

RECIPIENT RIGHTS

If PROVIDER provides services to individuals with a Substance Use Disorder, the PROVIDER agrees:

- A. To strictly comply with all Recipient Rights provisions of the Administrative Rules for Substance Abuse Service Programs in Michigan (Public Act 368, 1978 as amended), incorporated into this agreement by reference.
- B. To comply with the procedures established by the Administrative Rules for Substance Abuse Recipient Rights Policy Manual for protecting recipient rights, including the appointment of a program Recipient Rights Advisor who shall be trained by the Regional Rights Consultant.
- C. To maintain a Recipient Rights Complaint log that is available for review by the Regional Rights Consultant. The log should include complaints received, allegation(s) involved, type of follow-up, and action recommended/taken.
- D. To ensure that Recipient Rights Complaint forms are readily available to recipients in an easily accessible and conspicuous location.
- E. To post copies of the following Recipient Rights Posters in a conspicuous place: a) the "It's Good to Know About Your Rights" poster indicating the Program Rights Advisor's name and telephone number, and the Regional Rights Consultant's name and telephone number; b) the "Rights of Recipients of Substance Abuse Services" poster.
- F. To implement appropriate remedial action for substantiated allegations of rights violations.
- G. To monitor the safety and welfare of recipients while they are under its service supervision pursuant to this Contract. If the health or safety of any recipient for which services are being delivered is in jeopardy, Provider shall cooperate in the immediate transfer of the recipient(s) to another service provider.
- H. That each staff member of its program shall review recipient rights policies and procedures annually and shall sign a form indicating they understand and agree to abide by the policies and procedures, with a signed copy kept in the staff's personnel file and a signed copy given to the staff.
- I. To strictly comply with CMHSP mechanisms for recipients/applicants to pursue resolution of complaints regarding services and supports managed and/or delivered by CMHSP. Specifics of these mechanisms (Rights complaints, Medicaid appeals, grievances, MDHHS Fair Hearings) are set forth in the CMHSP/Recipient Grievances and Appeals policy, which is available in the provider manual and is incorporated by reference into the contract.
- J. That no recipient shall be made the subject of any physiological or psychological research unless such individual explicitly agrees in writing to become a subject of such research. Research supported by State funding is subject to review and approval by MDHHS/MHSAS Human Subjects Committee. Principal investigators involved in research and evaluation efforts must be identified and approved by the CMHSP. Notification regarding proposed changes in principal investigators or other key research and evaluation staff shall be given to the CMHSP at least thirty (30) days prior to the change.
- K. All SUD staff shall take the online Recipient Rights training recommended by the State of Michigan SUD Rights Department.

ATTACHMENT E-2

CMHSP reserves the right to terminate this contract for failure to comply with recipient rights policies and/or remedial actions if recipient abuse and/or neglect is substantiated, and to remove any recipient placed pursuant to this Contract whom CMHSP deems is in immediate danger at Provider's site.