

NORTHCARE NETWORK

POLICY TITLE: Accessibility & Accommodation Policy	CATEGORY: Customer Services/Recipient Rights	
EFFECTIVE DATE: 6/26/02	BOARD APPROVAL DATE: 2/6/13	
REVIEWED DATE: 9/19/25	REVISION(S) TO POLICY STATEMENT: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	OTHER REVISION(S): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
RESPONSIBLE PARTY: Customer Service Specialist	CEO APPROVAL DATE: 11/5/24 Megan Rooney, CEO	

APPLIES TO

NorthCare Network Personnel
Network Providers

POLICY

It is the policy of NorthCare Network and all Network Providers to recognize the diversity in the population of its service area including, **but not limited to** race, color, national origin, religion, gender, sexual orientation, disability, and age. Staff must be sensitive to and appreciate how important accommodation is to effective service delivery. Creating an atmosphere of welcoming, openness, and equal opportunity requires a physical environment designed to eliminate potential barriers; ongoing staff training regarding the assessment of the need for accommodation; and the actual implementation of necessary modifications. NorthCare Network requires each Network Provider to have policies, procedures and practices that promote equal accessibility for all consumers and ongoing staff training in these areas:

- Access and accommodation of persons with limited English proficiency.
- Sensitivity and accommodation of diverse ethnic and cultural backgrounds (e.g., Native Americans).
- Accommodation for those with visual impairments or mobility challenges.
- Accommodation for individuals with communication impairments (including people who do not use verbal language to communicate or who use alternative forms of communication (e.g., TTY).
- Staff education on the importance of everyone's diverse needs and the necessity to utilize person-centered thinking to create individual plans of service and actions to meet those needs. This training will recognize the disabilities affecting members may not be visible to the naked eye and may require accommodation in areas such as recognizing the effects of medications, adjusting meeting schedules and the length of meetings.
- A commitment to remove any barrier that may not be currently addressed. This may be accomplished by a variety of means: e.g., focus groups, consumer complaints, consumer surveys.

NorthCare Network will monitor the Network Provider's compliance with these requirements during site reviews and reviews done by the Quality Management and Oversight Committee.

NorthCare Network staff will review this policy annually. NorthCare Network is responsible for following the procedures outlined below as they pertain to the Prepaid Inpatient Health Plan (PIHP).

PURPOSE

NorthCare Network will ensure that all services provided by its Network Providers are accessible for all Medicaid Specialty and Supports and Healthy Michigan consumers in the Upper Peninsula. The Americans with Disabilities Act will be the standard used to assure that individuals with disabilities have an equal opportunity to benefit from all the services offered by the Network Provider. Programs and services shall be optimally accessible to persons served by the removal of barriers to services including architectural, attitudinal, employment, language, and/or other identified barriers.

DEFINITIONS

1. ***Discrimination***: Illegal treatment either intentional or unintentional of a person or group based **but not limited to** race, color, national origin, religion, gender, sexual orientation, disability, and age. This includes the failure to remedy the effects of past discrimination.
2. ***Limited English Proficiency***: A person who does not use English as their choice of oral or written method of communication and who have limited ability to read, write, speak, or understand English, are eligible to receive language assistance for a particular type of service, benefit, or encounter.
3. ***Qualified Translator/Interpreter***: A person who has been assessed and certified by a recognized body to provide an accurate interpretation from English to the oral or written language of the recipient. The interpreter must be familiar with the terminology to be used and be committed to confidentiality.
4. ***Telephone Interpretation Service***: Interpreters who provide interpretation services over the telephone.
5. ***Vital Documents***: Consent forms, NorthCare Network Customer Handbook, person centered plans, grievance, and appeals process, and any “forward facing” document to be provided to persons served and/or their families.

REFERENCES

- Americans with Disabilities Act
- NorthCare Network QAPIP Plan
- NorthCare Network Access Policy

HISTORY

REVISION DATE: 1/30/13, 1/7/15, 9/6/16, 12/1/17, 10/23/18, 7/16/19, 6/10/21, 4/19/22, 12/21/23, 10/30/24, 9/19/25

REVIEW DATE: 1/13/11, 1/30/13, 11/27/13, 8/27/14, 2/3/15, 11/24/15, 9/6/16, 7/25/17, 12/1/17, 10/23/18, 7/16/19, 7/28/20, 6/10/21, 4/19/22, 2/21/23, 12/21/23, 10/30/24, 9/19/25

CEO APPROVAL: 1/30/13, 11/27/13, 8/27/14, 2/3/15, 12/1/15, 10/4/16, 8/1/17, 1/8/18, 9/16/19, 8/4/20, 7/12/21, 5/3/22, 3/7/23, 1/4/24, 11/5/24, 10/22/25

BOARD APPROVAL: 8/27/03, 11/2/05, 5/3/06, 2/6/13, 11/6/18

PROCEDURES

A. Accessibility

NorthCare Network will monitor the Network Providers in the following areas:

1. The Provider must demonstrate the ability to identify and respond to a variety of diverse needs for language accommodation. These may include making accommodations for an individual with a hearing or speech loss; an individual with English as a second language or an individual with limited English proficiency. The agency must have adequate technology and the ability to provide the audio and written formats to respond to a consumer's needs. The Network Provider will have procedures in place to obtain any necessary resources to respond to a specific need. Choices regarding services and providers must be available in understandable and varied formats.
2. NorthCare Network complies with all applicable Federal civil rights laws and does not discriminate on the basis of **but not limited to** race, color, national origin, religion, gender, sexual orientation, disability, and age. NorthCare will ensure that the Notice of Non-Discrimination and Accessibility Requirements and the multi-language taglines are provided to individuals annually and included with any vital document. The Notice of Non-Discrimination and Accessibility will be provided to individuals in all the following ways:
 - a. At the initial time of intake and annually thereafter.
 - b. Any time they request a copy of the NorthCare Customer Handbook.
 - c. Any time a notice is generated and sent from the Electronic Medical Record (ELMER).
 - d. It is located on the NorthCare website: www.northcarenetwork.org.
 - e. It is included with any vital document.

B. Accommodations

1. Each Network Provider will have an accommodation policy. NorthCare Network will monitor the Accommodation policy during site reviews. The policy will be reviewed annually to evaluate the success of:
 - a. The identification and enumeration of barriers in the areas of employment, consumer, and staff education, architecture, transportation, timeliness of services and accommodations.
 - b. Devising strategies to address identified barriers including timelines and assigned staff.
 - c. The implementation of these strategies and evaluation of their success.
 - d. A community education plan to inform the public of our priority populations and steps taken to reduce stigma.
 - e. An ongoing process to review consumer complaints and their resolution.
2. Limited English Proficiency
 - a. NorthCare Network and all providers will ensure that all vital documents are available in any format necessary for populations that

- comprise more than 1% of the general population in the region.
(Currently, that does not require any documents to be translated.)
- b. NorthCare Network and Network Providers will have all vital documents translated into languages that are requested by consumers.
 - c. NorthCare Network and Network Providers will ensure that an accommodation is provided to assist with understanding materials for individuals with special needs such as cognitive or physical impairments. Customer Services will provide individuals or their families' information on how to request an accommodation.
 - d. Annual limited English proficiency training will occur at NorthCare Network and all Network Providers for all staff.
 - e. NorthCare Network will have available audio-versions of the NorthCare Network Customer Handbook available on the NorthCare website at: www.northcarenetwork.org.
 - f. NorthCare Network and all Network Providers will have procedures in place to provide translation and interpretation services to any individual seeking services who requests such. These procedures will at a minimum include the following:
 - i. Maintained list of internal staff that may be available to interpret and the certification they have (to do so).
 - ii. Telephone interpretation services for individuals for emergency and intake processes (via Language Line Services.)
 - iii. Sign Language interpretation services for individuals who request the service.
 - iv. An identified agency to provide qualified translation services for consumers during services.
 - v. It is the policy of NorthCare Network that staff will communicate with a beneficiary that the use of a family member and/or friend as a language interpreter is not recommended and is strongly discouraged except in emergency situations.
 - vi. If an individual chooses to utilize a family member and/or friend as a language interpreter, staff will document the choice in the EMR.
 - g. Translation and interpretation services will be provided at no cost to the consumer.
 - h. Monitoring of Network Providers for adherence to these standards will occur during the Annual NorthCare Network Site Reviews.