



Council, Committee or Workgroup Meeting Snapshot

Meeting: Customer Service Committee

Meeting Date: March 19, 2018

KEY DISCUSSION TOPICS

MSHN/CMHSP Representatives:

In Person: Julie Rookard (CMHCM), Tim Ninemire (Saginaw), Dirk Love (Shiawassee), Becky Dohring (Shiawassee), Kim Zimmerman (MSHN) and Dan Dedloff (MSHN)

By Phone: Becki West (CEI), Stefanie Zin (CEI), Andrea Fletcher (Newaygo), Kim Cereske (BABH, TBHS, HBH) and Liz Thelen (The Right Door)

- Welcome and Introductions
- Review and approve February 12, 2018 meeting minutes
- Review follow-up action items
- Review and approve current agenda
- MSHN NCQA Action Plan Review
- 2018 Provider Network Adequacy Assessment (PNAA) Project
- FY17 Medicaid Fair Hearing Report
- REMI Fair Hearings, Grievance, and Appeals Reporting
- Denial, Grievance, Appeals, and Second Opinion Report
- FY18 Member Handbook Wrap Up
- Standardization of Educational Material/Brochures/Forms Across the Region
- Open Discussion
- Future Agenda Items
- Updates
- Next Meeting

• **KEY DECISIONS**

- CSC members approved the February 12, 2018 meeting minutes
- Review follow-up action items – None
- CSC members approved the current agenda
- MSHN NCQA Action Plan was reviewed, feedback provided, and the feedback will be supplied to MSHN. Any additional feedback is welcomed to be provided to Kim Zimmerman.
- 2018 Provider Network Adequacy Assessment (PNAA) Project was discussed, feedback provided, and additional feedback was invited
- FY17 Medicaid Fair Hearing Report was reviewed and approved.
- REMI Fair Hearings, Grievance, and Appeals Reporting process was discussed and a standardized template for upload through a REMI portal was the preferred process.
- Denial, Grievance, Appeals and Second Opinion Report was discussed and approved. Corrective Action Plans will be sent via email for completion and submission back to MSHN.
- FY2018 Member Handbook Wrap Up: postponed until next CSC
- Standardization of Educational Material/Brochures/Forms Across the Region
 - Members were asked to consider what additional materials required review and standardization for the region.
- Open Discussion: None
- Future Agenda items: None

○ **ACTION/INPUT REQUIRED**

○ None

✓ **KEY DATA POINTS/DATES**

✓ Next CSC meeting: **Monday April 16, 2018 at 9:30 to 11:30 am** at Gratiot Integrated Health Network. Call-in capability provided.