

Uniformity in Service Delivery

Policy #	Policy Recommendations	Required Change/ Recommended Action	Due Date	FY18 Progress Report	Progress Clarification
12.1	<p>MDHHS should ensure that individuals have <u>on-demand access</u> to urgent and emergent medical, behavioral and substance use disorder services, supports and/or treatment no matter where they live in the state.</p> <p>Also listed under SUD</p>	<p>1) MDHHS is currently involved in a process to establish time and distance standards to implement consistently.</p> <p>a) Time and distance standards outlined in the FY2018 MHP Contracts.</p> <p>b) Time, distance and/or other access related standards for specific behavioral health services are currently in the process of being established and will subsequently be added to PIHP contractual requirements.</p>	10.1.2018	Complete	Network adequacy standards were drafted with system input and to assure compliance with federal standards. Policy changes will be included as an amendment to the FY19 PIHP contract.
12.2	<p>MDHHS should <u>ensure that individuals have reasonable, timely, and geographically uniform access</u> to medical, behavioral and substance use disorder services, supports and/or treatment no matter where they live in the state.</p> <p>Similar item listed under Children, Youth and Families</p>	<p>2) As necessary, MDHHS will develop a planned approach to improving policy and contract requirements (including specific tasks, assigned responsibility and timeline for completion).</p> <p>a) Ongoing monitoring of time and distance standards as part of Compliance Review process.</p> <p>b) MDHHS will be implementing a revised site review and compliance monitoring strategy for post 1115 Pathways to Integration Waiver approval by CMS.</p>	TBD (pending CMS waiver approval)	Partially Complete	Approved network adequacy standards will be included as an amendment to the FY19 PIHP contract and included in subsequent site review protocols.
12.3	<p>MDHHS should <u>align all healthcare services and supports</u> (broadly defined to include medical, behavioral, and substance use disorders):</p> <ul style="list-style-type: none"> • Remove barriers to on-demand access. • Ensure benefits to which individuals and families are entitled are available within the time and distance standards established by MDHHS. <p>Also listed under SUD</p>	<p>3) MDHHS will continue current efforts through the current workgroups and in a way that engages advocates.</p>	Continued practice	Partially Complete	Engagement of advocates is an ongoing activity.

