



# COMMUNITY MENTAL HEALTH

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Date: June 6, 2006

Donald I. Habkirk, Jr.  
Executive Director

To: Executive Staff  
Managers  
Program Supervisors

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From: Donald I. Habkirk, Jr.  
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Re: **EXECUTIVE DIRECTIVE 3 / 2006**  
**Provision and Distribution of Information to Consumers**

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Macomb County Community Mental Health MCO Policy 4-010, Provision and Distribution of Information to Consumers, has recently been updated to include new provisions required by the Federal government through the Balanced Budget Act (BBA). The BBA provisions requiring that greatly enhanced information be provided to consumers have resulted in two new developments that need to be highlighted:

1. A new MCCMH Consumer Handbook has been developed to update and expand the previous "Help When You Need It" and to replace the member information packets. This Handbook has been forwarded to MCCMH sites and should be distributed to all new consumers at the initial face-to-face contact (and annually thereafter) and to those existing consumers who request information. A larger print order is expected any day and additional copies will be available soon.

2. The BBA also requires that MCCMH provide new consumers with information about the service providers in our network. As a result, the MCCMH Intranet (<http://intranet/>) now contains a comprehensive listing of all service providers in the MCCMH network. The BBA requirements for the provision of this information are as follows:

- A list of all providers of the types of services needed by an individual consumer must be provided at the time of the Person-Centered Plan development and annually thereafter.
- Upon request, the consumer (or parent/guardian) must receive a complete list of all network providers regardless of whether the consumer requires a specific service.

There are two ways to access this information:

Go to the Intranet home page, click on "Provider Agencies" along the left margin. This will take you to a page devoted to information about MCCMH vendors and service agencies. At the bottom is a link to generate a list of ALL providers within the MCCMH network ([Listing of Each Service and the Associated Agencies w/contact info](#)). In addition, a listing of providers of any specific service type or category can be generated by accessing the drop down menu and selecting the desired service category.

**Effective immediately, staff should print this information and provide consumers with the appropriate listing as described above.**

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