

**NORTH COUNTRY COMMUNITY MENTAL HEALTH
NORTHERN AFFILIATION
ADMINISTRATIVE MANUAL**

CHAPTER: Affiliation Chapter 3
PROCEDURE NAME: Medicaid Fair Hearing Process
PROCEDURE NUMBER: 3003A

POLICY:
Administrative Fair hearing process.

PURPOSE:
All Medicaid recipients are to be informed about the Administrative Fair Hearing Process.

APPLICATION:
All Medicaid recipients

- PROCEDURES:**
- I. A Medicaid recipient that has requested services will receive information about how to access an Administrative Fair Hearing if they are not satisfied with accessing services and supports and/or the delivery of said services and supports from the community mental health program.
 - II. Medicaid recipients are informed verbally at the time of the initial telephone contact and at the initial visit as to the Medicaid Administrative Fair Hearing Process
 - III. Information will be in verbal or written format
 - IV. Any Medicaid recipient may request and will receive assistance with accessing an Administrative Fair Hearing.
 - V. Member Service Handbooks will describe the process and timeframes for accessing and Administrative Fair Hearing.
 - VI. Member Services Handbooks will:
 - A. Be available at member boards
 - B. Be available in alternative formats
 - C. Be available on audio tapes
 - VII. To determine the effectiveness of informing consumers of their right to a Medicaid Fair Hearing:
 - A. The affiliation will include questions related to the customer's understanding of the Administrative Fair Hearing Process.
 - B. The customer will also be asked if he or she is aware of how to access support (if desired) when filing for an Administrative Fair Hearing.

REFERENCES:
MDCH/CMHSP Contract
Grievance and Appeal Technical guideline

DISTRIBUTION
All member boards, affiliation procedure manual, & affiliation staff

REVISED: October 10, 2003

APPROVED:

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