

**Meeting Date: March 15, 2021**

**MSHN/CMHSP Representatives:**

**In Person:** Online Only

**Via Zoom:** K. Cereske (BABH/HBH/TBHS), M. Prusi (BABH), J. Rookard (CMHCM), B. West (CEI), P. Fachting (GIHN), J. Morgan (The Right Door), C. Coxon (LifeWays), C. McIntyre (MCN), A. Fletcher (Newaygo), T. Ninemire (SCCMHA), M. Schaefer (SCCMHA), A. Andrykovich (SHW), K. Zimmerman (MSHN) and D. Dedloff (MSHN)

**KEY DISCUSSION TOPICS**

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| <ul style="list-style-type: none"> <li>• Welcome and Introductions</li> <li>• Review and approve January 25, 2021 meeting snapshot               <ul style="list-style-type: none"> <li>○ Review follow-up action items</li> </ul> </li> <li>• Review and approve current agenda</li> <li>• 2022-2023 MSHN Strategic Plan</li> <li>• 2020 BBA Update Review</li> <li>• FY21 Guide to Services Handbook Spanish Language Vender Bid Review</li> <li>• Member Suggested Topics:               <ul style="list-style-type: none"> <li>○ Words used to identify people being served</li> <li>○ Challenges in participation for Consumer Advisory Councils</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Standardization of Educational Material/ Brochures/ Forms Across the Region               <ul style="list-style-type: none"> <li>○ MDHHS Notice Template Revisions</li> </ul> </li> <li>• Open Discussion</li> <li>• Future Agenda Items</li> <li>• Updates</li> <li>• Next Meeting</li> </ul> |
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**• KEY DECISIONS**

- Welcome and Introductions
- The Customer Service Committee (CSC) members approved the January 25, 2021 meeting snapshot.
  - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- Kim Zimmerman [MSHN] presented the 2022-2023 MSHN Strategic Plan. The CSC members provided feedback during the presentation and were asked to send in any additional feedback through email.
- Members reviewed the 2020 BBA Update Review document MSHN put together to track the BBA changes. The most significant change was the regulation update for an oral appeal and the discontinuation of the written follow-up requirement. It was agreed that CMHSPs no longer need to send the oral appeal follow-up form to members requesting an appeal.
- Members reviewed the received FY21 Guide to Services Handbook Spanish language translation vender bids. Members selected Trusted Translations to complete the FY21 Handbook Spanish translation project.
- Member Suggested Topics:
  - The SCCMHA member asked to discuss what words are being used to identify people being served. Members reported a variety of terms which included consumer, client, individual being served, person served and recipient. It was noted that it is a difficult task based upon the tendency for consumers to add stigma to whatever term becomes standardized.
  - Members discussed the challenges for attracting consumer participation on local Consumer Advisory Councils (CAC). During the pandemic, meal/food incentives have been absent and the transition to an online format has created barriers due to many CAC members not having access to the internet from home. An effective strategy to find new members is to network with local case managers to have them speak with consumers about the CAC. The participation stipend was discussed and how it has been reported that it can impact disability benefits. Members discussed this possibility, and it was suggested to allow CAC member participation apart from the stipend if the stipend would have a negative impact upon the member.
- Standardization of Educational Material/ Brochures/ Forms Across the Region

	<ul style="list-style-type: none"> <li>○ The FY21 contract attached Appeal and Grievance Resolution Process Technical Requirement was recently reviewed and the attached Medicaid Notices were found to have some language changes which has caused the need for an update in EHR systems. MSHN will update the Notice Template and send them out for feedback via email.</li> <li>● Open Discussion: <ul style="list-style-type: none"> <li>○ The MDHHS Grievance reporting template was previewed for the group. It was reported that MSHN is working to determine how best to process the Grievance data and more information will be shared as plans are finalized.</li> </ul> </li> <li>● Future Agenda Items: <ul style="list-style-type: none"> <li>○ None</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>ACTION/INPUT REQUIRED</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Review and provide feedback regarding Notice document updates.</li> </ul>
<ul style="list-style-type: none"> <li>✓ <b>KEY DATA POINTS/DATES</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ Next CSC meeting: Monday, May 17, 2021 from 9:30am to 11:30am via Zoom.</li> </ul>