

**CENTRA WELLNESS NETWORK
POLICY 03.00 ENROLLEE RIGHTS**

I. PURPOSE STATEMENT:

Centra Wellness Network's (CWN) Governing Body establishes and evaluates policies and related procedures as required by statutory and contractual obligations.

CWN reserves the right in its sole discretion to adopt and implement policies and procedures that ensure a safe, functional and professional workplace that operates with integrity using person-centered focus and planning, trauma informed practices and respect of others, cultural sensitivity and transparency in communication and practice. Organizationally and in practice, CWN is responsive to the needs of clients, community and staff.

Any statements and procedures are subject to review and/or unilateral change, modification, suspension or cancelation in whole or in part of any published/unpublished policies or procedures without notice and without having to give cause, justification, or consideration to any employee. Recognition of these rights and prerogatives of CWN is a term and condition of and maintaining employment.

Policies and Procedures are approved by the Board and/or upon recommendation by the Executive Director or his/her designee.

II. APPLICATION:

Agency Wide, including employees, affiliated providers and interpreters.

III. DEFINITIONS:

N/A

IV. POLICY STATEMENT:

The Centra Wellness Network (CWN) Governing Board shall establish policies with related procedures to ensure clients are offered the rights afforded them pursuant to obligations under the Mental Health Code, Administrative Rules, contractual obligations with the Michigan Department of Health and Human Services (MDHHS), and the Inter-local agreement with Manistee and Benzie Counties, any other state and federal regulations, and pertinent accreditation criteria. CWN will ensure that all client rights are honored, including but not limited to: the right to information about and access to covered services, assistive supports, advance directives, customer services, confidentiality of personal health information, ability to appeal service decisions, register and receive a response to complaints and have rights violations investigated.

V. PROCEDURES:

N/A

VI. EXHIBITS:

N/A

VII. REFERENCES:

Authority and Related Directives Trace	
Federal	42§ CFR 438.100, 438.102, 438.104, 438.104 , 438.106, 438.108, 438.114, and 438.116; Protecting Access to Medicare Act PL 113-93 Section 223
State	P.A. Act 258 of the Public Acts of 1974 as amended, Michigan Mental Health Code, Section 7
State Directives	Mental Health Code Administrative Rules Part 7
NMRE	Administrative Manual, Chapter 7 – Member Services
County	Inter-local Agreement Section III and IX
CARF	2022 CARF Behavioral Health Standards
Other	