



CUSTOMER SERVICE



CUSTOMER SERVICE FUNCTIONS

Customer Services functions identified by the MDHHS/PIHP contract include:

- A. **Welcome and orient** individuals to services and benefits available and the provider network.
- B. **Provide information** about how to access mental health, primary health, and other community services.
- C. **Provide information** about how to access the various rights processes.
- D. **Help** individuals with problems and inquiries regarding benefits.
- E. **Assist** people with and oversee local complaint and grievance processes.
- F. **Track and report** patterns of problem areas for the organization.



BEACON IS A WELCOMING ENVIRONMENT

What does that mean?

- To greet (someone) in a warm and friendly manner
- To receive or accept (something) with happiness or pleasure

Promoting a welcoming environment within our Beacon homes means

- Providing Empathy and Acceptance
- Meeting the resident “where they are at”
- Being mindful of your attitude, body language and the words you choose



PERSON-CENTERED PLANNING (PCP)

Based on roles in serving residents as part of the Beacon network, more detailed training of PCP may be assigned. This is a brief summary.

- PCP is a process used to design an individual plan of mental health supports, services or treatment. PCP is a right protected by the Michigan Mental Health Code.
- PCP choice options for the customer include date-time-place-attendees for the planning meeting, service options and provider options.

Are there limits on person-centered planning?

The services offered by Beacon are set by best practice guidelines. From the services available, individuals are offered a variety of service choices. However, there may be limits on some choices.

- Services provided must be medically necessary
- Choices must not do harm to the individual or someone else
- Choices must not be illegal



ADVANCE DIRECTIVES (AD)

Based on staff roles in serving residents as part of Beacon, more detailed training of AD may be assigned. This is a brief summary.

An Advance Directive is a document by which a person makes provision for health care decisions in the event that, in the future, they become unable to make those decisions.

Residents should be offered information regarding choices for:

- Medical Care Advance Directives
- Psychiatric Advance Directives

Basic staff responsibilities for Beacon staff for residents.

- Ask residents if they have a Patient Advocate and completed Advance Directives at intake and annually. Their responses must be documented in the clinical record.
 - Provide written information about their rights regarding Advance Directives.
 - To request a copy of all current Advance Directives in place from the resident/patient advocate.
 - Encourage residents to share their directives with family members or trusted friends who could help doctors and Beacon providers to make choices if they cannot make those choices.



LIMITED ENGLISH PROFICIENCY (LEP)

Based on roles in serving residents as part of the Beacon network, more detailed training of LEP may be assigned. This is a brief summary.

“LEP” refers to an individual who cannot speak, read, write or understand the English language at a level that permits them to communicate effectively with health care or social service providers.

The steps that need to be taken to protect the meaningful communication rights of Persons with LEP include:

- Eliminate unintentional barriers to service
- Provide language assistance at no cost
- Ensure individuals are given adequate information and are able to understand the services and benefits available
- Ensure individuals are able to receive and fully engage in the services/benefits which they are eligible



LIMITED ENGLISH PROFICIENCY (LEP)

How does Beacon protect the rights and provide support to residents who are considered Limited English Proficient?

Examples of Supports Include:

- **“I Speak” and Non-Discrimination posters** at agency sites to provide opportunity for individuals to identify their primary language
- **Tag-lines for requesting language assistance** printed on education materials for residents
- **Identification of language assistance** needs within the resident's case records
- **Availability of language interpretation** at NO COST to the resident to participate in services. Beacon pays for all interpretation and translation services needed.
- **Translation (written or verbal)** of Vital Documents as necessary for residents



COMMUNITY EDUCATION

Beacon is committed to offering services and participating in activities that focus on a recovery-orientated philosophy. Meaning, as an organization, Beacon aims to reduce the stigma associated with mental illnesses, developmental disabilities and substance use disorders.

Examples of such opportunities include:

- Eliminate unintentional barriers to service
- Provide language assistance at no cost
- Ensure individuals are given adequate information and are able to understand the services and benefits available
- Ensure individuals are able to receive and fully engage in the services/benefits which they are eligible



Residents with mental illnesses frequently report discrimination and lack of support. Be a part of the solution by taking steps to **Be Aware and Be Stigma Free.**

We learn stigma from

- Movies
- Newspapers
- Social Media
- Culture
- Our Families
- School
- Interactions with healthcare professionals



- **Promote** empathy and show that you care
- **Ensure** residents feel supported and respected
- **Encourage** residents

Say This 	Not This 
She has schizophrenia	She is schizophrenic
He died by suicide	He committed suicide
She is living with depression	She is suffering from depression
The drug screen is positive for cocaine	The drug screen is dirty

Train yourself to use person-first language
 Where you do not label by diagnostic criteria or a person's role in treatment

COMMUNITY EDUCATION

Like the Integrated Services of Kalamazoo anti-stigma campaign #LookBeyond, we are encouraging our Beacon community to be stigma free by taking the pledge to:

Listen to people who live with mental health, substance use and/or developmental challenges to gain understanding

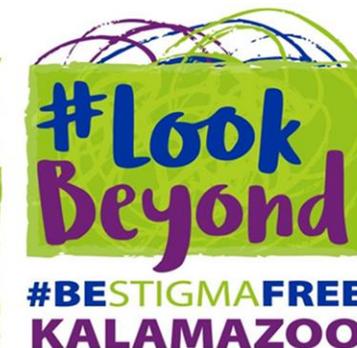
Educate myself about these challenges by using community resources

Treat every person as a valuable member of our community

Speak up for fair and respectful treatment of all people

Get others involved in the #LookBeyond campaign

Optimize my own wellness



GRIEVANCES

Possible subjects for grievances include, but are not limited to: quality of care or services provided and aspects of interpersonal relationships between a care provider and the individual.

Examples are:

- Requesting a new provider for a service
- Being unhappy with having to wait “too long” for something
- Some aspect of the service environment not satisfactory



GRIEVANCES

Steps to follow when addressing grievances

- Provide assistance to customer to file grievance
- Provide prompt resolution
- Have a mechanism for expedited resolutions
- Assure that staff coordinating the resolution were not involved in the situation leading to the grievance
- Provide written resolution within 90 calendar days
- Keep records of grievance activities
- Track grievance activity for improvement within Beacon



GRIEVANCE (COMPLAINT) SYSTEM

Based on staff roles in serving customers as part of Beacon, more detailed training of Recipient Rights and Grievance processes may be assigned. This is a brief summary.

Within the Community Mental Health service system, residents have access to 3 processes to address their concerns or complaints.

- **Recipient Rights Complaint** – directed to the Office of Recipient Rights when a customer or someone who knows them feels that their Michigan Mental Health Code protected rights have been violated.
- **Grievance** – a complaint filed by customer regarding the quality of their services. Issues here are not considered Rights or Actions. Grievances are directed to Customer Services.
- **Appeal** – complaint regarding an “Action” taken in regard to a requested or currently provided service. Actions are denials, suspensions, reductions or terminations of services. Appeals are directed to Customer Service.



COMPLAINT SYSTEMS

To assist residents we should all be

- Promote a welcoming environment at all times
- Encourage customers to actively participate in Person Centered Planning and their services as requested/authorized
- Offer and provide assistance to customers to file a grievance or appear or recipient rights complaint
- Answer questions for customers during the process and/or connect them with staff who can answer their questions
- Communicate and coordinate with customer service and/or Office of Recipient Rights in working toward resolution
- Continue to provide services through the period of “complaint”



SERVICE DETERMINATIONS

Service decisions/determinations that deny, suspend, reduce and/or terminate a resident's services all require a written Notice go to the individual (or legal representative).



APPEALS

Appeals are:

Complaints filed when a resident is unhappy about a clinical determination/decision made to limit (deny, suspend, reduce or terminate) services they are seeking/receiving.

Residents have access to appeals that are both:

- **Local:** filed with/against the agency making the determination
- **State:** filed to either the Michigan Administrative Hearing System (Medicaid beneficiaries) or the Alternative Dispute Resolution Process (for individuals without Medicaid)



APPEALS

Responsibilities when addressing Local Appeals

- Assist customer to file appeal
- Identify the most appropriate and medically services for the resident – typically through Utilization Management Review
- Have a mechanism for expedited reviews
- Assure that clinician reviewing the appeal has the appropriate clinical credentials to render a decision AND was not involved in any previous decision about the Action
- Provide written resolution within 30 calendar days
- Provide written information about State-level appeal options
- Keep records of appeal activities
- Track appeal activity for improvement within Beacon



STATE LEVEL APPEALS

Administrative Fair Hearing

Impartial state level review of a **Medicaid Beneficiary's** appeal of a service determination presided over by an Administrative Law Judge. Medicaid beneficiaries can request a hearing after their local appeal has been resolved. The Michigan Office of Appeals Hearings and Rules (MOAHR) for MDHHS is the oversight body.

MDHHS Alternative Dispute Resolution Process

Impartial state level review of an appeal presided over by MDHHS staff (typically, the Customer Services Department). This process is for **individuals without Medicaid**. It can be accessed only after a local appeal is exhausted and the individual is not satisfied with the result.

