

Council, Committee or Workgroup Meeting Snapshot

Meeting: Customer Service Committee

Meeting Date: July 21, 2025

MSHN/CMHSP Representatives:

In-Person: Online Only

Via Zoom: A. Andrykovich (SHW), A. Fletcher (NCMH), B. West (CMHA-CEI), C. McIntyre (MCN), M. Chall (LifeWays), E. Shaffer (CMHCM), J. Lynch (CMHCM), J. Kish (BABH, HBH, TBHS), M. Gutzwiller (SCCMHA), M. Prusi (BABH), M. Taylor (SCCMHA), P. Fachting (GIHN), R Page-Lewis (GIHN), S. Richards (The Right Door), MSHN consumer representative, and D. Dedloff (MSHN)

KEY DISCUSSION TOPICS

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| <ul style="list-style-type: none"> Welcome and Introductions Review and approve the May 19, 2025 meeting snapshot <ul style="list-style-type: none"> Review follow-up action items Review and approve the current agenda FY26 CSC Planning 2025 HSAG Compliance Review Preliminary Results ABD Regional Technical Guide Update Appeal and Grievance Resolution Timeframe Discussion Customer Service Reports | <ul style="list-style-type: none"> Member Suggested Topics Regional Customer Service Enhancement 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 May 19, 2025, meeting snapshot.
 - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- CSC members were offered the opportunity to decide on the CSC schedule for FY26. The options were to either not meet, adjust to a quarterly schedule, or maintain the current schedule of every other month. Members discussed the options and decided to retain the current schedule, with the flexibility of cancelling a meeting if there was insufficient material to justify it.
- Preliminary results from the 2025 HSAG Compliance Review were shared with members. Items that may require follow-up were noted as developing a form for a member to designate an authorized representative, improving documentation to note that the acknowledgement of a grievance and appeal occurred within five business day, specifically documenting who the decision maker was with their job title and credentials, enhancements to better record extension tracking, and improvements in documenting the reauthorization of services within 72 hours of an approved appeal. The draft HSAG review results are expected to be provided to MSHN in late September, with the finalized results in October.
- Members discussed an outstanding technical assistance (TA) question within the ABD Regional Technical Guide that explores autism testing requests. Members discussed the TA, but additional time to contemplate the information was offered via email follow-up. The updated draft version of the TA will be provided to members for review and approval.
- Members discussed when an appeal and grievance should be considered resolved. A few appeals and grievances from the last year were not timely due to the member's lack of response. It was decided that once the CMH has finalized its decision, a resolution notice should be provided indicating that the appeal or grievance has been resolved. However, follow-up can still occur to assist the member after the resolution is made.
- Customer Service Reports - None
- Member Suggested Topics:

	<ul style="list-style-type: none"> ○ A member asked about the Guide to Services Handbook process for FY26. It was reported that MSHN is waiting on MDHHS to provide updates to the Customer Service Handbook templates, and a plan will be discussed after they are received. ● Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ A draft of the staff professionalism training was completed. A brief review of the training content was provided, but the training will be sent via email to members so that they can review the content more thoroughly. ○ Members discussed the draft due process language. The source material used in the development of the draft language was reviewed. The draft language will be sent to members for review and feedback. ● Open Discussion: <ul style="list-style-type: none"> ○ None ● Future Agenda Items: <ul style="list-style-type: none"> ○ 2025 HSAG Compliance Review
<ul style="list-style-type: none"> ▪ ACTION/INPUT REQUIRED 	<ul style="list-style-type: none"> ▪ Provide feedback on the technical assistance question within the ABD Regional Technical Guide, the professionalism training, and the due process language.
<ul style="list-style-type: none"> ✓ KEY DATA POINTS/DATES 	<ul style="list-style-type: none"> ✓ Upcoming CSC meetings: September 15, 2025, 9:30 am to 11:30 am, via Zoom.