

**Meeting Date: March 21, 2022**

**MSHN/CMHSP Representatives:**

**In Person:** Online Only

**Via Zoom:** K. Cereske (BABH/HBH/TBHS), M. Prusi (BABH/HBH/TBHS), E. Shaffer (CMHCM), S. Zin (CEI), J. Scutt (CEI), K. Medes (CEI), P. Faching (GIHN), R Page-Lewis (GIHN), J. Morgan (The Right Door), C. Coxon (LifeWays), C. McIntyre (MCN), A. Fletcher (Newaygo), K. Patterson (SCCMHA), A. Andrykovich (SHW), M. Phillips (Consumer Rep.) and D. Dedloff (MSHN)

**KEY DISCUSSION TOPICS**

- Welcome and Introductions
- Review and approve January 24, 2022 meeting snapshot
  - Review follow-up action items
- Review and approve current agenda
- FY22 MSHN Customer Service Policy and Procedure Review
- Spanish Language FY22 Guide to Services Handbook Vender Bids
- MDHHS Reporting Regional Analysis Report Recommendations
- Video Remote Interpreting (VRI)
- FY21 Q1 MDHHS Reporting Feedback
- Member Suggested Topics: None

- Standardization of Educational Material/ Brochures/ Forms Across the Region
  - None
- Open Discussion
  - Mediation
  - Customer Service Contact Update
- Future Agenda Items
- Updates
- Next Meeting

**KEY DECISIONS**

- Welcome and Introductions
- The Customer Service Committee (CSC) members approved the January 24, 2022 meeting snapshot.
  - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- Bi-annually the CSC members are to review the MSHN policies and procedure for MSHN Customer Service operations. The eight (8) policies and one (1) procedure were reviewed. Members provided feedback and updates were made during the review. After a thorough review and discussion, members approved the policies and the procedure to move on in the review process.
- MSHN Customer Service received four (4) bids from Spanish language translation vendors to translate the 14 versions of the FY22 Guide to Services Handbook in Spanish. The received bids were Trusted Translations at \$3,900, Tomedes Global Services at \$4,018.06, The Spanish Group at \$4,176.68, and LanguageLine Solutions at \$8,326.22. Members discussed the bids and Trusted Translations was selected and approved by the members based on price.
- The development of a regional analysis report for the quarterly MDHHS Grievance and Appeals data was revisited. Report recommendations provided by MSHN's IT staff were reviewed and discussed. A draft report will be provided for review during the next CSC meeting.
- The Adverse Benefit Determination (ABD) training workgroup met for their first development meeting to begin creating regional ABD training.
- Members discussed the addition within the PIHP contract for amendment #5 of language regarding Video Remote Interpreting (VRI) which states that "Video Remote Interpreting (VRI) is to be used only in emergency situations." Members reported that VRI is used regularly across the region to meet the interpretation needs of beneficiaries. Members whose CMHSP is located in a rural county reported prior hardships in securing an in-person interpreter, but VRI is often used with positive results for LEP beneficiaries. MSHN Customer Service will seek technical support regarding the new VRI standard and provided follow up to members regarding VRI.

	<ul style="list-style-type: none"> <li>• Feedback regarding the most recent FY22 Q1 MDHHS reporting submissions was provided to the members. Members were asked to make sure the most up-to-date templates are being used for submissions, check that all included cases closed in the reporting quarter, and on the Grievance reporting members were reminded that the instructions ask for a provider or practitioner/individual to be identified using a full name and not just initials. It was discussed that the Box submission folders were going to be discontinued but later determined that email posed a security risk, thus the Box submission folders will be the primary and only means of submission for the MDHHS Appeals and Grievance submissions.</li> <li>• Member Suggested Topics: None</li> <li>• Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> <li>○ None</li> </ul> </li> <li>• Open Discussion: <ul style="list-style-type: none"> <li>○ Members discussed Mediation implementation. There have not been any changes and no language has been added in the MDHHS CMHSP contract. Members reported a desire to comply with the Mental Health Code regulations regarding Mediation but most reported being hesitant to finalize their Mediation policy and procedure apart from direction coming from MDHHS. Another attempt to receive an update from MDHHS will be sought regarding Mediation implementation.</li> <li>○ Members were sent the MDHHS Customer Service Contact spreadsheet to review for changes. A follow up request was made to review and send in any revisions so that the spreadsheet would be accurate for the region.</li> </ul> </li> <li>• Future Agenda Items: <ul style="list-style-type: none"> <li>○ Regional MDHHS Grievance and Appeals data analysis report</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 send in any revisions for the MDHHS Customer Service Contact spreadsheet.</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 16, 2022, from 9:30am to 11:30am via Zoom.</li> </ul>