

Meeting Date: July 15, 2024

MSHN/CMHSP Representatives:

In-Person: Online Only

Via Zoom: A. Andrykovich (SHW), A. Fletcher (NCMH), E. Shaffer (CMHCM), J. Lynch (CMHCM), S. Richards (The Right Door), K. Medes (CEI), V. Kallweit (CEI), M. Gutzwiller (SCCMHA), M. Taylor (SCCMHA), M. Leach (MCN), P. Faching (GIHN), R. Page-Lewis (GIHN), and D. Dedloff (MSHN)

KEY DISCUSSION TOPICS

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| <ul style="list-style-type: none"> Welcome and Introductions Review and approve the May 20, 2024 meeting snapshot <ul style="list-style-type: none"> Review follow-up action items Review and approve the current agenda Customer Service Discussion FY25 Guide to Service Handbook Process 2024 HSAG Compliance Review MSHN Network Adequacy Assessment: Customer Service Customer Service Reports | <ul style="list-style-type: none"> Member Suggested Topics <ul style="list-style-type: none"> Taxi Vouchers (MG) Health and Safety / Security Alerts in EHR (MG) Subpoenas - 42 CFR changes (KM) Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> None Open Discussion Future Agenda Items Updates Next Meeting |
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KEY DECISIONS

- Welcome and Introductions
- The Customer Service Committee (CSC) members approved the May 20, 2024, meeting snapshot.
 - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The FY25 Guide to Service Handbook process timeline was reviewed. It was noted that the local page review period began July 1st and revisions are due to MSHN by October 4th. The FY25 Handbook quantity request will be sent on September 2nd and due back to MSHN on September 13th. Efforts are underway to find a company that could deliver the FY25 Handbooks using a small box truck with a lift gate.
- Initial impressions on the 2024 HSAG Compliance Review standards were discussed. Members were encouraged to make sure the Handbook was an item included on their initial and annual orientation checklist. The Adverse Benefit Determinations (ABD) case files looked good, but members were encouraged to have a local process to review the quality of ABDs sent by staff. A few members reported having a current process to review the quality of ABDs. The MSHN HSAG Compliance Review is scheduled for August 26th.
- Members continued to discuss the Network Adequacy Assessment (NAA) task for limited English proficiency (LEP). It was recommended that members ensure their Limited English Proficiency process has some type of output that could be provided upon request.
- Customer Service Reports
 - Members were reminded that The FY24 Q1.2 Medicaid Fair Hearing report data was due to MSHN on or before July 31st, and the FY24 Q3 MDHHS Appeal and Grievance report data was due to MSHN on or before August 1st.
 - The topic of attendance appeals was revisited by the group. The member from BABH reported that BABH has reviewed their process and that individuals requesting to return to services when the provider approves the return will no longer require the appeal process. This is standard practice across the region and should reduce the number of appeals reported through BABH.
- Member Suggested Topics:
 - The SCCMHA member asked if other Customer Service departments oversee taxi vouchers, but no other Customer Service department oversees taxi vouchers. The CEI member reported that CEI has bus tokens that staff may give

	<p>to individuals served to assist with transportation needs. The GIHN member stated that GIHN has a contract with the local transition services, and individuals served can enter into a rider agreement and receive transportation to and from GIHN.</p> <ul style="list-style-type: none"> ○ The SCCMHA member asked about health, safety, and security alerts. A few members offered to provide their policy/procedure. Members discussed practices for communicating expectations for individuals in service to treat others with dignity, respect, and kindness while at the CMHSP. ○ The CEI member asked about subpoena practices in the context of the recent 42 CFR changes. Members offered some help but stated that compliance staff within their CMHSP answer subpoena questions, not Customer Service. ● Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ None ● Open Discussion: <ul style="list-style-type: none"> ○ None ● Future Agenda Items: <ul style="list-style-type: none"> ○ FY25 Handbook
<ul style="list-style-type: none"> ▪ ACTION/INPUT REQUIRED 	<ul style="list-style-type: none"> ▪ None
<ul style="list-style-type: none"> ✓ KEY DATA POINTS/DATES 	<ul style="list-style-type: none"> ✓ Upcoming CSC meetings: September 16, 2024, 9:30 am to 11:30 am, via Zoom.