

	Policy Title: <b>Posting of Enrollee Rights</b>	
	Signature:  Signature on file	Revised:
	Christine Barada, Director Community Services, Housing and Community Development	Reviewed: 01-16-07
	Signature Date: January 26, 2007	Signing by authority of Res. No. 2007-0038

### References

42 CFR 438.100(b)

### Scope

SCRSN/PIHP and its contract providers.

### Policy

Spokane RSN/PIHP shall require all contract providers to post the enrollee rights in public places in all of the current prevalent languages called out by DSHS (which are Cambodian, Chinese, English, Korean, Laotian, Russian, Spanish and Vietnamese).

SCRSN/PIHP and their providers shall comply with any applicable Federal and State Laws that pertain to enrollee rights.

### Procedures/Mechanisms

The contract manager shall ensure that the following language (or similar language) is included in all subcontracts:

“The contract shall post the enrollee rights in public places in all prevalent languages as defined by DSHS.”

Enrollee rights shall be provided in alternative format for enrollees who are blind, and shall be translated in all prevalent languages.

A written statement of enrollee rights shall be posted in the public areas of provider sites, with a copy provided to enrollees at intake.

SCRSN/PIHP shall use contract monitoring, the authorization process, concurrent and retrospective case reviews and QRT surveys of enrollees and allied providers to assess providers' compliance with expectations regarding enrollee rights and provision of required information. Problems requiring corrective action shall be documented and sent to the provider, and may be discussed in Quality Management Committee and may be sent to the SCRSN/PIHP Advisory Board.

Contract monitoring shall review the status of any problems from the previous year's monitoring. It shall note postings of enrollee rights, postings of the grievance policy, and postings or other communications regarding clinical staff leaving the agency. It also shall include review of the provider's privacy procedures and documents and use of oral and ASL interpreters.

SCRSN/PIHP shall coordinate development of written communications in alternative languages with its providers.

The SCRSN/PIHP Quality Management Committee shall review documentation compiled by the SCRSN/PIHP Ombuds regarding enrollee rights complaints and grievances and the status of any resolution. It also shall review findings from QRT surveys and State surveys relevant to enrollee rights. This information may be shared with the SCRSN/PIHP Advisory Board.