

All Provider Network Policies, Procedures and Exhibits are available via the KCMHSAS Website
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PROVIDER NETWORK MANAGEMENT - SECTION 2						
02.01	C	Procurement of Mental Health or General Management Services	01/29/16	10/16/18	S Hibbs	February
02.01_01	C	Procurement of Goods and Services 02.01 01A RFP Review Team Attestation 02.01 01B Exceptions to Competitive Procurement 02.01 01C Procurement Service Review Process	02/16/19		S Hibbs	February
02.02	C	Provider Grievances and Appeals (non-clinical) 02.02A Provider Appeal Process (non-clinical) Flow Chart 02.02B Provider Appeal	08/18/17	10/16/18	B Meints	February
02.03	C	Addition of Off Panel Providers	01/01/14	04/25/16	S Hibbs	February
02.04	C	Provider Contract Compliance 02.04A Provider Sanctions, Actions, Communication and Authority 02.04B Form Letter for Sanction Level 1 02.04C Form Letter for Sanction Level 2 02.04D Form Letter for Sanction Level 3 02.04E Plan of Correction 02.04F Memo for Ancillary Service Expectations	05/04/15	04/25/16	S Hibbs	February
02.06	C	Training Requirements 02.06A Training Requirements Chart 02.06B Cultural Diversity Training Requirements 02.06C PCP Training Requirements 02.06D Training Report 02.06E Application for Mandt Waiver 02.06F Trauma Training Requirements	01/17/19		S Hibbs	February
02.07	C	Exclusion from Participation in the KCMHSAS Provider Network 02.07A KCMHSAS Federally Funded Health Care Program Disclosure - Individual 02.07B KCMHSAS Federally Funded Health Care Program Disclosure - Group 02.07C Consent to Obtain KCMHSAS Board Member Information	01/24/19		S Hibbs	February
02.08	C	Provider Network Monitoring 02.08A Provider Monitoring Matrix 02.08B Quality Monitoring Reviews	12/20/17	10/16/18 02/19/19	A Klimp	February

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02.09	C	Credentialing, Re-Credentialing and Criminal History Screening 02.09A How to Request Criminal History Record Checks by Internet 02.09B Background Screening and Disqualifying Convictions 02.09C Credentialing Release - Licensed Staff 02.09D Credentialing Release - Non-Licensed Staff 02.09E SWMBH Independent Practitioner Credentialing Application 02.09F SWMBH Organization Credentialing Application 02.09G Hiring and Supervision Plan for Clinical Staff	10/04/18 10/04/18		S Hibbs	February
02.10	C	Stipends To Persons Served and Family Members 02.10A Committee Membership Application 02.10B Credentialing Release 02.10C Boilerplate Stipend Agreement 02.10D Stipend Voucher 02.10E Stipend Credentialing Denial Letter	12/08/14	10/16/18	S Hibbs	February
02.11	C	Subcontracting	01/01/14	10/16/18	S Hibbs	February
02.12	C	Informal Review of Level of Care Determination in a Specialized Residential Setting	01/29/16	10/16/18	S Hibbs	February
QUALITY IMPROVEMENT - SECTION 3						
03.01	C	Quality Management	01/24/19		S Hibbs	March
03.03	C	Performance Indicators	01/18/19		S Hibbs	March
03.04	C	Stakeholder Input 03.04A Stakeholder Input Methods and Sources 03.04B Peers Individuals Receiving Services and Family Members on Standing Committees 03.04C Committee Membership Application	01/01/14	10/16/18	S Hibbs	March
03.06	C	Incident, Event and Death Reporting 03.06A Incident Report 03.06B MDHHS AFC Licensing Division - Incident Accident Report	04/27/15	10/16/18	S Hibbs	March

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		03.06C Recipient Death Report 03.06D Emergency Use of Physical Intervention Report 03.06E Definitions Related to Incidents and Events 03.06F Root Cause Analysis 03.06G Critical Incident and Sentinel Event Reporting Codes and Descriptions				
CUSTOMER SERVICES - SECTION 6						
06.01	C	Customer Services 31.09C SWMBH Customer Handbook - English 31.09C SWMBH Customer Handbook - Spanish	11/14/16	10/16/18	T Lewis	April
06.02	C	Second Opinion / Grievance & Appeals / Dispute Resolution 06.02A Adverse Benefit Determination - Medicaid (English) 06.02A Adverse Benefit Determination - Medicaid (Spanish) 06.02B Action Notice and Review Rights - NonMA (English) 06.02B Action Notice and Review Rights - NonMA (Spanish)	08/22/18		T Lewis	April
06.02_01	C	Grievance Systems	08/21/18		T Lewis	April
06.02_02	C	Providing Notice of Appeal Right 06.02A Adverse Benefit Determination - Medicaid (English) 06.02A Adverse Benefit Determination - Medicaid (Spanish) 06.02B Action Notice and Review Rights - NonMA (English) 06.02B Action Notice and Review Rights - NonMA (Spanish)	08/21/18		T Lewis	April
06.02_03	C	Customer Second Opinions Regarding Denial of Services	11/08/16	10/16/16	T Lewis	April
06.03	C	Limited English Proficiency 06.03A CyraCom Quick Access Instructions - KCMHSAS 06.03B CyraCom Quick Access Instructions - FCS 06.03C CyraCom Quick Access Instructions - InterAct 06.03D CyraCom Video Interpretation	11/14/16	10/16/18	T Lewis	April

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06.04	C	Accessibility & Accommodations 06.04A ADA Section 504 Complaint 06.04B Accommodation Request	01/01/14	10/16/18	S Hibbs	April
06.07	C	Cultural & Linguistic Competency 06.07A Guidelines to Explore Diversity Issues in a Job Interview 06.07B Culturally and Linguistically Appropriate Services (CLAS) Standards	11/14/16	10/16/18	T Lewis	April
INFORMATION MANAGEMENT - SECTION 7						
07.01	C	Information Security 07.01A Signature Register Electronic Signature Notice 07.01B Employee Update Request 07.01C Portal Login Request 07.01D External SmartCare User Request	03/04/16	02/12/19	E Sovia	April
07.04	C	Records Retention and Disposal 07.04A Retention and Disposal Schedule	01/01/14	02/12/19	K Bouma	April
FINANCIAL MANAGEMENT - SECTION 8						
08.01	C	Overall Fiscal – Generally Accepted Accounting Principles	06/08/16	09/19/18	P Davis	May
08.02	C	Medicaid Monthly Deductible 08.02A Medicaid Deductible Letter to the Person Receiving Services 08.02B Medicaid Spend-Down Report DHS-0114A	06/05/17		P Davis	May
08.08	C	Claims Management	12/20/17	09/19/18	H Garcia	May
08.08_01	C	Claims Overpayment and Refund	08/18/17	09/19/18	H Garcia	May
08.09	C	Financial Liability Determination/Payment Agreement/Ability To Pay (ATP) for Persons Receiving Services 08.09 Definitions 08.09A Instructions for Completion English 08.09A Instructions for Completion Spanish 08.09B Financial Liability Determination ATP – Long English 08.09B Financial Liability Determination ATP – Long Spanish	11/07/18		P Davis	May

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		08.09C Financial Liability Determination ATP - Short English				
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		08.09D Financial Liability Update English				
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		08.09F Invoice				
		08.09G 30 Day Reminder				
		08.09H 60 Day Warning				
		08.09I Fee Waiver Request				
		08.09J Retirement Account Information				
		08.09K ATP Responsibilities Letter	06/11/19			
08.10	C	Endowment Fund	08/23/18			November
		VI.03A - 08.10A Endowment Fund Application	10/23/06			
08.18	C	Fixed Assets	11/07/18		P Davis	May
08.21	C	Paper Claims Submission, Receipt and Processing Controls	12/20/17	09/19/18	H Garcia	May
COMPLIANCE & RISK MANAGEMENT - SECTION 10						
10.01	C	Corporate Compliance	09/15/17	04/01/18	S Hibbs	January
		10.01A Corporate Compliance Program				
10.02	C	Complaint and Investigation Process	02/20/19		S Hibbs	January
		10.02A Compliance Posting				
		10.02B Compliance Violation Reporting				
		10.02C Complaint Investigation				
		10.02D Compliance Investigation Work Plan Steps				
10.03	C	Corporate Compliance Reports to Governance and Management	05/02/17	04/01/18	S Hibbs	January
10.06	C	Reporting to MDHHS Pending Legal Action	04/24/15	04/01/18	S Hibbs	January
10.07	C	Privacy Complaints	04/24/18		A Klimp	January
		10.07A Violations of Confidentiality - Sanctions, Discipline				
		10.07B KCMHSAS Privacy Notice English				
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		10.07C Acknowledgement of Receipt of Notice of Privacy Practices				
10.08	C	Breach Notification	11/19/18		A Klimp	January
		10.08A Breach Notification Risk Assessment Guide and Tool				

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24.01	C	Rights of Recipients	09/11/15	08/18/18	R Bonney	September
24.02	C	Change in Treatment Type	09/11/15	08/18/18	R Bonney	September
24.03	C	Services Suited to Condition_Least Restrictive Setting	09/11/15	08/18/18	R Bonney	September
24.04	C	Informed Consent	08/15/18		R Bonney	September
24.05	C	Confidentiality and Disclosure	08/15/18	08/18/18	R Bonney	September
		24.05A Authorization for the Use Disclosure Exchange of Confidential Protected Information - Single Release English				
		24.05A Authorization for the Use Disclosure Exchange of Confidential Protected Information - Single Release Spanish				
		24.05B MDHHS Consent to Share Behavioral Health Information				
		24.05B MDHHS-5515 MultiParty Release Training				
		24.05C Electronic and Special Communication Informed Consent English				
		24.05C Electronic and Special Communication Informed Consent Spanish				
		24.05D Withdraw of Authorization				
		24.05E Confidentiality Statement - KCMHSAS Committees and Groups				
24.06	C	Dignity and Respect for Recipients	09/11/15	08/18/18	R Bonney	September
24.07	C	Seclusion	09/11/15	08/18/18	R Bonney	September
24.08	C	Restraint	09/11/15	08/18/18	R Bonney	September
24.09	C	Family Planning, Abortion or Sterilization	09/11/15	08/18/18	R Bonney	September
24.10	C	Fingerprinting, Audiotaping, & Photographing Recipients	09/14/12	08/18/18	R Bonney	September
		24.10A Authorization for the Use of Video and-or Audio Recording and Photographic Images				
24.11	C	Freedom of Movement	09/11/15	08/18/18	R Bonney	September
24.12	C	Comprehensive Examinations	09/11/15	08/18/18	R Bonney	September
24.14	C	Prescription Medications	09/11/15	08/18/18	R Bonney	September
24.15	C	Property and Funds	11/07/18	08/18/18	R Bonney	September
24.16	C	Resident Labor	11/07/18	08/18/18	R Bonney	September

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24.18	C	Communication/Mail/Telephone/Visits	09/11/15	08/18/18	R Bonney	September
24.19	C	Treatment by Spiritual Means	11/21/06	08/18/18	R Bonney	September
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25.01	C	Rights Complaint Resolution System 25.01A Recipient Rights Complaint	05/07/19		R Bonney	July
25.01_02	C	ORR Appeals Process	08/15/18		R Bonney	July
25.02	C	Recipient Rights Responsibilities	08/15/18		R Bonney	July
25.02_01	C	Notification of Rights 25.02 01A Notification of Rights 25.02 01B Your Rights When Receiving Mental Health Services in Michigan	09/11/15	08/18/18	R Bonney	July
25.05	C	Abuse and Neglect – Categories of Types and Severity	09/11/15	08/18/18	R Bonney	July
25.06	C	Research 25.06A Consent for Participation in Research 25.06B Research Review Committee Questionnaire	09/11/15	08/18/18	R Bonney	July
RECIPIENT RIGHTS / SUBSTANCE USE DISORDER - SECTION 26						
26.01	C	Recipient Rights of Substance Abuse Consumers	09/11/15	08/18/18	B Meints	July
26.02	C	Confidentiality and Disclosure of Substance Abuse Information 24.05A Authorization for the Use Disclosure Exchange of Confidential Protected Information - Single Release English 24.05A Authorization for the Use Disclosure Exchange of Confidential Protected Information - Single Release Spanish 24.05C Electronic and Special Communication Informed Consent English 24.05C Electronic and Special Communication Informed Consent Spanish 24.05D Withdraw of Authorization 24.05E Confidentiality Statement - KCMHSAS Committees and Groups 26.02E The AOD Confidentiality Rule	01/24/19		B Meints	July

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30.01	C	Utilization Management	10/01/18		K Crawford	January
30.02	C	Access Management System 30.02A Documentation Checklist English 30.02A Documentation Checklist Spanish 30.02B Length of Stay Review 30.02C Inquiry 30.02D Clinical Screening 30.02E Comprehensive Assessment 30.02F Pre-Admission Screening 30.02G Assess and Intake Level-of-Care Functional Assessment Instruments	02/18/19		K Crawford	January
30.02_01	C	Authorization Reviews (Initial/Concurrent Continued Stay)	09/22/17		B Meints	January
30.02_03	C	Screening and Admission or Transfer to Inpatient Hospitalization, Crisis Residential or Partial Hospitalization 30.02 03A Pre-Admission Screening	01/29/16		B Meints	January
30.02_04	C	Psychiatric Consultation	06/23/14	03/09/16	Dr Bedi	January
30.02_06	C	Retrospective Review of Unauthorized Services 30.02 06A Retrospective Review for Unauthorized Services Flowchart 30.02 06B Retrospective Review	01/29/16		B Meints	January
30.02_07	C	Routine Service Pre-Authorization	02/21/18		K Crawford	January
30.02_08	C	Urgent/Emergent and Post Stabilization Care	02/12/19		B Meints	January
30.02_09	C	Involuntary/Court Ordered Admissions 30.02 09A Petition Application for Hospitalization - pcm201 30.02 09B Clinical Certificate - pcm208 30.02 09C Supplemental Petition to Application For Hospitalization and Order for Examination - pcm209 30.02 09D Notification of Non-Compliance and Request for Modified Order - pcm230 30.02 09E Order for Report After Notification and Report - pcm231	03/03/16		B Meints	January
30.04	C	Service Determination Decisions for Specialized Services & Supports 30.04 Definitions	01/17/18		K Lentz	January

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		30.04A Guidelines for Definitions of Substantial Functional Limitation 30.04B Reauthorizations for General Funds 30.04C General Fund Benefit Package MIA 30.04D General Fund Benefit Package SED DDC				
30.05	C	County of Financial Responsibility (COFR) & Letter of Agreement Coordination	03/02/16		S Hibbs	January
30.07	C	Waiting List Management for Mental Health Services Funded Through State General Funds 30.07A Waiting List Reconsideration Decision Letter 30.07B Waiting List Outreach Letter 30.07C Waiting List Letter - Applicant 30.07D Waiting List Letter - Termination	10/07/14	05/03/16	B Meints	January
30.08	C	Veteran Services 30.08A Uniform Mental Health Services Handbook 1160-01	02/20/19		J Konyndyk	January
CLINICAL PRACTICES - SECTION 31						
31.01	C	Clinical Practice Guidelines 31.01A Kalamazoo Wraps System of Care	01/17/18		S Hibbs S Hibbs	June
31.02	C	Health and Safety of Persons Served	01/17/18		K Lentz	June
31.03	C	Decision Making, Power of Attorney and Guardianship 31.03A Planning For Medical Care in the Event of Loss of Decision-Making Ability 31.03B Psychiatric Advance Directives 31.03C Advance Directive Brochure Spanish 31.03C Advance Directive Brochure English 31.03D The Arc Michigan Guide to the Use of Power of Attorney 10-2015 31.03E Social Security Administration Representative Payment Program 31.03F Programmatic Guidance on Powers of Attorney	09/20/17	09/19/18	K Lentz	June
31.03_01	C	Advance Directives for Health Care Decisions/Durable Power of Attorney	08/18/17	09/19/18	K Lentz	June

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31.03_02	C	Guardianship and Alternatives to Guardianship for Adults Served	05/05/17	09/19/18	K Lentz	June
31.03_03	C	Medical Power of Attorney	09/20/17	09/19/18	K Lentz	June
31.04	C	Principles to Promote Respect for Families	08/25/17		P Weighman	June
31.05	C	Supporting Children to live with their families	11/07/18		P Weighman	June
31.07	C	Recovery-Based Services	01/29/16		B Meints	June
31.08	C	Co-Occurring Mental Illness and Substance Abuse Disorders	03/02/16		B Meints	June
31.09	C	Self Determination 31.09A Self-Determination Agreement 31.09B Purchase of Services 31.09C SWMBH Customer Handbook - English 31.09C SWMBH Customer Handbook - Spanish	07/25/16	09/19/18	K Lentz	June
31.09_02	C	Individual Service Budget 31.09 02A Sample Budget 31.09 02B Budget Guidelines	07/25/16	09/19/18	K Lentz	June
31.09_03	C	Employer of Record	07/25/16	09/19/18	K Lentz	June
31.12	C	Behavior Treatment Review Committee 31.12A MDHHS MH and SA Administration Technical Requirement for Behavior Treatment Plan Review Committees 31.12B Behavior Treatment Review Committee Procedures 31.12C Guide to Prevention and Positive Behavior Supports in a Culture of Gentleness 31.12D Behavior Treatment Review Committee Process 31.12E Behavior Treatment Review Committee Presentation Initial Expedited 31.12F Behavior Treatment Review Committee Review Summary 31.12G Case Review Decision Expedited Preview Consultation HSW 31.12H Behavior Treatment Plan Consent 31.12I Behavioral Treatment Data and Graphs 31.12J Preparation Checklist for BTRC	01/01/14	09/19/18	K Lentz	June

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		31.12K Protocol for Urgent Administration of Medication				
		31.12L Approval of Restrictive or Intrusive Interventions				
31.17	C	Trauma Informed Practices 31.17A MDHHS Trauma Policy 31.17B Trauma Screening IPV 31.17C CTAC Trauma Screening Checklist Ages 0-5 31.17D CTAC Trauma Screening Checklist Ages 6-8 31.17E Trauma Screening Checklist Ages 8-16 31.17F Trauma Screening Checklist woSexual Concern Ages 8-16 31.17G Child Sexual Behavior Inventory Ages 2-12 31.17H Trauma Team Guidance and Criteria for Staff Support	05/08/17		J Konyndyk	June
31.18	C	Suicide Prevention and Intervention	03/01/18		J Konyndyk	June
31.19	C	Clinical Supervision 31.19A Clinical Supervision	01/17/18		S Hibbs	June
31.20	C	Follow-Up Contact After Emergency Department / Inpatient Psychiatric Unit Discharge	01/18/19		J Konyndyk	June
INTAKE & ASSESSMENT - SECTION 32						
32.01	C	Intake and Clinical Assessment 32.01A Orientation to Services English 32.01A Orientation to Services Spanish 32.01B LOCUS 32.01C Child and Adolescent Functional Assessment Scale 32.01D Preschool and Early Childhood Functional Assessment Scale 32.01E Devereux Early Childhood Assessment for Infants and Toddlers 32.01F Annual Assessments 32.01G Assessment Updates 32.01H Consent For Treatment English 32.01H Consent For Treatment Spanish 32.01I No Show and Cancellation Policy	01/18/19		K Lentz	July
32.01_01	C	Psychological Assessment	01/23/13	03/02/16	K Lentz	July
32.01_07	C	Child and Adolescent Functional Assessment	11/07/18		P Weighman	July

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32.01 12	C	Nursing Assessment	02/12/19		J Madsen	July
CONSUMER PLANNING - SECTION 33						
33.01	C	Person/Family-Centered Planning Process	01/18/19		S Hibbs	May
		33.01A Person-Centered Planning Practice Guideline				
		33.01B PCP Plan of Service Treatment Service Goal				
		33.01C PCP Periodic Review				
		33.01D Pre-Planning Worksheet English				
		33.01D Pre-Planning Worksheet Spanish				
		33.01E Safety Plan English				
		33.01E Safety Plan Spanish				
		33.01F IPOS Proof of Training				
		33.01G Continuing Services				
TRANSITION, DISCHARGE & FOLLOW-UP - SECTION 34						
34.01	C	Transition and Discharge Planning	01/17/18		B Meints	May
RECORDS OF INDIVIDUAL SERVED - SECTION 36						
36.01	C	Records of Individuals Served	09/08/17	11/19/18	S Hibbs	April
		36.01A Clinical Documentation Forms List				
36.01_01	C	Record Access	05/20/15	11/19/18	S Hibbs	April
36.01_02	C	Record Entries	01/18/19		S Hibbs	April
36.01_03	C	Maintaining Demographics and Diagnosis of Individuals Served	03/07/16	11/19/18	S Hibbs	April
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40.02	C	Coordination with Primary Care Physician	01/17/18	12/16/18	K Lentz	March
		40.02A Coordination of Health Care Sample Letter to PCPs				
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41.01	C	Emergency Mental Health Services	09/22/17		B Meints	March
41.02	C	Psychiatric On-Call	07/23/14	06/12/17	Dr Bedi	March
CHILDREN & ADOLESCENTS - SECTION 42						
42.01	C	Kalamazoo WRAPS System of Care	01/18/19		P Weighman	March
		42.01A Clinical Profile to Assist in Demonstrating Medical Necessity				
		42.01B Child and Family Crisis Safety Plan				
		42.01C Public Domain Screening Tools				
42.01_01	C	Children's Diagnostic and Treatment Services	03/11/17		P Weighman	March

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42.04	C	Residential Placement of Youth 42.04A Indicators of Eligibility for Residential Placement for Youth 42.04B Mental Health Criteria 42.04C Parent Fact Sheet for Residential Placement 42.04D Residential Referral 42.04E Committee Response 42.04F Disposition 42.04G Discharge Planning Worksheet	06/09/17		P Weighman	March
PSYCHIATRIC SERVICES - SECTION 44						
44.01	C	Psychiatric Services	05/21/19		Dr Bedi	November
44.01_01	C	Request for Psychiatric/Medication Consultation 44.01_01A Psychiatric Services Consult	02/07/19 02/07/19		Dr Bedi	November
44.01_02	C	Health Care Education	05/09/12	06/03/19	Dr Bedi	November
44.02	C	Pharmacotherapy	03/08/16		Dr Bedi	November
44.02_01	C	Pharmacotherapy 44.02_01A Medication Consent English 44.02_01A Medication Consent Spanish 44.02_01B Model PA Practice Agreement	03/08/16 03/11/16 03/11/16 06/03/19	06/03/19 06/03/19	Dr Bedi	November
44.02_02	C	Medication Samples/Prescription Assistance 44.02 02A Sample Medication Inventory Log 44.02 02B Pharmaceutical Assistance Program Log	02/07/19	06/03/19 06/03/19	Dr Bedi	November
44.02_03	C	Medication/Psychiatric Review	04/10/14	06/03/19	Dr Bedi	November
44.03	C	Treatment Using Medication for Addictive Illness	02/07/19		Dr Bedi	November
44.05	C	Drug Testing 44.05A Psychiatric Services Medication Agreement	03/25/14 02/07/19	06/03/19	Dr Bedi	November
PREVENTION / DIVERSION - SECTION 45						
45.01	C	Jail and Detention Diversion 45.01A Adult Jail Diversion Policy and Practice Guideline 45.01B Jail Diversion Annual Report	01/29/16		B Meints	September
45.02	C	Prevention Services	01/18/19		P Weighman	September

All Provider Network Policies, Procedures and Exhibits are available via the KCMHSAS Website
<http://kazoocmh.org/Providers/PoliciesandForms.aspx>

KCMHSAS PROVIDER NETWORK Table of Contents

*K = KCMHSAS Staff ONLY

*C = KCMHSAS Staff and Contract Providers

Number	*	Policy / Procedure / Exhibit	Current Version	Reviewed No Change	Lead Person	Scheduled for Review
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47.01	C	Omnibus Reconciliation Act (OBRA) of 1987	01/23/13	03/04/16	B Meints	September
HOUSING & RESIDENTIAL - SECTION 48						
48.01	C	Specialized Residential Services	09/01/18		K Lentz	September
48.03	C	Housing Assistance and Rental Subsidy	11/21/16		D Anderson	September
		48.03A Application for Rental Subsidy				
		48.03B Subsidy Extension				
		48.03C Rental Subsidy Payback				
		48.03D Housing Subsidy Guidelines				