



COMMUNITY AND HEALTH SYSTEMS

Completed by Regional Entity Rights Consultant:

Program Name
License Number
Date Complainant filed Appeal (BCHS-SUD-210)

Substance Use Disorder Programs REGIONAL ENTITY RIGHTS CONSULTANT INVESTIGATION REPORT

1. Findings: The allegations in the associated BCHS-SUD-200 complaint form and appeal in the BCHS-SUD-210 form have been investigated and the findings:

- Support the allegations, Do not support the allegations, Support the allegations in part, Are inconclusive

1a. Did the SUD program indicate remedial action was required on form BCHS-SUD-200, and if so, did the program implement the required action(s) and by the date(s) indicated?

2. Summary of Investigation by Regional Entity Rights Consultant:

3. Correction Action: Remedial (Corrective) action is not required / Remedial (Corrective) action required

If required, remedial action to be taken by the program and time limits to be implemented:

Submitted by: Regional Entity Rights Consultant Signature Date

4. Complainant Notification: I certify that I have provided a copy of this BCHS-SUD-215 form to the complainant and to the program within 5 working days of completion of the investigation.

Regional Entity Rights Consultant Signature Date Provided

An appeal must be received by: (Date)

Copies Provided: The Regional Entity Rights Consultant must send a copy of this BCHS-SUD-215 to the Complainant and to the Department Date Provided:

INSTRUCTIONS FOR THE COMPLAINANT

This BCHS-SUD-215 form shall contain the official response from the Regional Entity Rights Consultant addressing your appeal. You should receive a copy of this BCHS-SUD-215 report from the Regional Entity Rights Consultant no later than **30 working days** after the Regional Entity Rights Consultant received the BCHS-SUD-210 form. Once you have received this official BCHS-SUD-215 response, you will have **15 working days** to decide to accept the findings and/or action plan or to file an appeal with the Department. The findings are final after 15 days if no appeal is filed.

To file an appeal, complete form BCHS-SUD-220 that can be located at https://www.michigan.gov/lara/0,4601,7-154-89334_63294-540270--,00.html or you may request one from bchs-statelicensing@michigan.gov.

INSTRUCTIONS FOR REGIONAL ENTITY RIGHTS CONSULTANT

- An appeal received by the Regional Entity Rights Consultant must be reviewed within 10 working days of receipt of the BCHS-SUD-210 recipient rights appeals form.
- The Regional Entity Rights Consultant may hold an informal conference involving the complainant and the program director to determine the bases of the complaint and the position of the program
- If the Regional Entity Rights Consultant determines that the findings, conclusions, and recommended remedial action or implementation of recommended remedial action by the program resolves the problem that caused the complaint, this determination, including the rationale for the determination, shall be submitted in a written report to the complainant, the program, and the department within 15 working days of receipt of the appeal.
- If the Regional Entity Rights Consultant determines that the findings, conclusions, and recommended remedial action or implementation of recommended remedial action by the program does not appear to resolve the problem that caused the complaint, or that the issues cannot be satisfactorily resolved at an informal conference, then the Regional Entity Rights Consultant shall initiate an investigation of the case within 15 working days of receipt of the appeal.
- The BCHS-SUD-215 form shall be completed by the Regional Entity Rights Consultant within 25 working days of receipt of the appeal at the regional entity. Within 5 working days of completing the investigation, provide copies of pages 1 and 2 of this form to the complainant and page 1 of this form to the Program Rights Advisor and the Department.

The Department of Licensing and Regulatory Affairs will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, marital status, disability, or political beliefs. If you need assistance with reading, writing, hearing, etc., under the Americans with Disabilities Act, you may make your needs known to this agency.