



Council, Committee or Workgroup Meeting Snapshot

Meeting: Customer Service Committee

Meeting Date: February 12, 2018

KEY DISCUSSION TOPICS

MSHN/CMHSP Representatives:

In Person: Julie Rookard (CMHCM), Lynn Charping (GIHN), Tim Ninemire (Saginaw), Dirk Love (Shiawassee), CeCe McIntyre (Montcalm), Kim Zimmerman (MSHN) and Dan Dedloff (MSHN)

By Phone: Becki West (CEI), Stefanie Zin (CEI), Elise Magen (CEI), Andrea Fletcher (Newaygo), Kim Cereske (BABH, TBHS, HBH), Susan Richards (The Right Door), and Becky Dohring (Shiawassee)

- Welcome and Introductions
- Review and Approve December 18, 2017 Minutes
- Review follow-up action items – occurred during meeting
- Review, Additions, and Approval of Current Agenda
- FY17 Q4 Performance Indicators
- FY18 Balanced Scorecard
- Denial, Grievance, Appeals, and Second Opinion (added)
- FY18 Member Handbook Update
- Taglines
- Standardization of Educational Material/Brochures/Forms Across the Region
- Standardized Appeals and Grievance Training (added)
- Open Discussion
- Future Agenda Items
- Updates
- Next Meeting

• **KEY DECISIONS**

- CSC members amended and approved the December 18, 2017 minutes.
- CSC members added to and approved the current agenda.
- FY17 Q4 Performance Indicators were reviewed without any comments.
- FY18 Balanced Scorecard was discussed and CSC will continue the current Customer Service Indicator.
- Denial, Grievance, Appeals and Second Opinion Report was discussed with the focus upon the declining results. This area will become a standing agenda item with a focus to improve the results.
- FY2018 Member Handbook Update: Handbook files are being finalized and will be submitted to the publisher later in the week.
- Standardization of Educational Material/Brochures/Forms Across the Region
 - The Grievance Resolution Template will be included with the Customer Service templates for implementation.
 - CS Document Spanish Language Translation will be deferred until all the necessary language is available.
 - Signature lines will be included on all the Customer Service templates.
- Standardized Appeals and Grievance Training: Training materials are being shared amongst the CMHSPs. MSHN has offered to host a regional training section on the MSHN website.
- Open Discussion: The YSS and MHSIP PIP will not occur during the typical timeframe.
- Future Agenda items: None

○ **ACTION/INPUT REQUIRED**

○ None

✓ **KEY DATA POINTS/DATES**

✓ Next CSC meeting: **Monday March 19, 2018 at 9:00 to 10:30 am** at Gratiot Integrated Health Network. Call-in capability provided.