

MIHP Protocol Specifications: Cycle 8

Section 1 – Personnel & Training				
1.1	Agency Communication	Protocol describes the process for sharing email communication with all staff, including: <ul style="list-style-type: none"> • Weekly updates • Regional coordinator meeting program updates and content • MIHP alerts • MDHHS MIHP correspondence • Great Start Collaborative correspondence 	MIHP Operations Guide: Section 3	8
Section 2 – Facility, Technology & PHI				
2.1	PHI During Travel	Protocol describes how provider will ensure staff carry the minimum identifiable information necessary when in the field and how information will be carried confidentially, using at least a double-locking system.	Medicaid Provider Manual: Section 5.3 MIHP Companion Guide: Protected Health Security Requirements	12
2.2	Email Encryption	Protocol describes how staff communicate PHI electronically in compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).	HIPAA of 1996	12
2.3	Closed Records	Protocol describes the security of records after a beneficiary is discharged, including: <ul style="list-style-type: none"> • Length of time records are maintained (minimum, 7 years) • Where closed records are maintained • The method used to secure records under triple-lock • How records are securely destroyed 	Medicaid Provider Manual (General Information for Providers): Section 15	12
Section 3 – Quality Assurance				
3.1	Grievances	Protocol describes the provider's internal process for addressing beneficiary grievances.	Medicaid Provider Manual: Section 5.3 MIHP Operations Guide: Section 9	17
3.2	Chart / Billing Audits	Protocol describes internal quality assurance activities, detailing at least: <ul style="list-style-type: none"> • Frequency of reviews (quarterly, at minimum) 	MIHP Operations Guide: Section 5	49

NOTE: Cycle 7 protocol references are listed in the last column. Some previously required elements have been removed from these indicators. Details not previously specified have been highlighted.

MIHP Protocol Specifications: Cycle 8

		<ul style="list-style-type: none"> • Staff role responsible for reviews • Number of charts to be reviewed • Tool used to document audits and where tool is located once complete 		
Section 4 – Contracts & Community Engagement				
4.1	Services from Supplementary Disciplines	<p>Protocol identifies provider and describes how arrangement for services are made when provider does not have the following disciplines on staff that meets MIHP requirements:</p> <ul style="list-style-type: none"> • Registered Dietician • Infant Mental Health Specialist • International Board Certified Lactation Consultant (IBCLC®) 	<p>Medicaid Provider Manual: Section 1.1</p> <p>MIHP Operations Guide: Section 12</p>	9
4.2	Early On Services	<p>Protocol describes <i>Early On</i> referral procedure.</p>	<p>MIHP Operations Guide: Section 12</p>	40
4.3	Child Protective Services Referrals	<p>Protocol complies with the reporting requirements mandated by the Michigan Child Protection Law (Act No. 238, Public Acts of 1975).</p> <p>Protocol details coordination with CPS and specifies how the provider will:</p> <ul style="list-style-type: none"> • Make referrals • Initiate follow-up contact • Participate in CPS multidisciplinary team meetings involving infant beneficiaries 	<p>Medicaid Provider Manual: Section 2.16</p> <p>Medicaid Provider Manual: Section 5.3</p>	27
4.4	Back-Up Staffing	<p>Protocol describes back-up staffing arrangements for required disciplines.</p>	<p>MIHP Operations Guide: Section 3</p>	9
4.5	Interpretation Services	<p>Protocol describes how provider assures that Limited English Proficient persons, deaf and hard of hearing persons, and blind and visually impaired persons are accommodated to participate in the program. This must include at least one of the following:</p> <ul style="list-style-type: none"> • Provider staff with the skills to meet beneficiary needs • Verbal or written agreement with an identified community organization to provide interpreter services or otherwise assist the provider • Assistive technology devices for interpretation • Verbal or written agreement with another MIHP provider for the purpose of transferring beneficiaries 	<p>Medicaid Provider Manual: Section 5.3</p> <p>MIHP Operations Guide: Section 6</p>	14

NOTE: Cycle 7 protocol references are listed in the last column. Some previously required elements have been removed from these indicators. Details not previously specified have been highlighted.

MIHP Protocol Specifications: Cycle 8

		<ul style="list-style-type: none"> Note: Use of family or friends over the age of 18 may be used when requested by the beneficiary – this cannot be a provider’s sole interpretation services plan <p>Protocol references the federal Limited English Proficiency (LEP) mandate (Executive Order 13166, August 11, 2000)</p>		
Section 5 – Outreach & Enrollment				
5.1	Outreach	<p>Protocol describes an outreach plan that includes the following:</p> <ul style="list-style-type: none"> Frequency of outreach activities Groups/agencies selected for outreach 	<p>Medicaid Provider Manual: Section 5.1</p> <p>MIHP Operations Guide: Section 6</p>	13
5.2	Schedule Accommodation	<p>Protocol describes how provider schedules home visits to accommodate the beneficiary’s schedule, or that beneficiaries will be referred to another MIHP when provider cannot accommodate their schedule.</p>	<p>Medicaid Provider Manual: Section 5.3</p> <p>MIHP Operations Guide: Section 12</p>	10
5.3	Beneficiary Transfers	<p>Protocol describes the following for transferring beneficiaries to and from another MIHP provider:</p> <ul style="list-style-type: none"> Method and position responsible for sending a signed <i>Consent to Transfer MIHP Record to a Different Provider</i> form Method and position responsible for sending records that include use of MIHP fax cover sheet, if applicable 	<p>Medicaid Provider Manual: Section 1.4.C</p> <p>Medicaid Provider Manual: Section 2.14</p> <p>MIHP Operations Guide: Section 17</p>	55
Section 6 – Professional Visits & Communication				
Section 7 – Claims				

NOTE: Cycle 7 protocol references are listed in the last column. Some previously required elements have been removed from these indicators. Details not previously specified have been highlighted.

MIHP Protocol Specifications: Cycle 8

Protocol no longer submitted (Cycle 7 Protocol references):

- 22: Entering *Risk Identifiers* into MIHP Database
- 26: Referral Resources
- 32: Communications with Medical Care Providers
- 33: Communications with Medicaid Health Plans
- 34: Informing Medicaid Health Plans of MIHP Enrollment
- 43: Plan of Care, Part 1
- 48: Case Manager Chart Reviews

NOTE: Cycle 7 protocol references are listed in the last column. Some previously required elements have been removed from these indicators. Details not previously specified have been highlighted.