



# Network Services FY2008 Provider Manual Table of Contents

			Version in FY08 Manual	Notes:	Licensed Residential	Enhanced Health Services	Inpatient	Crisis	Primary Providers (Supports Coordination, Case Management & Outpatient)	Substance Abuse	Community Living Supports/ Supported Independent Housing/ Respite Services	Skill Build/Supported Employment/Clubhouse	All Other Providers
<b>Page TAB 1 INTRODUCTION TO SCCMHA</b>													
A	8	Introduction to the SCCMHA Provider Manual	Jun-07	REVISED	X	X	X	X	X	X	X	X	X
B	11	SCCMHA Mission Statement/Vision Statement		REVISED	X	X	X	X	X	X	X	X	X
C	12	SCCMHA Fact Sheet	Aug-05	REVISED	X	X	X	X	X	X	X	X	X
D	13	SCCMHA Citizens Advisory Committee (CAC)	2007-2008	REVISED	X	X	X	X	X	X	X	X	X
E	14	SCCMHA Board of Directors	2007-2008	REVISED	X	X	X	X	X	X	X	X	X
F	15	SCCMHA Key Contact List	Jun-07	REVISED	X	X	X	X	X	X	X	X	X
G	16	SCCMHA Clinical Teams Contact List	Jun-07	NEW	X	X	X	X	X	X	X	X	X
H	18	SCCMHA Organizational Chart	Jan-07	REVISED	X	X	X	X	X	X	X	X	X
I	19	SCCMHA Network Services and Public Policy Organizational Chart	Jun-07	REVISED	X	X	X	X	X	X	X	X	X
<b>Page TAB 2 ELIGIBILITY &amp; CARE MANAGEMENT</b>													
A	21	SCCMHA Procedure 09.02.02.01- Coordination of Benefits	4/26/2007	REVISED			X		X	X			
B	23	SCCMHA Procedure 09.02.03.01- Ability to Pay Procedure	8/18/2006	UNCHANGED			X		X	X			
C	27	SCCMHA Procedure 09.02.03.01.01- Ability to Pay Instructions	6/25/2007	REVISED			X		X	X			
D	33	SCCMHA Procedure 09.02.04.05- Capitated Fund Source Application Procedure	7/1/2005	UNCHANGED			X		X	X			
E	42	SCCMHA Procedure 09.02.04.06- Medicaid Deductible	8/22/2006	UNCHANGED	X		X		X	X			X
F	48	SCCMHA Policy 03.01.01 - Eligibility Criteria	6/29/2007	REVISED	X	X	X	X	X	X	X	X	X
G	56	SCCMHA Policy 05.04.01- Care Management Services	6/13/2007	REVISED	X	X	X	X	X	X	X	X	X
H	68	SCCMHA Policy 05.04.02- Member Enrollment, Quality Data and Case Service Status	6/20/2007	NEW					X	X			
<b>Page TAB 3 SERVICES &amp; PROTOCOLS</b>													
A	77	Michigan Medicaid Provider Manual- Mental Health & Substance Abuse	7/1/2007	REVISED	X	X	X	X	X	X	X	X	X
B	212	MDCH Site Visit Protocols- PIHP Site Review Report	5/11/2007	REVISED	X	X	X	X	X	X	X	X	X
C	262	MDCH Children's Diagnostic and Treatment Services Certification	6/19/1992	UNCHANGED			X		X	X			
D	286	Reporting Requirements & Schedule - Outpatient Service Provider Panel	7/3/2007	REVISED					X	X			
<b>Page TAB 4 SERVICE DELIVERY</b>													
A	288	SCCMHA Policy 02.02.27- The Reporting of a Consumer's Death	7/3/2007	REVISED	X	X	X	X	X	X	X	X	X
B	291	SCCMHA Policy 02.03.01- Consumerism	6/12/2007	REVISED	X	X	X	X	X	X	X	X	X
C	296	SCCMHA Policy 02.03.02- Inclusion	6/12/2007	REVISED	X	X	X	X	X	X	X	X	X
D	300	SCCMHA Policy 02.03.03- Person Centered Planning	12/1/2002	UNCHANGED	X	X	X	X	X	X	X	X	X
E	307	SCCMHA Policy 02.03.03 B- Family Centered Practice	6/18/2007	NEW	X	X	X	X	X	X	X	X	X
F	311	SCCMHA Policy 02.03.04 - Self-Determination	6/12/2007	REVISED	X	X	X	X	X	X	X	X	X
G	320	SCCMHA Policy 02.03.05- Recovery	7/20/2006	UNCHANGED	X	X	X	X	X	X	X	X	X
H	323	SCCMHA Policy 02.03.06- Housing Best Practice	6/11/2007	REVISED	X	X	X	X	X	X	X	X	X
I	328	SCCMHA Policy 02.03.07-Employment of Consumers	7/5/2007	REVISED	X	X	X	X	X	X	X	X	X
J	336	SCCMHA Policy 02.03.08- Welcoming	7/1/2007	NEW	X	X	X	X	X	X	X	X	X
K	341	SCCMHA Policy 02.03.09- Evidence-Based Practices	4/21/2007	REVISED	X	X	X	X	X	X	X	X	X
L	367	SCCMHA Policy 02.03.09.01- Co-Occurring Disorders	5/1/2006	UNCHANGED	X	X	X	X	X	X	X	X	X
M	385	SCCMHA Policy 02.03.09.02- Assertive Community Treatment Policy	7/20/2006	NEW					X				
N	392	SCCMHA Policy 02.03.09.03- Supported Employment Policy	7/20/2006	NEW					X			X	
O	400	SCCMHA Policy 02.03.09.04- Dialectical Behavioral Treatment Policy	7/20/2006	NEW					X				
P	403	SCCMHA Policy 02.03.09.05- Family Psychoeducation Policy	2/7/2007	NEW					X				
Q	414	SCCMHA Policy 03.01.03- Consumer Choice and Service Management	6/12/2007	REVISED	X	X	X	X	X	X	X	X	X
R	421	SCCMHA Policy 03.01.04 - Jail and Detention Diversion	6/12/2007	REVISED	X	X	X	X	X	X	X	X	X
S	426	SCCMHA Policy 03.02.01- Health Care Integration	8/26/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
T	432	SCCMHA Policy 03.02.02- Academic and Vocational Continuity	6/12/2007	REVISED					X	X		X	
U	434	SCCMHA Policy 03.02.03- Monitoring and Reassessment	6/22/2007	NEW	X	X	X	X	X	X	X	X	X
V	444	SCCMHA Policy 03.02.04- Medication Services Only	6/11/2007	REVISED	X	X	X	X	X	X	X	X	X
W	448	SCCMHA Policy 03.02.05- Plans of Services and Supports	6/11/2007	REVISED	X	X	X	X	X	X	X	X	X
X	452	SCCMHA Policy 03.02.06- Consumer Health and Safety	6/1/2007	NEW	X	X	X	X	X	X	X	X	X
Y	456	SCCMHA Policy 03.02.07- Residential Services	8/30/2006	REVISED	X				X	X	X		



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Z	541	SCCMHA Policy 03.02.08- Behavioral Interventions	6/8/2007	NEW	X	X	X	X	X	X	X
AA	544	SCCMHA Policy 03.02.09 - Behavioral Risk Management	9/9/2003	UNCHANGED	X	X	X	X	X	X	X
AB	553	SCCMHA Policy 03.02.10- Clinical Risk Committee	6/8/2007	NEW				X			
AC	556	SCCMHA Policy 03.02.12- Peer Delivered and Operated Services	6/8/2007	REVISED				X	X		
AD	558	SCCMHA Policy 03.02.13- Transition/Discharge Services	6/22/2007	NEW	X	X	X	X	X	X	X
AE	561	SCCMHA Policy 03.02.14- Advance Directives	8/7/2006	UNCHANGED	X			X	X	X	X
AF	570	SCCMHA Policy 03.02.17 - Medication Management in Licensed Residential Settings	8/21/2006	REVISED	X			X	X	X	
AG	590	SCCMHA Policy 03.02.18- Respite Services	8/29/2006	UNCHANGED						X	
AH	605	SCCMHA Policy 04.01.01 - Quality Assessment & Performance Improvement	6/8/2007	REVISED	X	X	X	X	X	X	X
AI	615	SCCMHA Policy 04.01.03- Sentinel Events	2/20/2003	NEW	X	X	X	X	X	X	X
AJ	628	SCCMHA Policy 05.01.04 - Psychiatric Supervision	8/6/2001	UNCHANGED			X	X	X		
AK	633	SCCMHA Policy 05.06.03- Competency Requirements for the SCCMHA Provider Network	6/29/2007	REVISED	X	X	X	X	X	X	X
AL	647	SCCMHA Policy 06.01.02- Infection Control	6/18/2007	REVISED	X						
AM	661	SCCMHA Procedure 09.04.04.03- Personal Care and CLS Log Documentation	7/11/2006	UNCHANGED	X			X	X		
AN	668	SCCMHA Policy 03.02.19- Performance Expectations for Enhanced Health Care Providers	7/1/2007	NEW		X					
AO	673	SCCMHA Procedure 09.04.03.05- Moving Consumers to LR Facilities	6/28/2007	NEW	X			X	X		
Page		<b>TAB 5 Regulatory Management/HIPAA Compliance</b>									
A	682	SCCMHA Policy 05.07.01 - Compliance and Ethics Program	7/3/2007	REVISED	X	X	X	X	X	X	X
B	699	SCCMHA Policy 05.07.02- SCCMHA Network HIPAA Compliance	8/2/2005	UNCHANGED	X	X	X	X	X	X	X
		<b>SCCMHA HIPAA Privacy Policies</b>	<b>Heading</b>	<b>(heading only)</b>							
		<b>Notice of Privacy Practice</b>	<b>Heading</b>	<b>(heading only)</b>							
C	701	SCCMHA Policy 08.05.02.01-Content of Notice	3/5/2003	UNCHANGED	X	X	X	X	X	X	X
D	706	SCCMHA Policy 08.05.02.02- Provision of Notice	3/5/2003	UNCHANGED	X	X	X	X	X	X	X
		<b>The Right to Request Privacy Protection for PHI</b>	<b>Heading</b>	<b>(heading only)</b>							
E	710	SCCMHA Policy 08.5.03.01- Requesting Restriction on Uses and Disclosures	3/5/2003	UNCHANGED	X	X	X	X	X	X	X
F	713	SCCMHA Policy 08.05.03.02- Confidential Communications for PHI	3/5/2003	UNCHANGED	X	X	X	X	X	X	X
		<b>The Individual's Right to Access PHI</b>	<b>Heading</b>	<b>(heading only)</b>							
G	716	SCCMHA Policy 08.05.04.01- Granting Access to Inspect and Obtain a Copy	3/5/2003	UNCHANGED	X	X	X	X	X	X	X
H	721	SCCMHA Policy 08.05.04.02- Denying Access to Inspect and Obtain a Copy	3/5/2003	UNCHANGED	X	X	X	X	X	X	X
I	726	SCCMHA Policy 08.05.04.03- Reviewing a Denial to Access PHI	3/5/2003	UNCHANGED	X	X	X	X	X	X	X
J	729	SCCMHA Policy 08.05.04.04- Extending Time to Respond to Request for Access to PHI	3/5/2003	UNCHANGED	X	X	X	X	X	X	X
		<b>The Right of Individuals to Amend</b>	<b>Heading</b>	<b>(heading only)</b>							
K	732	SCCMHA Policy 08.05.05.01- Accepting Requests for Amendment to PHI	3/5/2003	UNCHANGED	X	X	X	X	X	X	X
L	736	SCCMHA Policy 08.05.05.02- Denying Requests for Amendments to PHI	3/5/2003	UNCHANGED	X	X	X	X	X	X	X
		<b>Scope of Use and Disclosure</b>	<b>Heading</b>	<b>(heading only)</b>							
M	739	SCCMHA Policy 08.05.06.01- Identifying when Routine Health Information Becomes PHI	3/5/2003	UNCHANGED	X	X	X	X	X	X	X
N	741	SCCMHA Policy 08.05.06.02- Creating De-identified Information	3/5/2003	UNCHANGED	X	X	X	X	X	X	X
O	745	SCCMHA Policy 08.05.06.03- Creation and Uses of a Limited Data Set	3/5/2003	UNCHANGED	X	X	X	X	X	X	X
		<b>Minimum Necessary Standard</b>	<b>Heading</b>	<b>(heading only)</b>							
P	748	SCCMHA Policy 08.05.07.01- Disclosing and Requesting only the Minimum Amount Necessary	3/5/2003	UNCHANGED	X	X	X	X	X	X	X
		<b>Authorizations</b>	<b>Heading</b>	<b>(heading only)</b>							
Q	751	SCCMHA Policy 08.05.09.01- Obtaining an Authorization for Use or Disclosure of PHI	3/5/2003	UNCHANGED	X	X	X	X	X	X	X
R	756	SCCMHA Policy 08.05.09.02- Conditioning Services on the Provision of an Authorization to Disclose PHI	3/5/2003	UNCHANGED	X	X	X	X	X	X	X
S	758	SCCMHA Policy 08.05.09.03- Individual Revocation of an Authorization to Disclose PHI	3/5/2003	UNCHANGED	X	X	X	X	X	X	X
T	760	SCCMHA Policy 08.05.09.04- Prohibiting the Use of an Authorization to Disclose PHI	3/5/2003	UNCHANGED	X	X	X	X	X	X	X
U	762	SCCMHA Policy 08.05.09.05- Authorization for the Use or Disclosure of Psychotherapy Notes	3/5/2003	UNCHANGED	X	X	X	X	X	X	X
		<b>Uses and Disclosures that Require an Opportunity to Agree or Object</b>	<b>Heading</b>	<b>(heading only)</b>							
V	766	SCCMHA Policy 08.05.10.01- Using PHI for Involvement in and Notification of the Individual's Care	3/5/2003	UNCHANGED	X	X	X	X	X	X	X





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P	906	SCCMHA Policy 02.02.01 - Recipient Rights	4/21/2006	UNCHANGED	X	X	X	X	X	X	X	X	X
Q	913	SCCMHA Policy 02.02.03- Qualification & Training for Recipient Rights Staff	2/19/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
R	915	SCCMHA Policy 02.02.05- Confidentiality	3/19/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
S	923	SCCMHA Policy 02.02.06- Recipient Rights Person Centered Planning	1/10/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
T	926	SCCMHA Policy 02.02.07- Suitable Services; Treatment Environment and Setting	4/27/2006	UNCHANGED	X	X	X	X	X	X	X	X	X
U	929	SCCMHA Policy 02.02.08- Consent for Treatment	3/19/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
V	933	SCCMHA Policy 02.02.09- Change in Type of Treatment	1/10/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
W	935	SCCMHA Policy 02.02.10- Reporting Unusual or Unexpected Incidents	1/10/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
X	939	SCCMHA Policy 02.02.11- Recipient Abuse and Neglect	2/19/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
Y	944	SCCMHA Policy 02.02.12- Denial of Services	12/16/2002	UNCHANGED	X	X	X	X	X	X	X	X	X
Z	946	SCCMHA Policy 02.02.13- Mediation Process	3/19/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
AA	948	SCCMHA Policy 02.02.14- Restraint and Seclusion	2/19/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
AB	951	SCCMHA Policy 02.02.15- Appeals Process	1/10/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
AC	956	SCCMHA Policy 02.02.16- Medication and the use of Psychotropic Drugs	2/19/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
AD	960	SCCMHA Policy 02.02.17- Sterilization, Abortion and Contraception	2/19/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
AE	962	SCCMHA Policy 02.02.18- Voice Recording, Photography, Fingerprinting, and the use of One-Way Glass	2/19/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
AF	965	SCCMHA Policy 02.02.19- Complaint Process	3/19/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
AG	969	SCCMHA Policy 02.02.20- Treatment by Spiritual Means	3/19/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
AH	972	SCCMHA Policy 02.02.21- Comprehensive Examinations	3/19/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
AI	974	SCCMHA Policy 02.02.22- Entertainment Material, Information, and News	3/19/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
AJ	976	SCCMHA Policy 02.02.23- Communication, Telephone & Visiting Rights	3/19/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
AK	978	SCCMHA Policy 02.02.24- Freedom of Movement	3/19/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
AL	830	SCCMHA Policy 02.02.25- Personal Property & Funds	12/19/2006	REVISED	X	X	X	X	X	X	X	X	X
AM	983	SCCMHA Policy 02.02.26- Recipient Labor	3/19/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
Page		<b>TAB 7 CLAIMS PROCESSING</b>											
A	986	SCCMHA Procedure 09.02.01.01- Claims Submission Procedures	2/7/2007	REVISED	X	X	X	X	X	X	X	X	X
B	989	SCCMHA Procedure 09.02.01.01.10.05- Professional 1500 Uniform Billing Form	4/26/2007	REVISED	X	X	X	X	X	X	X	X	X
C	991	SCCMHA Procedure 09.02.01.01.10.06- Professional 1500 Uniform Billing Instructions	4/26/2007	REVISED	X	X	X	X	X	X	X	X	X
D	996	SCCMHA Procedure 09.02.01.01.10.07- UB04 Uniform Billing Form	5/1/2007	REVISED			X						
E	998	SCCMHA Procedure 09.02.01.01.10.08- UB04 Uniform Billing Instructions	5/1/2007	REVISED			X						
F	1003	PIHP/CMHSP Encounter Reporting, HCPCS and Revenue Codes	4/11/2006	UNCHANGED	X	X	X	X	X	X	X	X	X
G	1018	SCCMHA Policy 05.02.06- Financial Liability for Mental Health Services	6/1/2007	REVISED	X	X	X	X	X	X	X	X	X
H	1022	SCCMHA Procedure 09.02.01.01.14- Provider Registration/ SCCMHA Encompass System Training	4/26/2007	NEW	X	X	X	X	X	X	X	X	X
I	1025	SCCMHA Procedure 09.02.01.01.15- Network Provider Claims Workflow	2/14/2007	NEW	X	X	X	X	X	X	X	X	X
J	1028	SCCMHA Procedure 09.02.01.01.30- Electronic Claims Submission for Providers	3/28/2007	NEW	X	X	X	X	X	X	X	X	X
Page		<b>TAB 8 NETWORK SERVICES</b>											
A	1059	Network Services Procedure 09.04.04.04- Provider Orientation		NEW	X	X	X	X	X	X	X	X	X
B	1063	SCCMHA Policy 05.06.01 - Network Development & Management	6/13/2007	REVISED	X	X	X	X	X	X	X	X	X
C	1070	SCCMHA Policy 05.07.04- Provider Appeals & Dispute Resolution		NEW	X	X	X	X	X	X	X	X	X
D	1076	SCCMHA Policy 05.06.05- Event Verification	6/29/2007	REVISED	X	X	X	X	X	X	X	X	X
E	1084	SCCMHA Policy 01.03.03- Media/Communications Request for Agency Information (Exhibits Excluded)	10/10/2003	UNCHANGED	X	X	X	X	X	X	X	X	X
F	1096	SCCMHA Procedure 09.04.03.01- Network Providers Background Verification & Credentialing Procedure & Plan	1/7/2007	REVISED	X	X	X	X	X	X	X	X	X
G	1106	SCCMHA Procedure 09.04.01.04- Evacuation Difficulty Index Scores	6/19/2006	UNCHANGED	X								
H	1126	SCCMHA Procedure 09.04.01.01- Auditing Procedure	7/3/2007	REVISED	X	X	X	X	X	X	X	X	X
I	1142	SCCMHA Audit Checklist- ACT	6/25/2007	NEW									X
J	1149	SCCMHA Audit Checklist- Children's Case Management/ Outpatient	6/25/2007	REVISED					X				



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K	1157	SCCMHA Audit Checklist- Clubhouse/ PSR	6/25/2007	REVISED							X	
L	1160	SCCMHA Audit Checklist- Community Living Supports, Individual/Respite	6/25/2007	REVISED						X		
M	1164	SCCMHA Audit Checklist- Community Living Supports, Corporate	6/25/2007	REVISED						X		
N	1168	SCCMHA Audit Checklist- Crisis	6/25/2007	REVISED			X					
O	1170	SCCMHA Audit Checklist- Crisis Residential	6/25/2007	REVISED	X							
P	1176	SCCMHA Audit Checklist- Enhanced Health Services	6/25/2007	REVISED		X						
Q	1179	SCCMHA Audit Checklist- General (For ALL Providers)	6/25/2007	REVISED	X	X	X	X	X	X	X	X
R	1183	SCCMHA Audit Checklist- Inpatient	6/25/2007	REVISED		X						
S	1186	SCCMHA Audit Checklist- Licensed Residential	6/25/2007	REVISED	X							
T	1191	SCCMHA Audit Checklist- Licensed Residential Modified	6/25/2007	REVISED	X							
U	1197	SCCMHA Audit Checklist- OBRA	6/25/2007	REVISED								X
V	1203	SCCMHA Audit Checklist- Office of Recipient Rights Inpatient Site Visit	6/25/2007	REVISED			X					
W	1207	SCCMHA Audit Checklist- Office of Recipient Rights Outpatient Site Visit	6/25/2007	NEW				X	X			
X	1209	SCCMHA Audit Checklist- Office of Recipient Rights Site Visit	6/25/2007	REVISED	X	X	X	X	X	X	X	X
Y	1211	SCCMHA Audit Checklist- Prevention Direct Services	6/25/2007	REVISED								X
Z	1216	SCCMHA Audit Checklist- Self Determination	6/25/2007	REVISED								X
AA	1218	SCCMHA Audit Checklist- Skill Building/ Supported Employment	6/25/2007	REVISED							X	
AB	1220	SCCMHA Audit Checklist- Substance Abuse	6/25/2007	REVISED					X			
AC	1225	SCCMHA Audit Checklist-Supports Coordination/ Case Management	6/25/2007	REVISED				X	X			
AD	1232	SCCMHA Policy 05.06.06- SCCMHA Continuing Education Program	8/24/2006	REVISED	X	X	X	X	X	X	X	X
AE	1241	SCCMHA Policy 05.06.06.01- Continuing Education Credits for Social Workers	7/24/2006	UNCHANGED				X	X			
<b>Page BOOKLETS AND BROCHURES</b>												
A	1246	SCCMHA Consumer Guide		UNCHANGED	X	X	X	X	X	X	X	X
B	1262	MDCH Recipient Rights Booklet	Nov. 2004	UNCHANGED	X	X	X	X	X	X	X	X
C	1303	SCCMHA Appeals & Grievances Brochure	1/29/2003	UNCHANGED	X	X	X	X	X	X	X	X

### How to know what documents apply to you:

To see which documents in the SCCMHA Provider Manual apply to you, please reference the right-hand side of the Table of Contents. The right side contains a grid that lists different service types. Once you find your service type, simply follow the column down to see what documents apply to you. The documents that have an "X" in your service type column represents the documents that you are responsible for.

Note: The category called "All Other Providers" includes providers such as Fiscal Intemediaries, Pharmacy, OBRA, Self Determination, Independent Facilitation and Family Advocacy & Training.

If you have any questions, please feel free to contact Pamela Hales at (989) 797-3495. Thank-you!

### Key for Note Column:

**New:** Document is new to the Network Services Provider Manual

**Revised:** The FY2008 document has been revised from the version that was in the fiscal year (fy) 2007 Manual

**Unchanged:** Document is the same in FY2008 as it was in the FY2007 Provider Manual