



REGIONAL OPERATIONS COUNCIL/CEO MEETING

Key Decisions and Required Action

Date: April 20,2020

MEETING RESTRICTIONS IN EFFECT – ZOOM MEETING ONLY

Members Present: Lindsey Hull; Carol Mills; Sharon Beals; Tracey Dore; Tammy Warner; Kerry Possehn; Michelle Stillwagon; John Obermesik; Sara Lurie; Maribeth Leonard; Sandy Lindsey; Chris Pinter

Members Absent:

MSHN Staff Present: Joseph Sedlock; Amanda Horgan; For Applicable Topics: Leslie Thomas; Carolyn Tiffany; Kim Zimmerman; Skye Pletcher

Agenda Item		Action Required			
Adjustments to Agenda	Nothing noted				
Consent Agenda	No items for removal or discussion				
	Consent Agenda Approved	By Who	N/A	By When	N/A
Provider Performance Monitoring – Organized Health Care Arrangement	<p>C. Tiffany provided information and background related to IPHU auditing and concerns with PHI. Packet information included the OCHA agreements signed in the MSHN region in 2015. Recommending Operations Council reiterate support and agreement locally, especially with RR Officer.</p> <p>Ops recommended if RR Officer has more information to consider, they should put it in writing with more clarification.</p>				
	Consensus to support originally guidance with OCHA. CMHSPs to reiterate regional approach to rights officers/other staff participating in MSHN councils/committees and workgroups.	By Who	CMHS	By When	4.30.20
	Carolyn will reiterate Ops Council support with the MSHN workgroups		C.Tiffany		4.30.20
Consumer Satisfaction Survey Recommendations	<p>K. Zimmerman reviewed the Consumer Satisfaction Survey background and recommendations from QIC, CSC.</p> <p>QIC recommends Option #1 (8 CMHSPs). MSHN will utilize the MHSIP, YSSF, and MSHN developed SUD Surveys for assessment of member experiences, with re-evaluation based on the system redesign.</p> <p>Questions if this would be implemented across all programs? Could use MHSIP for all adult and YSSF for all children. Recommend it be broadened to all and not limited to specific programs.</p>				
	Approval to proceed with broadened to all consumers as applicable.	By Who	K. Zimmerman	By When	4.30.20

Agenda Item	Action Required				
Utilization Management Summary and Plan	S. Pletcher reviewed the FY20 Utilization Management Plan and changes recommended therein. Recommendation for approval by Operations Council of the revisions and support the plan as amended.				
	Approved as presented	By Who	S. Pletcher	By When	4.30.20
MSHN/Region 5 Concerns: Medicaid, GF, Medicare	J. Sedlock reviewed the outstanding questions to MDHHS as submitted by CMHSPs and aggregated.				
	Informational Only	By Who	N/A	By When	N/A
Service Use Analysis <ul style="list-style-type: none"> • Medicaid • Healthy Michigan Plan 	L. Thomas reviewed the Service Use Analysis for both Medicaid and Health Michigan. Reiterated the regions request to reduce variance within rates. Finance Officers have the excel spreadsheets.				
	Informational for local use	By Who	N/A	By When	N/A
ABA Service Delivery/Provider Payments	L. Thomas reviewed the ABA reimbursement questions submitted to MSHN and the proposed recommendation/response for regional consistency. Adjustments to provider should receive, should say provider should request.				
	Approved with revised responses to be posted in FAQ on MSHN website.	By Who	A.Ittner	By When	4.22.20
Parameters for Direct Support Professional Compensation	Pg. 88 of packet – Document circulated prior to last Friday’s meeting regarding compensation. Added “for 30 days thereafter and/or as specified in this document” Recommend acting on the four bullets and delete compensation/replace with document prepared on Friday (separate email document). <ul style="list-style-type: none"> • Payment of documented overtime necessary to deliver supports and services to beneficiaries (plus applicable taxes and fringes; with the advance approval of the purchaser); • Provider actual costs of personal protective equipment (PPE) and supplies related to sanitation of PPE; • Payment of higher than average costs of food; • Payment of higher than average costs of supplies needed for handwashing, hygiene, sanitation, sterilization or other products intended/used for the prevention of virus transmission; Edits above will be included in a new document containing both the edits and Friday’s compensation strategy Question related to out-of-county? Guidance is only for provider homes/sites for MSHN in-region, so this will be further clarified in the document under Geographic Language Limitations.				
	Consensus by the CMHs on the supporting the documents with the above edits.	By Who	J. Sedlock	By When	4.23.20

Agenda Item	Action Required				
Deputy Director Report (including Balanced Scorecard)	A. Ittner highlighted areas in the DD Report for updates in MSHN operational areas as well as the FY19 Year-End Balanced Scorecard Report. Discussed the continued need to report the CMHSP operational status (tiers, counts, PPE, etc.); Decision to support the elimination of reporting as we now have other methods to capture the information.				
	Informational Only	By Who	N/A	By When	N/A
COVID-19 Operational Issues/Discussion	This operations council meeting was intended to focus on regional operational matters, especially since the Operations Council meets weekly on COVID-19 related matters. Topics or particular priority for this meeting included: <ul style="list-style-type: none"> • MDHHS Request for PPE: J. Sedlock reviewed the region’s PPE list and once CEI is received, will update and send on to the state. • Add for future updates: “How will we phase back in services” Opening procedures – MSHN developed a folder in box to store local planning efforts 				
	Informational/Discussion	By Who	N/A	By When	N/A
Other	N/A				
		By Who		By When	

NEXT MEETING: Monday, May 18, 2020 - ZOOM MEETING