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Owner:	<i>Michele Vasconcellos: Director, Customer Service</i>
Policy Area:	<i>Customer Service</i>
References:	<i>NCQA UM3</i>

Communication Using the Teletype Device, & Michigan Relay Service or Other Communication Devices

POLICY

It is the policy of the DWMHA that individuals who are deaf, hearing impaired or others with communication needs shall have access to the DWMHA using the Michigan Relay Service, Video Remote Interpreting (VRI) or teletype devices (TTY), and other communication devices.

PURPOSE

This policy ensures that procedures are in place to accommodate individuals who have communication limitations, or impairments and the use of auxiliary aids, services, alternative formats, and other reasonable accommodations.

APPLICATION

This policy applies to the DWMHA Staff, contractual staff, direct contractors and subcontractors, and the Access Center. This policy pertains to those served including adults and children with I/DD, SMI/SEI, SED and/or SUD diagnoses.

KEY WORDS

1. Augmentative Communication
2. Contractor
3. Deaf
4. Michigan Relay Service
5. Video Remote Interpreting (VRI) Device
6. Telephone Deaf Device (TTY)

STANDARDS

1. Contractors shall develop policies and procedures which ensures all services, programs, or activities shall be accessible and usable to individuals with hearing impairments.

2. DWMHA shall take appropriate steps to ensure communication with individuals with disabilities is as effective as communication with others in health programs and activities. Auxiliary aids and services for individuals with disabilities may include:
 - a. Qualified interpreters on-site or through video remote interpreting
 - b. Note takers
 - c. Open and closed captioning
 - d. Written materials
 - e. Computer-aided transcription services
 - f. Telecommunications devices for deaf persons (voice, text, and video-based telecommunications products and systems), text telephones (TTYs), Video Remote Interpreting (VRI) Device or equally effective telecommunications devices
 - g. Qualified readers, taped texts or audio recordings
 - h. Screen reader software, large print, braille materials or other effective methods of making visually delivered materials available to individuals who are blind or have low vision
 - i. Physical accessibility of newly constructed or altered facility, in compliance with the 2010 Americans with Disability Acts standards for Accessible Design.
3. DWMHA shall ensure all programs and activities provided through electronic and information technology be accessible for all individuals with disabilities unless doing so would result in undue financial and administrative burdens or a fundamental alteration in the nature of the health programs or activities.
4. TTY or VRI will be located at the main reception desk, or the reception desk in the Office of Recipient Rights.
5. Staff assigned to the TTY or VRI device shall have primary responsibility for answering and responding to incoming calls and messages then forwarding messages to the appropriate staff.
6. Outbound calls to hearing impaired person are to be:
 - a. Connected via calling Michigan Relay (711), providing the area code and phone number of the enrolled member to be contacted.
 - b. Upon receipt of a call from Michigan Relay, assigned staff is to be alerted so they may be advised of the message for TTY or VRI follow-up.
7. The DWMHA shall:
 - a. Ensure reception and information desk staff are provided with initial training within 30 days of hire and provided technical assistance as necessary to support the ongoing TTY and/or VRI operations.
 - b. Ensure a trained staff person is available to provide technical assistance for the reception and information desk staff until the new staff has been formally trained.
 - c. Facilitate training on the use of the TTY and/or VRI for DWMHA staff and others as needed.
 - d. Ensure equipment is maintained and tested on regular basis.
8. The Michigan Relay Service and other alternate forms of communication, including the use of an augmentative communication specialist, will also be used to communicate with individuals who are deaf, hearing impaired or who do not use verbal communication, as deemed appropriate. Additional assistance will be provided if a deaf or hard of hearing member does not have access to a TTY and/or VRI phone. Secure email communication will be provided, if necessary.

9. Information regarding how to access services is in the Member Handbook.

QUALITY ASSURANCE/IMPROVEMENT

The DWMHA shall review and monitor contractor adherence to this policy as one element in its network management program, and as one element of the QAPIP Goals and Objectives.

The quality improvement programs DWMHA providers, their contractors and subcontractors must include measures for both the monitoring of and the continuous improvement of the programs or processes described in this policy.

COMPLIANCE WITH ALL APPLICABLE LAWS

DWMHA staff, contractors and subcontractors are bound by all applicable local, State and Federal laws, rules, regulations and policies, all Federal waiver requirements, State and County contractual requirements, policies, and administrative directives, as amended.

LEGAL AUTHORITY

1. Medicaid Provider Manual
2. Michigan Mental Health Code, PA 258 of 1974, as amended. Suitable services; treatment environment; setting; right; MCL 330.1708
3. Michigan Department of Community Health, Community Mental Health Service Provider Managed Specialty Supports and Services Contract, Section 3.12, Compliance with Civil Rights, 1998-2002
4. Title VI of Civil Rights Act of 1964, 42, U.S.C. 2000s et.seq
5. Title II, Americans with Disability Act of 1990, Public Law 101-336
6. Michigan Department of Community Health, Application for Participation, 1/03/02
7. Section 1557 of the Affordable Care Act: New requirements for non-discrimination.

RELATED POLICIES

1. [Communication Using the Teletype Device, & Michigan Relay Service or Other Communication Devices Procedure](#)
2. Accommodations for Individuals with Visual and Mobility Impairments.

RELATED DEPARTMENTS

Administration, Claims Management, Clinical Practice Improvement, Compliance, Customer Service, Information Technology, Integrated Health Care, Legal, Managed Care Operations, Management & Budget, Personnel, Purchasing, Quality Improvement, Utilization Management, Recipient Rights, Substance Use Disorders

CLINICAL POLICY

NO

INTERNAL/EXTERNAL POLICY

EXTERNAL

Attachments:

[Communication Using the Teletype Device, & Michigan Relay Service or Other Communication Devices Procedure.pdf](#)

Approval Signatures

Approver	Date
Dana Lasenby: Chief Clinical Officer	06/2019



Origination:	01/2019
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Owner:	<i>Stephen Kuhlman</i>
Policy Area:	<i>Customer Service</i>
References:	

COMMUNICATION USING THE TELETYPE DEVICE, & MICHIGAN RELAY SERVICE OR OTHER COMMUNICATION DEVICE PROCEDURE

PROCEDURE PURPOSE

To assist members who are deaf, hearing impaired or others with communication needs to have access to the DWMHA using MRS, VRI or teletype devices (TTY) and other communication devices.

EXPECTED OUTCOME

To ensure effective communication and equal access to benefits and services for persons who are deaf or hard of hearing.

PROCEDURE

Upon request, DWMHA will provide the following services:

1. **Customer Service TTY Phone number: 800 630-1044 Q90D Digital Combination TTY/VCO with Text Answering Machine.** The phone is accessible at the Front Desk Welcoming Center The Q90D is designed to let people who are deaf, hard of hearing or speech impaired communicate by cell phone or land line.
 - a. **Dialing manually from the Q90D keyboard**
 1. To turn OFF the Q90D, hold down CTRL and press POWER. To hang up and make another call, hold down CTRL and press F1. Press ESC to abort.
 2. To turn OFF the Q90D, hold down CTRL and press POWER. To hang up and make another call, hold down CTRL and press F1. Press ESC to abort.
Press F1 and type the phone number, then press the Power key
 - b. **Dialing automatically from the Q90D phone directory**
 1. Turn ON the Q90D, then press F1 to enter Dial Mode
 2. Type the name of the person you are calling or press one of the Arrow keys until the desired name appears.
 3. Press Return to dial the name you have selected.

4. After the call is answered, start typing. To turn OFF the Q90D, hold down CTRL and press F1 instead

c. Dialing from a Digital Cellular or Cordless Telephone

1. Connect the cell or cordless phone to the Q90D using the phone cord, then turn ON the Q90D.
2. Dial the telephone number using the cellular or cordless telephone.
3. When the call is answered, start typing.
4. When the call is answered, start typing. To turn OFF the Q90D, hold down CTRL and press POWER

d. Receiving calls (3 ways to receive a TTY call): Using a standard Analog Telephone Line: When there is an incoming call, the build-in RING FLASHER flashes.

1. Press the space bar to answer. Begin typing a greeting message or just hold down CTRL and press Q to send the present message, HELLO, GA (Go Ahead).
2. After the conversation is finished, hold down CTRL and press F1 to hang up or make another call. To turn the Q90D OFF, hold down CTRL and press POWER.

2. Using Digital Cellular or Cordless Phone, or Cordless Phone is not already connected to the Q90D

- a. When you know that a call is coming in, connect the cell phone or cordless phone to the Q90D with a connecting cord.
 1. Turn on the cell phone or cordless phone, then press POWER to turn on the Q90D.
 2. Type your response.
 3. When you are finished with the conversation, turn OFF the cellular/cordless phone.
 4. Turn off the 90D by holding down CTRL and press POWER.

3. Receiving calls in Cell Phone Standby Mode When Cell Phone or Cordless Phone is Already Connected to the Q90D

- a. Plug the cellular telephone or cordless phone into the Q90D
- b. Turn on the Q90D, hold down CTRL and press F3.
- c. When a call comes in and the CELL FLASHER light flashes, turn ON cellular/cordless phone.
- d. Press the space bar and start typing.
- e. When finished, turn OFF the cellular/cordless phone.
- f. Hold down CTRL and press F3 to return to the cell phone STANDBY mode or turn OFF the Q90D machine by holding CTRL and pressing POWER.

PROCEDURE MONITORING & STEPS

Who monitors this procedure:	Stephen Kuhlman
Department:	Customer Service
Frequency of monitoring:	Yearly
Reporting provided to:	Michele A. Vasconcellos
Comments:	

Attachments:

No Attachments

Approval Signatures

Approver	Date
Michele Vasconcellos: Director, Customer Service	01/2019
Stephen Kuhlman	01/2019

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