

Meeting Date: May 18, 2020

MSHN/CMHSP Representatives:

In Person: Online Only

By Phone: Kim Cereske (BABH, Tuscola, Huron) Stefanie Zin (CEI), Rachelle Page-Lewis (GIHN), Tim Ninemire (SCCMHA), Melynda Schaefer (SCCMHA), Julie Rookard (CMHCM), Carly Coxon (LifeWays), Cece McIntyre (MCN), Andrea Fletcher (Newaygo), Susan Richards (The Right Door), Andrea Andrykovich (SHW) and Dan Dedloff (MSHN)

KEY DISCUSSION TOPICS

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| <ul style="list-style-type: none"> • Welcome and Introductions • Review and approve March 16, 2020 meeting minutes <ul style="list-style-type: none"> ○ Review follow-up action items • Review and approve current agenda • Denial, Grievance, Appeals, and Second Opinion Summary Report FY20 Q1 • HSAG Follow-up <ul style="list-style-type: none"> ○ DMC Adverse Benefit Determination Review Addition ○ Appeal Written Confirmation Process • FY20 Guide to Services Handbook Update | <ul style="list-style-type: none"> • Discussion: Performance Indicator Autism Inclusion Implications • Member Suggested Topics • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ CS Notice Templates Implementation Update • 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 March 16, 2020 meeting minutes.
 - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The FY20 Q1 Denial, Grievance, Appeals, and Second Opinion Summary Report was reviewed and approved.
- HSAG Follow-up:
 - A review of issued Adverse Benefit Determination (ABD) notices will be added to the Delegated Managed Care review process. Members agreed that CMHSPs will provide a local ABD report for the case selection process.
 - Members discussed and agreed to include an appeal confirmation document for consumer signature which will be returned to Customer Service by self-addressed envelope.
- Members were updated that the FY20 Guide to Services Handbook will be printed and shipped by the end of the May.
- Members reported that each has a local process for autism service requests and individuals are linked to an interim service while waiting for autism testing to be completed, thus meeting the 14-day service authorization timeframe.
- Member suggested topics:
 - Members discussed the topics of suggestion box improvements, 14-day extension tracking, the PCE ABD, Appeals, and Grievance Module change process, that no ABD requirement changes have occurred, the addition within the MHC of medication services, and the state-wide crisis services line establishment.
- Standardization of Educational Material/Brochures/Forms Across the Region
 - All but one CMHSP reported full implementation of the required MDHHS notice templates.
- Open Discussion: None
- Future Agenda Items: Appeal confirmation template approval

○ ACTION/INPUT REQUIRED

- Appeal confirmation template review

✓ KEY DATA POINTS/DATES

- ✓ Next CSC meeting: Monday, July 20, 2020 from 9:30am to 11:30am, possible at GIHN. Call-in capability provided.