

Meeting Date: September 30, 2019

MSHN/CMHSP Representatives:

In Person: Julie Rookard (CMHCM), Rachelle Page-Lewis (GIHN), Cece McIntyre (MCN), Tim Ninemire (SCCMHA), Melynda Schaefer (SCCMHA), Dirk Love (SHW), Andrea Andrykovich (SHW) and Dan Dedloff (MSHN)

By Phone: Kim Cereske (BABH, HBH, TBH), Stefanie Zin (CEI), Raquel Sparkman (CEI), Andrea Fletcher (Newaygo), and Carly Coxon (LifeWays)

KEY DISCUSSION TOPICS

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| <ul style="list-style-type: none"> • Welcome and Introductions • Review and approve July 15, 2019 meeting minutes <ul style="list-style-type: none"> ○ Review follow-up action items • Review and approve current agenda • FY19 Q2 Denial, Grievance, Appeals, Second Opinion Report • FY19 Q1-2 Medicaid Fair Hearing Report • 2019 HSAG PIHP Compliance Monitoring Review • 26th Annual Recipient Rights Conference | <ul style="list-style-type: none"> • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> • ABDN Legal References Update Document Review Open Discussion • FY19 Notice Templates Implementation Update • Open Discussion • Future Agenda Items • Updates • Next Meeting |
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• KEY DECISIONS

- Welcome and Introductions
- The CSC members approved the July 15, 2019 meeting minutes.
 - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The FY19 Q2 Denial, Grievance, Appeals, Second Opinion Report was reviewed and approved.
- The FY19 Q1-2 Fair Hearing Report was reviewed and approved.
- The Customer Service relevant information gained from the 2019 HSAG PIHP Compliance Monitoring Review was reviewed and discussed. Additional information will be shared after the final report is received from HSAG.
- Participants reported that the annual Recipient Rights Conference was a positive experience.
- Standardization of Educational Material/Brochures/Forms Across the Region
 - The updated Adverse Benefit Determination Notice (ABDN) legal references document was reviewed and revised. The document will be shared for additional feedback before being finalized for submission to PCE.
 - Members reported that the FY19 Notice templates have yet to be implemented within their systems and the timeline for full implementation was unknown.
- Open Discussion:
 - The state Customer Services Workgroup plans to coordinate efforts to compile technical feedback regarding the standardized contract Notice templates for consideration to MDHHS.
- Future Agenda items
 - FY19 Q2 Denial, Grievance, Appeals, Second Opinion Report Corrective Action Plans
 - FY19 Q3 Denial, Grievance, Appeals, Second Opinion Report

○ ACTION/INPUT REQUIRED

- FY19 Q2 Denial, Grievance, Appeals, Second Opinion Report Corrective Action Plans

✓ KEY DATA POINTS/DATES

- ✓ Next CSC meeting: Monday, November 18, 2019 at GIHN from 9:30am to 11:30am. Call-in capability provided.