

BAY-ARENAC BEHAVIORAL HEALTH POLICIES AND PROCEDURES MANUAL

Chapter: 12	Riverhaven Coordinating Agency		
Section: 4	Treatment		
Topic: 18	Communications Involving Consumer Situations		
Page: 1 of 3	Supersedes Date: Pol: Proc:	Approval Date: Pol: 4-17-08 Proc: 4-17-08	<hr/> <i>Board Chairperson Signature</i> <hr/> <i>Chief Executive Officer Signature</i>
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Policy

It is the policy of Bay-Arenac Behavioral Health (BABH) that communications between Access Alliance of Michigan (AAM), Riverhaven Coordinating Agency (RCA) and the substance use disorder treatment provider network, regarding consumer issues, be implemented to the mutual benefit of all the parties involved.

Purpose

This policy and procedure is established to ensure that all parties in the communication of a substance use disorder treatment consumer issue understand their responsibilities.

Applicability

- All BABH Staff
- Selected BABH Staff, as follows: Service Access/Intake
- All Contracted Providers: Policy Only Policy and Procedure
- Selected Contracted Providers, as follows: Substance Abuse Treatment Providers
 - Policy Only Policy and Procedure
- BABH's Affiliates: Policy Only Policy and Procedure
- Other:

Definitions

N/A

Procedure

If contacted by a provider in its network regarding a consumer issue involving authorizations, re-authorizations, or other matters where the AAM would typically make a decision, RCA staff

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should limit their interaction/responses. Should involvement or a response still be warranted (i.e., facilitate a referral, transfer), RCA staff shall:

- E-mail the AAM Manager detailing the particulars of each case,
- Enter a note in the CareNet system summarizing their involvement and/or decision, and
- Contact the AAM Manager directly (telephone, voice mail, face-to-face) to inform them of their involvement and/or decision.

Attachments

N/A

Related Forms

N/A

Related Materials

N/A

References/Legal Authority

N/A

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<h3>Submission Form</h3>		
<u>Approving Body/Committee/Supervisor:</u> Joe Sedlock	<u>Author:</u> Darren McAllister	<u>Approval/Review Date:</u> February 18, 2008
<u>Result:</u> Deletion <input type="checkbox"/> New <input checked="" type="checkbox"/> No Changes <input type="checkbox"/> Replacement <input type="checkbox"/> Revision <input type="checkbox"/>		
<u>List reason for deletion/replacement/revision here. If replacement, list policy to be replaced.</u> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>		