

SENATE SUBSTITUTE FOR  
HOUSE BILL NO. 4051

A bill to amend 1974 PA 258, entitled  
"Mental health code,"  
(MCL 330.1001 to 330.2106) by adding section 165.

THE PEOPLE OF THE STATE OF MICHIGAN ENACT:

1           Sec. 165. (1) Subject to appropriation, the department shall  
2 establish and make available to the public a mental health  
3 telephone access line known as the Michigan crisis and access line.

4           (2) The department shall contract for the design, operation,  
5 and maintenance of the access line. The access line must be  
6 available 24 hours a day, 7 days a week. A contractor operating or  
7 maintaining the access line shall do all of the following:

8           (a) Have the ability to access information related to the  
9 availability of services, including near real-time access to any

1 registry of available inpatient psychiatric beds, crisis  
2 residential beds, and substance use disorder beds.

3 (b) Refer and connect individuals requiring mental health or  
4 substance use disorder services to mental health professionals,  
5 including, but not limited to, community mental health services  
6 programs and prepaid inpatient health plans, using  
7 telecommunications and digital communications methods commonly in  
8 use, such as a telephone call, text message, electronic mail, and  
9 internet chat.

10 (c) Implement practices to comply with all applicable laws  
11 respecting individual and patient privacy.

12 (d) Implement practices to ensure the security of the data  
13 collected, in line with industry best practices and in compliance  
14 with all applicable laws.

15 (e) Notwithstanding subdivisions (c) and (d), collect data and  
16 utilize data analytics to track the success of the access line's  
17 operations and identify trends in service needs and outcomes.

18 (f) Develop and utilize a customer relationship management  
19 infrastructure for the access line to track, monitor, assign,  
20 follow up, and report on access line operations. This customer  
21 relationship management infrastructure must provide appropriate  
22 community and provider access.

23 (3) The department shall work with the department of licensing  
24 and regulatory affairs and the contractor described in subsection  
25 (2) to leverage existing databases and other sources of information  
26 identifying mental health professionals providing mental health  
27 services and providers of substance use disorder treatment and  
28 rehabilitation services and to utilize the most current provider  
29 information available.

1           (4) The department has operational oversight for, including  
2 access to and utilization of, the customer relationship management  
3 infrastructure. Community mental health services programs and  
4 prepaid inpatient health plans may access the customer relationship  
5 management infrastructure.

6           (5) The access line must be able to support calls relating to  
7 services and supports described in section 206.

8           (6) An individual operating or maintaining the access line  
9 under contract with the department has the same immunity provided  
10 for a governmental employee under section 7 of 1964 PA 170, MCL  
11 691.1407.

12           Enacting section 1. This amendatory act takes effect 90 days  
13 after the date it is enacted into law.