

Meeting Date: February 11, 2019

MSHN/CMHSP Representatives:

In Person: Kim Cereske (BABH), Julie Rookard (CMHCM), Rachelle Page (GIHN), Tim Ninemire (SCCMHA), Brooke Maylee (SCCMHA), Dirk Love (SHW) and Dan Dedloff (MSHN)

By Phone: Stefanie Zin (CEI), Raquel Sparkman (CEI), Melissa Prusi (BABH), Nicole Haney (Newaygo) Cathy Jaskowski (Huron), and Liz Thelen (The Right Door)

KEY DISCUSSION TOPICS

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| <ul style="list-style-type: none"> • Welcome and Introductions • Review and approve January 14, 2019 meeting minutes <ul style="list-style-type: none"> ○ Review follow-up action items • Review and approve current agenda • Local Appeal Written Follow-Up Requirement • Tagline Implementation • LEP Language Service Providers • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ Standardized Grievance submission form ○ CMHSP Grievance Resolution Template Implementation | <ul style="list-style-type: none"> • Open Discussion • Future Agenda Items • Updates • Next Meeting |
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• KEY DECISIONS

- Welcome and Introductions
- The CSC members approved the January 14, 2019 meeting minutes.
- Review follow-up action items –
 - The HSAG Compliance POC has been submitted and will be reviewed during CSC once MDHHS approves.
 - The revised Handbook files have been submitted to Ray Printing for processing.
- The CSC members approved the current agenda.
- The Local Appeal written follow-up requirement was discussed and it was decided that the Notice of Appeal Receipt will include a separate signature page for the consumer to return to the CMHSP.
- Tagline implementation will include taglines within the Consumer Handbook and a lobby poster created by each CMHSP.
- The list of LEP Language Service Providers was reviewed and questions came up during discussion which will be explored before a final decision for implementation occurs.
- Standardization of Educational Material/Brochures/Forms Across the Region
 - A draft of the standardized Grievance Submission form was reviewed and revised. A final draft will be sent out for local CMHSP feedback.
 - The CMHSP Grievance Resolution template has been submitted for implementation into EHRs but the vender has yet to roll out the template updates.
- Open Discussion:
 - MDHHS advised rewording a statement in the appeals section of the Handbook which is also used within the Adverse Benefit Determination (ABD). It was decided to revise the ABD and submit a request for EHR revision.
- Future Agenda items
 - HSAG Compliance POC and the FY18 Q3.4 Denial, Grievance, Appeals, and 2nd Opinion Report

○ ACTION/INPUT REQUIRED

- Members are requested to review and provide final feedback on the draft Grievance Submission form.

✓ KEY DATA POINTS/DATES

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