



## PENINSULA RSN

### ADMINISTRATION POLICIES AND PROCEDURES

**Policy Name:** ENROLLEE RIGHTS

**Policy Number:** 2.11

**Reference:** 42 CFR 438.10 and 438.100

**Effective Date:** 8/2003

**Revision Date(s):** 12/2008

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Form: PRSN Client Rights Statement (optional)
- Policy: Corrective Action Plan

#### PURPOSE

Medicaid enrollees shall be notified of their rights under federal and state law and regulation.

#### DEFINITIONS

Enrollee means a Medicaid recipient who is currently enrolled in a pre-paid inpatient health plan (PIHP).

#### PROCEDURE

1. Medicaid enrollees shall receive notification of their rights in accordance with CFR 438.10 that includes the following mechanisms:
  - The Washington Mental Health Division distributes an enrollee booklet annually to all Medicaid recipients that includes client rights
  - The PRSN handbook includes the general information about enrollee rights. The PRSN mails the handbook directly to enrollees at the time of service authorization (admission or continuing services).
  - The PRSN QRT brochure includes information about general enrollee rights

- PRSN contracted providers shall provide a copy of the PRSN standard outpatient client rights to each individual enrolled in services.

This requirement is included in their contract with the PRSN.

- PRSN contracted providers shall provide/ post the PRSN standard outpatient enrollee rights form in various public access areas through the community mental health agency (CMHA) main campus building and outstations.

This requirement is included in their contract with the PRSN.

2. Medicaid enrollees shall be treated with respect and with due consideration of individual dignity and privacy.
3. Medicaid enrollees shall receive information on available treatment options and alternatives, presented in a manner appropriate to the individual's condition and ability to understand.
4. Medicaid enrollees shall participate in decisions regarding their health, including their right to refuse treatment.
5. Medicaid enrollees shall be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as specified in federal regulations on the use of restraints and seclusion.
6. Medicaid enrollees can request and receive a copy of their medical records, and request they be amended or corrected (according to 45 CFR 164.524 and 164.526).
7. Medicaid enrollees have the right to be furnished medically necessary health care services.
8. Medicaid enrollees have the right to exercise their rights and to be free of adverse effects from the PRSN or provider network.
9. The PRSN Ombuds service shall be familiar with client rights and be available to explain rights to Medicaid enrollees.
10. The PRSN and network providers must comply with other federal and state laws, including:
  - Title IV of the Civil Rights Act of 1964
  - The Age Discrimination Act of 1975
  - The Rehabilitation Act of 1973
  - Title II and III of the Americans with Disabilities Act

- and other laws regarding privacy and confidentiality

## **MONITORING**

This policy is mandated by statute.

1. This policy will be monitored through use of PRSN:
  - Annual PRSN Provider and Subcontractor Administrative Review
  - Monthly Provider Chart Reviews
  - Exhibit N Reports and Grievance Tracking
  - Biennial Provider Quality Review Team Review
  - Biennial Provider Ancillary Surveys
  - Quality Management Plan activities, such as review targeted issues for trends and recommendations
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy.