
Title 1	Northern Lakes Policies
Part 103	Managed Health Division
Subpart A	Network Administration
Policy No.	103.121
Subject	Consumer Grievance and Appeal

Applicability

Policy applies to all MHD staff, NLCMH staff, and contract and network providers.

Policy

Consumers must have full access to the Northern Lakes CMH grievance and appeal policy and procedure regardless at what point in the network they receive their service. Specifically, all consumers retain the following rights:

- a) the right to seek and receive a second opinion
 - b) the right to file a recipient rights complaint when they believe their rights have been violated,
 - c) the right to receive a 10-day advance notice of reduction or denial of service,
 - d) (for Medicaid recipients) notification of their right to file a Fair Hearing request with the Michigan Department of Community Health (MDCH).
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Procedures

None.

Adoption Date: June 4, 2006

Review Dates: June 5, 2009

Revision Dates: