer Services department is responsible for receiving recipient complaints and/or grievances and facilitating an efficient and timely resolution of complaints. Any potential Recipient Rights related complaints received will be forwarded to the Rights Office.

2.1 The Access Department or designee is responsible for timely notification to the recipient of all services denied, suspended, reduced or terminated. The clinical director or designee will work in collaboration with the Recipient Rights Office to ensure timely resolution of service decision appeals.

3.0. Appeals and Grievances:

Signed 6/20/2016

| Chapter Title | Chapter # | | Subject # |
|---|---|---|---|
| Recipient Rights | RR | | 107 |
| Subject Title<br>**Appeals and Grievances** | Adopted<br>9/30/02 | Last Revised<br>6/15/16 | Reviewed:<br>12/22/05;<br>4/23/07;<br>7/27/09;<br>1/24/11;<br>3/26/12;<br>3/25/13;<br>9/22/14;<br>9/23/15<br>6/15/16 |

3.1 An individual who files an appeal and/or grievance shall not be retaliated against or presented with barriers to services as a result of filing the grievance and/or appeal.

3.2 Should an individual who files an appeal and/or grievance need assistance to understand the appeal process, The Right Door for Hope, Recovery and Wellness shall offer assistance from CMH representatives and/or provide referrals to potential community resources, such as advocacy organizations and other available assistance, including legal representation. The Right Door for Hope, Recovery and Wellness is not responsible to fund costs incurred by the individual for representation related to the appeal process.

3.3 The Right Door for Hope, Recovery and Wellness shall make complaint, appeal, and grievance forms and processes readily available to individuals receiving supports and services.

3.4 Both The Right Door for Hope, Recovery and Wellness and the individual filing an appeal and/or grievance have certain rights and responsibilities that shall be adhered to during the appeal and grievance process.

4.0 Monitoring and Review:

The Chief Executive Officer is responsible for ensuring that procedures are followed to implement the intent of this policy.

This policy is reviewed annually by the Recipient Rights Advisory Committee.

5.0 References:

MDHHS PIHP & GF Contracts, Section 6.3.2, and Grievance and Appeals Technical Requirements
Mental Health Code, Sections 330.1752, 1754, 1755, 1757, and Chapter 7A

signed 6/20/2016

| Chapter Title | Chapter # | Subject # |
|---|---|---|
| Recipient Rights | RR | 107 |

| Subject Title | Adopted | Last Revised | Reviewed: |
|---|---|---|---|
| **Appeals and Grievances** | 9/30/02 | 6/15/16 | 12/22/05; 4/23/07; 7/27/09; 1/24/11; 3/26/12; 3/25/13; 9/22/14; 9/23/15 6/15/16 |

Dispute Resolution
CARF Standards Manual Rights of Persons Served, Screening and Access to Services, Orientation

| | | | |
|---|---|---|---|
| Melissa McKinstry, Board Chairperson | Date | | |

Signed 6/20/2016