

**Meeting Date: July 18, 2022**

**MSHN/CMHSP Representatives:**

**In Person:** Online Only

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

**KEY DISCUSSION TOPICS**

- Welcome and Introductions
- Review and approve May 16, 2022 meeting snapshot
  - Review follow-up action items
- Review and approve current agenda
- FY21 HSAG Compliance Review CAP Discussion
- MDHHS Reporting Regional Analysis Report
- ABD Regional Training Update
- FY22 HSAG Compliance Review

- Member Suggested Topics:
  - IPOS
- Standardization of Educational Material/ Brochures/ Forms Across the Region
  - None
- Open Discussion
- Future Agenda Items
- Updates
- Next Meeting

**• KEY DECISIONS**

- Welcome and Introductions
- The Customer Service Committee (CSC) members approved the May 16, 2022 meeting snapshot.
  - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- There was continued discussion regarding the recommendations from the FY21 HSAG Compliance Review.
  - Guidelines for the evaluation of local member materials to meet the 6.9 grade reading level standard were discussed. Tools within Microsoft Word and online were provided to assist in the material evaluation process. Locally produced member materials will be required to be reviewed and tracked to show compliance to the standard. Evidence will be requested during MSHN DMC reviews beginning in 2023. Members were encouraged to review the guidelines to establish a local process to evaluate their member materials.
  - Members continued to discuss establishing a local process for determining county language needs. Guidelines were developed and provided. The guidelines identified data sources from Electronic Health Record (EHR) self-reported demographics information, county needs surveys, LEP.Gov Language data, and the American Community Survey 5-Year data survey. Members were encouraged to use the data sources to establish a local process to identify local language needs. An analysis of local language needs should be done on an annual basis and the results should be available upon request during the MSHN DMC review.
- Members reviewed the draft regional analysis report produced from the FY21 quarterly MDHHS Grievances and Appeals data. Members provided positive feedback and approved using the report. The reporting will be used by the CSC to review the quarterly grievance and appeals data, explore trends, and monitor the data for any needed intervention(s).
- The draft Adverse Benefit Determination (ABD) training was reviewed for member feedback. The training was created to assist staff in knowing the regulations and process for issuing an ABD. Members reviewed and approved the training. Once completed, the training will be uploaded to Relias for regional distribution to the CMHSPs. SUDSPs will be able to access the training through MSHN's website.

	<ul style="list-style-type: none"> <li>• The upcoming FY22 HSAG Compliance Review was discussed. Appreciation was expressed to the members for their responsiveness to recent requests for additional material from HSAG. The results of the review will be provided to MSHN in September and discussed during CSC.</li> <li>• Member Suggested Topics: <ul style="list-style-type: none"> <li>○ The member representing CMHCM requested to discuss the language included at the end of the Individualized Plan of Service (IPOS). Their IPOS includes a statement regarding Informal Conflict Resolution. She asked if anyone else included similar language and if anyone knew of the source for the language. Members reported having similar language, but no one knew where the languages were originally from. Members discussed the language and if it could be seen as a substitute for an ABD or the grievance process. Members were encouraged to review their IPOS language to see if similar language was present and if any revisions were warranted.</li> </ul> </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>○ None</li> </ul> </li> <li>• Future Agenda Items: <ul style="list-style-type: none"> <li>○ HSAG Compliance Review Results</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 provide feedback on the draft ABD training.</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, September 19, 2022, from 9:30am to 11:30am via Zoom.</li> </ul>