

Meeting Date: December 10, 2021

RCAC/MSHN Attendees:

13 members attended online, A. Ittner (MSHN), A. Dillon (MSHN) and D. Dedloff (MSHN)

KEY DISCUSSION TOPICS

- | | |
|--|---|
| <ul style="list-style-type: none"> • Welcome & Introductions • Review and approve October 8, 2021 meeting snapshot <ul style="list-style-type: none"> ○ Follow-up agenda items • Approval of current agenda • Certified Community Behavioral Health Clinic (CCBHC) Presentation • MSHN Informational Items: <ul style="list-style-type: none"> ○ 2021 MSHN Delegated Managed Care Reviews | <ul style="list-style-type: none"> • FY22 Guide to Services Handbook Review • Public Behavioral Health System Redesign Update • CMHSP Local Updates • Other Business • Adjourn |
|--|---|

✓ **KEY DECISIONS**

- ✓ Welcome & Introductions
 - Dan Dedloff (MSHN) reviewed Zoom meeting tips. The items he shared were to arrive on time, to please introduce yourself during the Welcome and Introductions, to stay muted throughout the meeting to cutdown on background noise, that meeting phone participants can mute and unmute by pressing *6, video on is preferred, and it is best to find a quiet, distraction-free space to participate in the meeting.
- ✓ The RCAC meeting snapshot from October 8, 2021 was approved.
 - Follow-up agenda items: None
- ✓ The current agenda was approved as written.
- ✓ Amanda Ittner, MSHN Deputy Director, presented on Certified Community Behavioral Health Clinics (CCBHCs). CCBHC Demonstration sites are to provide coordinated, integrated, and comprehensive services to all persons with any mental illness or substance use disorder diagnosis. Crisis response services provided 24/7/365 are a required emphasis for CCBHC Demonstration sites. A CCBHC Handbook was issued October 1, 2021, by MDHHS and includes requirements for CCBHC Demonstration sites. MDHHS has identified six pay-for-performance incentives that will reward providers who meet the identified benchmark. PIHP will work with the CCBHC sites on cost reporting, quality measures, Grievance and Appeal data, Access data, and non-Medicaid encounter data. Saginaw County CMHA, CMHA of C-E-I, and The Right Door have each received their provisional CCBHC certification.
- ✓ MSHN Informational Items:
 - Amy Dillon (MSHN) presented an overview of the MSHN Delegated Managed Care (DMC) reviews from 2021. She spoke about monitoring which MSHN does for the region's Community Mental Health (CMH) and Substance Use Disorder (SUD) providers. During the review MSHN staff look at the provider's policies, procedures, staff files, clinical charts, customer service practices, utilization management processes, staff qualifications, and other delegated functions. MSHN's 12 CMHs had an average compliance score of 95.45% for the reviewed areas. Some identified strengths were: innovative ways for continued care during the pandemic, a strong focus on quality contracted providers, well written Person-Centered Plans, and opportunities for consumer involvement. Areas for improvement were: Behavior Treatment Plans/Restrictions did not always include all the required elements, documentation timeliness issues, and the consumer's primary care physician (PCP) coordination of care was not consistently present within the clinical records. Ms. Dillon stated that SUD reviews follow a similar format. The average scores across the region for SUD provider were 76.32% for Clinical Record Reviews, 93.04% for the Delegated Managed Care Review tool, 89.58% for the Program Specific Review, and 63.89% for the Financial Review. The noted strengths for SUD provider were: innovative ways to ensure continued services during the pandemic, technology improvements to support staff, and a significant increase in compliance to Customer Service requirement over the past few years. The areas for improvement were: PCP coordination of care, discharge follow up coordination was lacking, misunderstandings on Customer Service requirements, and poor documentation for provider staff credentialing. More information is available on MSHN's website at <https://midstatehealthnetwork.org/stakeholders-resources/about-us/dashboard-information>.

- ✓ Dan Dedloff (MSHN) reviewed the draft FY22 Guide to Service Handbook common pages updates. Members reviewed the updates, and no comments were provided from the members for consideration. Hardcopies of the FY22 Guide to Service Handbook will be available at CMHs around the end of January.
- ✓ Dan Dedloff (MSHN) shared an update regarding the proposed Public Behavioral Health System Redesign Initiatives. Members were encouraged to take advantage of the available advocacy opportunities through the Community Mental Health Association of Michigan and any other advocacy opportunities which become available. Members discussed advocating with local CMH consumers through their CMH on the proposed system redesign initiatives. Members were encouraged to work with their staff liaison to explore ways to advocate locally and get the word out to CMH consumers.
- ✓ CMHSP Local Updates
 - Bay-Arenac Behavioral Health
 - Staff liaison stated that their recent Consumer Advisory Council (CAC) meeting included a review of their strategic plan, a discussion and a recommendation to continuation telehealth for medication reviews, a Fraud & Abuse training, and a review of their consumer survey results with a recommendation to explore alternate distribution methods due to the poor rate of return from mailed surveys. Additionally, they are working on a form letter opposing the system redesign efforts for their CAC members to send.
 - CMH for Central MI
 - Member reported on her efforts to advocate against the system redesign. She noted her concern over the shortage of available beds for inpatient mental health treatment.
 - CMHA of C-E-I
 - Member reported that his six-year appointment for the RCAC is up and CMHA-CEI is looking to add other members for the RCAC. It was noted that the CMHA-CEI CAC is exploring ways to publicly recognize their CMH staff's hard work during the COVID-19 pandemic.
 - Gratiot Integrated Health Network
 - Member reported he and a few others have recorded video messages against the system redesign. GIHN participated in a Christmas parade in St. Louis.
 - Huron Behavioral Health
 - Member reported that staff shortages have been a problem for a while.
 - The Right Door
 - Member reported that three new peer support specialists have been hired. Thirty Thanksgiving baskets were distributed locally to those in need. The Right Door is now a CCBHC.
 - LifeWays Community Mental Health – No updates
 - Montcalm Care Network (MCN)
 - Member reported that things are going well at MCN and there is a desire to be involved with other local agencies, but due to staff shortages their desire to grow community collaborations has been put on hold. A new provider has been added to provide counseling services for consumers, a new pharmacy is onsite at MCN, and their mobile crisis unit's utilization continues to grow.
 - Newaygo County Mental Health
 - Members reported that their local CAC has not been meeting.
 - Saginaw County CMHA
 - Member reported that their local CAC meetings have not been occurring. She reported that she attended a local listening session with Representative O'Neal where doctors and other health professionals were present.
 - Shiawassee Health and Wellness
 - Member reported their CAC voted in a new president and vice present. Their membership continues to be low.
 - Tuscola Behavioral Health Systems

	<ul style="list-style-type: none"> ▪ Staff liaison reported that their consumer participants have grown. They have been reaching out to the community through a community movie night. TBHS is also experiencing a staff shortage. ✓ Other Business: <ul style="list-style-type: none"> ○ Dan Dedloff (MSHN) reported a desire to have a bi-annual meeting of the RCAC staff liaisons to network and discuss the role of a staff liaison. Plans will be shared the beginning of 2022 to schedule a meeting of the staff liaisons. ○ It was noted that the RCAC snapshot which is sent to members is the best way to review what was presented during the RCAC and that members should review the snapshot so that they can effectively discuss what was presented during the RCAC. ✓ Adjourned
✓ ACTION/INPUT REQUIRED	<ul style="list-style-type: none"> • None
✓ KEY DATA POINTS/DATES	<ul style="list-style-type: none"> • Next meeting scheduled for February 11, 2022, 12:30-3:00pm via Zoom online