MCCMH MCO POLICY 0-001

EX KEY / CHAPTER TITLE	SUBJECT TITLE	PRIOR DATE	CURRENT DATE
0-001 MCO Manual	Table of Contents	8/10/18	4/3/19
CHAPTER 1 CORPORATE COMPLIANCE			
1-001	Overview: Compliance Program / Code of Ethics	11/16/15	03/22/17
1-002	Adoption of Macomb County Ethics Ordinance		3/15/13
CHAPTER 2 CLINICAL PRACTICE			
2-000	Plan for Behavioral Health Services	5/12/11	7/02/13
2-001	Person-Centered Planning Practice Guideline	8/27/12	1/21/17
2-002	Open Communications with Consumers	2/15/02	6/11/08
2-003	Case Management and Supports Coordination Services	2/15/02	11/20/12
2-004	Residential Placement Services Protocol	N/A	10/17/13
2-005	Management of EPSDT Referrals	8/6/02	7/30/09
2-006	Service Provider Appeals	9/12/02	2/4/10
2-007	Self-Determination	11/20/12	5/19/14
2-008	Consumer Referrals to MCCMH		8/6/02
2-009	Medicaid Grievances; Non-Medicaid Grievances	11/10/05	11/21/17
2-010	Standards for Clinical Services Documentation	2/6/08	2/24/11
2-011	Integrated Dual-Diagnosis Treatment – Co- Occurring Disorders – Evidence-Based Practice		1/3/08
2-012	Input from Persons Served	9/6/02	11/20/12
2-013	Access, Eligibility, Admission, Discharge	9/21/16	11/22/17
2-014	Assessment Services	1/2/09	5/19/10
2-015	Psychiatric Evaluation	10/15/09	4/21/11
2-016	Psychiatrists' Practice in MCCMH		10/21/09
2-017	Abbreviations, Acronyms and Symbols For Record Use	6/3/10	6/1/11

EX KEY / CHAPTER TITLE	SUBJECT TITLE	PRIOR DATE	CURRENT DATE
2-018	Correction, Supplementation, or Deletion of Information From Electronic Medical Record	2/24/11	5/9/13
2-019	Community Living Supports (CLS)	10/01/15	11/24/15
2-020	Specialized Health care Services	8/20/02	5/19/10
2-021	Medication / Psychiatric Services		10/24/02
2-022	PMP / Subsidized Laboratory Services	3/30/06	5/8/08
2-023	Electroconvulsive Therapy (ECT)	9/30/05	5/10/06
2-025	Research and Educational Training Committee	N/A	9/8/11
2-026	Jail Diversion Services	N/A	1/3/08
2-030	Trauma/Trauma Informed Services	N/A	3/22/17
2-031	In-Home and Community-Based Services Safety Training	8/27/02	9/17/09
2-032	Person-Centered Process and the Role of Health and Safety Considerations	8/27/02	10/21/08
2-033	Advance Crisis Plan / Advance Directives	8/14/08	6/22/09
2-034	End of Life Care, Emergency Assistance, Resuscitation	N/A	6/11/09
2-035	Crisis Intervention Services		12/7/04
2-040	ADA and Olmstead Compliance	N/A	7/02/13
2-042	Coordination of Care	3/27/13	7/13/15
2-044	Evidence-Based Supported Employment (Individual Placement and Support)	N/A	12/10/13
2-048	Telehealth / Telemedicine	N/A	3/27/19
2-051	Psychotropic Medication in Community-Based Settings	1/23/13	8/24/15
2-053	Psychotropic Medication for Youth in Foster Care	7/18/12	4/21/14
2-060	Professional Treatment/Monitoring		10/30/03
2-070	Medical Alert - Allergies	N/A	8/25/06
2-080	Nursing Standards Practice	N/A	4/26/14
2-090	Service Authorizations	N/A	11/21/17
CHAPTER 3 PROVIDER NETWORK MANAGEMENT			
3-001	Audit Content and Timetable	7/30/02	9/6/02
3-002	Audit Follow-Up		2/15/02

EX KEY / CHAPTER TITLE	SUBJECT TITLE	PRIOR DATE	CURRENT DATE
3-003	Provider Manual		7/12/02
3-004	Network Application / Profiling Process	10/14/10	9/20/12
3-005	Pharmaceutical Company Sales Representatives at MCCMH Provider Sites	4/12/05	6/6/06
3-010	Evaluation and Monitoring of Delegated Functions	8/25/05	9/21/16
3-015	Mandatory Network Training	3/15/12	8/14/12
3-016	FOCUS Access Management – Contract Network Providers	10/25/17	3/27/19
3-020	Procurement of Goods and Services	10/12/06	10/17/07
3-030	Procurement of Specialized Residential Facilities	9/18/05	10/12/06
3-031	Fire Safety in Residential Settings	7/13/10	5/4/11
3-032	Adoption of Macomb County Policy Regarding a Living Wage	8/27/09	1/22/14
CHAPTER 4 CUSTOMER RELATIONS / MEMBER SERVICES			
4-001	Prevention Services in Macomb County	8/20/02	11/20/12
4-002	Collaborative Community Planning		8/20/02
4-010	Provision and Distribution of Information to Consumers	8/14/12	11/21/17
4-020	Medicaid and Non-Medicaid Notice of Adverse Benefit Determination (Advance and Adequate); Notice of Appeal Rights	10/21/09	1/21/17
4-030	Medicare Services – Decisions and Complaints (Organization Determinations, Grievances, and Appeals)	9/30/15	9/21/16
CHAPTER 5 ADMINISTRATION			
5-000	Succession Plan - Executive Director	N/A	1/12/10
5-001	Accessibility	12/7/04	9/21/16
5-002	Cultural and Linguistic Competency	1/7/05	9/21/16
5-004	Board Bylaws	8/01/02	4/27/11
5-005	Board Committees	8/1/02	2/25/15
5-006	Mission Statement	1/7/05	8/24/11

EX KEY / CHAPTER TITLE	SUBJECT TITLE	PRIOR DATE	CURRENT DATE
5-007	Vision Statement	1/7/05	8/24/11
5-008	Inclement Weather / MCCMH Board Meetings and Board Committee Meetings - Cancellation / Postponement		3/24/04
5-009	Prohibition Against Denial of Services Due to Inability to Pay		8/27/02
5-010	Compliance with Laws and Regulations		8/27/02
5-011	Policy Development, Implementation and Review	N/A	8/18/05
5-012	Adoption of Macomb County Policy on Participation in Federal E-Verify Program	N/A	8/27/09
CHAPTER 6 CONFIDENTIALITY			
6-001	Release of Confidential Information – General	8/24/15	4/27/16
6-002	Release of Confidential Information - Alcohol and Drug Abuse	10/30/03	4/27/16
6-003	Release of Confidential Consumer Information – Court Orders / Subpoenas	12/22/04	3/3/10
6-004	Facsimile Document Transmission	9/20/02	12/22/04
6-005	Notice of Confidential Information	8/20/02	12/3/03
6-006	Consumer Access to Clinical Records	9/14/12	8/6/13
6-007	Clinical Records Storage and Transport		9/12/02
6-008	Retention and Disposal of Clinical Records	5/23/08	3/25/11
6-100	Notice of Privacy Practices	7/14/10	4/1/16
CHAPTER 7 FINANCIAL PROCEDURES			
7-001	Determination of Financial Liability	8/6/09	1/16/15
7-010	Claims Process	3/23/16	3/27/19
CHAPTER 8 QUALITY IMPROVEMENT			
8-001	Quality Improvement Program	6/19/08	11/29/11
8-002	Follow-Up and Satisfaction-Consumers	2/15/02	11/29/11
8-003	Reporting and Responding to Critical Incidents, Sentinel Events and Risk Events	10/02/12	7/02/13
8-004	Reporting and Responding to Medication Errors/Discrepancies and Adverse Drug Events	N/A	7/02/13

MCCMH MCO Policy 0-001 **TABLE OF CONTENTS**

Date: 4/3/19

EX KEY / CHAPTER TITLE	SUBJECT TITLE	PRIOR DATE	CURRENT DATE
8-006	Consumerism	1/7/05	9/21/16
8-007	Record Review Process		4/05/05
8-008	Behavior Treatment Plan Review Committee	7/02/12	4/16/13
8-010	Organizational Credentialing	9/20/12	9/21/16
8-020	Integration of Behavioral Health and Physical Health Services	N/A	4/27/16
8-030	Provider Portal – Access Portal	N/A	7/26/17
CHAPTER 9 RECIPIENT RIGHTS			
9-100	Applicability of Recipient Rights Policies	8/29/12	8/24/15
9-110	Authorizations and Functions	7/30/09	8/29/12
9-120	Rights Functions of the MCCMH Executive Director	8/29/12	3/23/16
9-130	Recipient Rights Director	8/5/09	8/29/12
9-135	Rights Advocacy / Monitoring	7/30/09	8/29/12
9-140	Recipient Rights Training	7/30/09	8/29/12
9-160	Qualifications & Training for Recipient Rights Staff	7/25/18	3/27/19
9-170	Local Appeals	10/21/09	2/26/14
9-171	Local Appeal Process – MEDICAID	N/A	11/21/17
9-180	Second Opinion Rights	12/20/06	8/29/12
9-210	Committee Authorization	8/28/02	7/30/09
9-321	Consumer Incident, Accident, Illness, Death, or Arrest Report Monitoring	11/29/11	7/02/13
9-405	Recipient Rights Protection Standards	7/30/09	8/29/12
9-510	Recipient Rights Investigation	8/24/15	3/23/16
9-515	Repeated Rights Events Review Committee	N/A	4/27/11
9-520	Recipient Requests to Appeal Findings	7/30/09	1/23/13
9-550	Harassment Following Rights Activity	8/5/09	8/29/12
9-600	Informed Consent For Service	8/29/12	4/21/14
9-601	Informed Consent For Psychotropic Medication	4/24/08	8/29/12
9-604	Release of Oral / Verbal Communications	8/28/02	7/30/09
9-605	Bill of Rights / Bill of Responsibilities	10/6/05	7/30/09
9-606	Dignity / Services Suited to Condition / Humane Environment / Least Restrictive Treatment Environment	8/29/12	1/23/13

EX KEY / CHAPTER TITLE	SUBJECT TITLE	PRIOR DATE	CURRENT DATE
9-610	Privileged Communications	8/28/02	8/05/09
9-620	Abortion, Contraception, Sterilization	6/05/09	1/23/13
9-630	Fingerprinting, Photographing, Audio/Videotaping, and 1-Way Glass Viewing	2/26/14	8/24/15
9-640	Choice of Mental Health Professional	8/05/09	1/23/13
9-670	Services For Recipients Affected by Physical Barriers	8/28/02	8/05/09
9-680	Recipient Labor	1/23/13	8/24/15
9-690	Recipient Abuse or Neglect	8/24/15	3/27/19
9-700	Communication: Telephone, Visiting Rights, Mail	8/05/09	8/29/12
9-710	Freedom of Worship and Religious Belief	8/05/09	8/29/12
9-720	Treatment By Spiritual Means	6/23/04	8/05/09
9-730	Resident' Right to Media Access	3/3/10	8/29/12
9-750	Comprehensive Examinations	8/28/02	7/30/09
9-760	Change in Type of Treatment	8/05/09	8/29/12
9-780	Residents' Property and Funds	4/27/11	2/27/12
9-790	Freedom of Movement	8/29/12	1/23/13
9-795	Physical Management	N/A	12/06/12
9-797	Restraint	8/26/09	5/15/12
9-798	Seclusion	3/26/08	7/16/09
9-810	Duty To Warn Third Parties	8/28/02	8/05/09
9-900	Release of Clinical Records to Michigan Protection and Advocacy Services	12/20/06	8/05/09
CHAPTER 10 DIRECTLY- OPERATED PROGRAM MANAGEMENT	Adaption of Massack Co. 11 Day 12 U.S.	0/0/45	0/07/17
10-001	Adoption of Macomb County Personnel Policies	3/2/15	2/27/17
10-002	Human Resources Management / Diversity	8/1/02	5/22/08
10-003	Anti-Discrimination and Harassment	8/1/02	12/7/04
10-004	Volunteers and Interns/Trainees	9/12/02	12/22/04
10-005	Criminal Record Checks of Prospective Employees/Independent Contractors	11/20/12	3/22/17
10-006	Evaluation of Employees		9/6/02
10-008	Overtime and Compensatory Time	8/27/02	7/12/12

EX KEY / CHAPTER TITLE	SUBJECT TITLE	PRIOR DATE	CURRENT DATE
10-009	Supplemental Employment		9/6/02
10-010	Conflict of Interest	9/6/02	7/30/09
10-011	Personal Use / Personal Gain		8/27/02
10-012	Access to Administrative Records / Documents	4/21/11	9/21/16
10-015	Retention and Disposal of Non-Clinical Records – MCCMH Employees Only	1/24/18	3/27/19
10-018	Lawsuits		3/25/11
10-020	Compliance with Software Licenses and Laws	8/20/02	9/9/10
10-030	Protection of Electronic Confidential Information	9/9/10	3/27/19
10-031	Expectation of Privacy, Monitoring, Prohibited Content and Use of Electronic and Telephonic Communications	12/21/09	9/9/10
10-032	Acceptable Internet Use		4/21/04
10-033	MCCMH Group Alias Email Messages	N/A	7/02/13
10-034	Social Media Guidelines	N/A	2/27/17
10-040	Conference Attendance / Travel		9/6/02
10-041	Documentation of Staff Participation in Inservice and Continuing Education Activities	9/6/02	10/1/09
10-050	Emergency Preparedness Plan	5/15/12	7/02/12
10-051	Use and Maintenance of County / Personal Vehicles	4/24/08	10/28/08
10-052	Emergency Procedures - County Vehicles	4/24/08	5/4/11
10-053	First Aid and Safety Equipment - County Vehicles	9/6/02	4/24/08
10-054	Use of Tobacco in MCCMH / County Facilities	1/5/05	3/16/11
10-055	Weapons, Alcohol and Drug-Free Workplace	11/29/07	5/4/11
10-056	Infection Control Plan	5/12/11	7/26/12
10-060	Financial Liability Procedures	5/22/08	8/6/09
10-061	Standards For Depreciable Assets	N/A	9/27/07
10-065	Injectable Medication Documentation and Procedures	5/15/12	7/21/15
10-070	Credentialing and Re-Credentialing	9/21/16	3/27/19
10-200	Service Planning and Review	9/19/07	11/17/10
10-315	Business Associates	N/A	12/06/07
10-320	Designated Record Set	12/06/07	3/1/11
10-325	Minimum Necessary HIPAA Privacy	12/06/07	3/27/19
10-330	Individual's Right to Restrict Disclosures on the Use of Personal Health Information	N/A	12/06/07
10-335	Consumer Access to Clinical Records -	N/A	12/06/07

MCCMH MCO Policy 0-001 **TABLE OF CONTENTS**

Date: 4/3/19

EX KEY / CHAPTER TITLE	SUBJECT TITLE	PRIOR DATE	CURRENT DATE
	Procedures		
10-340	Individual's Right to an Accounting of Disclosures	12/6/07	8/5/09
10-345	Individual's Right to Confidential Communications	N/A	12/06/07
10-350	Privacy Complaint Process	7/22/10	3/27/19
10-355	Privacy Training	N/A	12/06/07
10-360	Staff Protected Health Information	N/A	12/06/07
10-370	HIPAA Privacy Breach Assessment and Notification	N/A	3/27/19
10-410	Security Overview	12/06/07	9/9/10
10-415	Security Audits	12/06/07	9/9/10
10-420	Periodic Security Evaluation	12/06/07	9/9/10
10-425	Security Awareness Training	12/06/07	9/9/10
10-430	Security Incident Reporting Process	12/06/07	9/9/10
10-435	Investigation / Disciplinary Actions - SECURITY	12/06/07	9/9/10
10-440	Access Control	12/06/07	9/9/10
10-442	FOCUS Access Management – MCCMH Employees Only	N/A	10/25/17
10-445	Device Media Control	N/A	12/06/07
10-450	EPHI Security – MCCMH Employees Only	9/9/10	10/25/17
10-455	Virus Protection	12/06/07	9/9/10
10-460	Password Management	12/06/07	9/9/10
10-465	Facility Security	12/06/07	9/9/10
10-470	Contingency Plans	12/06/07	9/9/10
10-510	Reporting Complaints / Non-Retaliation	N/A	12/06/07
10-515	Internal Reporting Mechanism	12/06/07	5/30/14
10-520	Investigations / Disciplinary Actions - COMPLIANCE	12/06/07	5/30/14
10-525	Training and Education - COMPLIANCE	N/A	12/06/07
10-600	Urgent Behavioral Health Center – Physical Management	N/A	7/14/15
10-800	Quality Concern Referral	N/A	4/14/09
10-805	Mortality/Trauma Debriefing Process	N/A	4/14/09
CHAPTER 11 SUBSTANCE ABUSE			
11-001	Substance Abuse Provider Manual		8/1/02

MCCMH MCO Policy 0-001 **TABLE OF CONTENTS**

Date: 4/3/19

CHAPTER 12 UTILIZATION AND ACCESS MANAGEMENT			
12-001	Access Management Manual	8/1/02	3/25/08
12-002	Utilization Management	9/25/02	3/26/08
12-003	CMHSP General Fund Waiting List	N/A	5/15/15