

Customer Services Training 2019

Providing Excellent Customer Service

Functions of Customer Services

- ❖ Welcoming Environment
- ❖ LEP
- ❖ Grievances
- ❖ Appeals
- ❖ Fair Hearings
- ❖ 2nd Opinions
- ❖ Independent Facilitation/PCP

Welcoming Environment

We are required by our contract with MDHHS and SWMBH to provide a Welcoming Environment for our customer

- ❖ Making the customer feel comfortable
- ❖ Provide empathy and acceptance
- ❖ Being Helpful
- ❖ Work with customers in a non-judgmental way.

Limited English Proficiency

"Limited English Proficiency"

Or "LEP" refers to an individual who cannot speak, read, write, or understand the English language at a level that permits him/her to communicate effectively with health care or social service providers.

LEP Standards

Provide *effective communication* between the service provider and the Person with LEP so as to facilitate meaningful access to and participation in services.

Pines Behavioral Health must ensure that the Person with LEP is:

- ❖ Given adequate information
- ❖ Able to understand the services and benefits available
- ❖ Able to receive and fully engage in the services/benefits which s/he is eligible

Interpreter vs. Family/Friends

The use of family or friends must **NOT** be suggested, or encouraged to a Person with LEP by any member of the SWMBH network.

- ❖ Use of such persons could result in a breach of confidentiality or reluctance on the part of individuals to reveal personal information critical to their situations – which would compromise the effectiveness of services.

Limited English Proficiency

- * Pines is responsible to provide interpretation services to those who need assistance to communicate.
 - * If you have a customer who requires interpretation services, Pines has a contract with a service provider to help. They provide assistance in many languages including American Sign Language. Please talk with your supervisor and interpretation can be arranged.

What is a Grievance?

A **grievance** is a complaint or dissatisfaction with services, staff or service providers. A grievance can be filed by the customer or **anyone else** advocating on behalf of the customer.

Common Types of Grievances

- ❖ Request a change in worker
- ❖ Problems with hours of operation
- ❖ Appointment availability
- ❖ Telephone accessibility
- ❖ Conflict with an employee
- ❖ Unhappy with choice of Providers
- ❖ Wait time for scheduled appointment

What if....

What if you receive a complaint about Pines Behavioral Health?

- ❖ Feedback is a gift – Kammy Ladd collects this information and works to resolve satisfactorily
 - ❖ We can use it to improve services to that consumer and others
 - ❖ Opportunity to address concerns that the organization may not be aware exists.
 - ❖ Providers can assist a customer to submit a grievance to Pines.

Grievance Process

If a customer expresses a dissatisfaction to you as a Pines Employee – it is your responsibility to report that to Kammy Ladd, Pines Behavioral Health Customer Services representative. She will log it and follow up with the customer to determine what can be done to resolve the issue.

Please provide her with customer name, date of the complaint and the issue reported to you.

What is an Appeal?

An appeal is a process for requesting a formal change to an **official** decision.

Decisions that could prompt an appeal

- ❖ Denial of Service
 - ❖ Current consumers
 - ❖ New consumers
- ❖ Denial of Inpatient Treatment
- ❖ Termination of Services
- ❖ Reduction of Services
- ❖ Suspension of Services

Notice to customer

- * Whenever a decision to terminate, reduce or suspend services to a customer occurs, Pines is required to provide the customer with Notice. The next slide provides definition of the two types of notices.
- * Notices provide the customer a way to appeal the decision about their services if they do not agree.

Notice of Hearing Rights

- ❖ For any Action, an Adverse Action Notice to the customer is required
 - ❖ Adverse Action Notice: Written statement advising the customer of a decision to deny or limit authorization of services requested. Notice is provided to the customer by the Customer Service Department. **Clinician to email Customer Services to initiate.**
 - ❖ Adverse Action Notice: Written statement advising the customer of a decision to reduce, suspend or terminate services currently being provided. Notice must be provided/mailed to the customer at least 14 calendar days prior to the proposed date the action is to take effect. This is completed by Customer Services.
 - ❖ Customer Services is made aware of all discharges and transfers through the EMR.

Types of Appeals

Local Appeal

- ❖ Consumer can contact Pines Behavioral Health's Customer Services Department for resolution.

State Fair Hearing

- ❖ Customer requests a hearing with the Michigan Administrative Hearing System (MAHS's)

2nd Opinions

- ❖ Customer can request 2nd opinion if denied access to services or hospitalization
- ❖ Customers may be assisted by the provider to submit an appeal.

What is a State Fair Hearing?

A state fair hearing is another level of appeal for **Medicaid** customers only. Customers have the opportunity to state their reason to continue current services or request services to an Administrative Law Judge with the Michigan Administrative Hearing System (MAHS)

Again this is filed through our customer services department.

What is a 2nd Opinion?

330.1705 of the Mental Health Code

- 1) If an applicant for community mental health services has been denied mental health services, the applicant, his or her guardian if one has been appointed, or the applicant's parent or parent if the applicant is a minor may request a second opinion of the executive director. The executive director shall secure the second opinion from a physician, licensed psychologist, registered professional nurse, or master's level social worker, or master's level psychologist.
- 2) If the individual providing the second opinion determines that the applicant has a serious mental illness, serious emotional disturbance, or a developmental disability, or is experiencing an emergency situation or urgent situation, the community mental health services program shall direct services to the applicant.

If your customer requests a second opinion, you must talk with your supervisor and report it to Shirley Nystrom in Customer Services.

Independent Facilitation

- ❖ Customers have the right to request that someone other than the staff working with them to conduct their planning meetings.
- ❖ An Independent Facilitator is a person trained to lead treatment planning meetings and assist the customer in request services that they may qualify for.
- ❖ Clinicians must offer during pre-planning the opportunity to use and Independent Facilitator. Pines has two contracted providers. If they choose to use this process you will need to contact the providers to see if they are able to facilitate the PCP. Get a release of information from the customer to release customer information.
- ❖ Work together with the provider to get the PCP arranged.
- ❖ Obtain an authorization for treatment planning for the Independent Facilitator.
- ❖ Currently Pines has contracts with 2 providers for independent facilitation

Questions?

* If you have questions don't hesitate to call Kammy Ladd

Kammy Ladd, Customer Service Representative

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