Customer Service Policy

# For Medication-Assisted Treatment (MAT)/Opioid Treatment Program (OTP)

Effective Date: [Insert Date]

Policy Owner: Chief Operating Officer (COO)

Applies To: All Staff, Contractors, and Volunteers

Review Cycle: Annual

## 1. Purpose

To ensure that all individuals served through our MAT/OTP program receive respectful, responsive, and equitable treatment in accordance with the standards established by the Detroit Wayne Integrated Health Network (DWIHN) and federal/state regulations.

## 2. Scope

This policy applies to all customer service interactions, including but not limited to inquiries, grievances, appeals, requests for assistance, and orientation of clients to available services.

## 3. Designated Customer Service Unit

The agency maintains a designated Customer Services unit with at least one Full-Time Equivalent (FTE) staff responsible for carrying out all customer service functions.
This unit will be responsible for responding to all client inquiries and facilitating access to member materials, support services, and grievance/appeal processes. Customer Service staff provide requested organizational and service-related information to individuals in a timely and respectful manner.

## 4. Hours of Operation & Access

Customer Service staff are available Monday–Friday, 8:00 AM to 5:00 PM, excluding holidays.
A toll-free telephone line is available, with live voice support during operating hours.
Alternative telephonic methods (e.g., TTY, relay services) are also available.
Inquiries left after hours will be returned within one business day.

## 5. Member Orientation & Information

Upon admission, clients are provided a Member Orientation, including a review of:
- DWIHN Member Handbook
- Grievance and Appeals rights
- Emergency contact and after-hours service procedures
- Advance Directives
- Member Rights and Responsibilities
- Estimated Cost of Services

Orientation is documented with a signed checklist and maintained in the member record.

## 6. Language Access & Accessibility

All customer service materials and communications will be available in prevalent non-English languages.
Auxiliary aids (e.g., large print, interpreters, TTY) are available at no cost upon request.
All materials are written at a 6.9 grade reading level and use 12-point font or larger.

## 7. Grievance and Appeals Assistance

Customer Service staff will provide direct assistance to clients wishing to file a grievance or appeal.
Grievances can be submitted orally or in writing, at any time, by the member or an authorized representative.
All grievances will be acknowledged within 5 calendar days, and resolved within 90 calendar days, unless an extension is requested.

## 8. State Fair Hearing & Continuation of Benefits

Clients have the right to request a State Fair Hearing if dissatisfied with an appeal outcome.
In certain cases, clients may request the continuation of services during the appeal process, as specified in federal guidelines.

## 9. Staff Training & Competency Customer Service staff receive training on the Balanced Budget Act of 1997 as it relates to managed care beneficiary rights and protections, including notice requirements, grievance and appeal processes, and access standards.

Customer Service staff are trained annually and within 30 days of hire on the following:
- MAT/OTP services and populations served (SUD, SMI, co-occurring disorders)
- Member rights, advance directives, and grievance/appeals processes
- Cultural competency, limited English proficiency, and the Public Health Code
- Referral processes to other health and community services
- Recovery and resiliency principles, person-centered planning, and self-determination

## 10. Documentation & Reporting

All Customer Service interactions, grievances, and appeals will be documented and retained for 10 years in compliance with federal and DWIHN requirements.
A monthly Customer Service Activity Report will be submitted to DWIHN, documenting interactions, resolutions, and trends.

## 11. ADA Compliance

The agency ensures that facilities and services are accessible to individuals with disabilities.
Site accommodations are documented and reviewed regularly.

## 12. Continuous Quality Improvement

Customer Service data will be reviewed as part of the agency’s Quality Assurance and Performance Improvement (QAPI) program.
Feedback from grievances, appeals, and member satisfaction surveys will be used to improve services.

## Approval

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name/Title: Chief Operating Officer

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_