

**Meeting Date:** January 26, 2026

**MSHN/CMHSP Representatives:**

**In-Person:** Online Only

**Via Zoom:** A. Andrykovich (SHW), A. Fletcher (NCMH), B. West (CMHA-CEI), C. McIntyre (MCN), C. Surque (LifeWays), E. Shaffer (CMHCM), J. Lynch (CMHCM), J. Kish (BABH), K. Cereske (BABH, HBH, TBHS), K. Medes (CMHA-CEI), M. Gutzwiller (SCCMHA), M. Taylor (SCCMHA), P. Faching (GIHN), Consumer Rep., and D. Dedloff (MSHN)

**KEY DISCUSSION TOPICS**

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| <ul style="list-style-type: none"> <li>• Welcome and Introductions</li> <li>• Review and approve the November 15, 2025 meeting snapshot             <ul style="list-style-type: none"> <li>○ Review follow-up action items</li> </ul> </li> <li>• Review and approve the current agenda</li> <li>• MSHN Guide to Services Update</li> <li>• FY26 MSHN Customer Service Policy and Procedures Review</li> <li>• Customer Service Reports - None</li> </ul> | <ul style="list-style-type: none"> <li>• Member Suggested Topics</li> <li>• Regional Customer Service Enhancement</li> <li>• Open Discussion</li> <li>• Future Agenda Items</li> <li>• Updates</li> <li>• Next Meeting</li> </ul> |
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**KEY DECISIONS**

- Welcome and Introductions
- The Customer Service Committee (CSC) members approved the November 15, 2025, meeting snapshot.
  - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- An update on the FY26 Guide to Services Handbook process was provided. Errors were identified in the MDHHS Customer Service Standards #13 Tag Line template, and MDHHS was notified. MDHHS is updating the template to ensure it accurately reflects the required translated tag line statements. The Handbook will be delayed until MDHHS issues a corrected #13 Tag Line template.
- Members completed the biennial review of the MSHN Customer Service policies and procedures. The draft policies and procedures that were reviewed for member feedback:
  - CS\_Advance\_Directives\_FY26
  - CS\_Customer\_Consumer\_Service\_FY26
  - CS\_Customer\_Handbook\_FY26
  - CS\_Enrollee\_Rights\_Policy\_FY26
  - CS\_Information\_Accessibility\_LEP\_FY26
  - CS\_Medicaid\_Enrollee\_Appeals\_Grievances\_FY26
  - CS\_Medicaid\_Enrollee\_Appeals\_Grievances\_Procedure\_FY26
  - CS\_RCAC\_FY26
  - CS\_ReportingMedicaidAppealsGrievancesSFHProcedure\_FY26
  - CS\_SUD\_Recipient\_Rights\_Policy\_FY26
- Customer Service Reports – None
- Member Suggested Topics:
  - Members discussed how CMHSPs determine CCBHC services to include within CCBHC reporting. A member reported that records are being reviewed manually to meet CCBHC reporting requirements. Members discussed

	<p>options and suggested improvements to support CCBHC reporting in the information management system used by the CMHSP.</p> <ul style="list-style-type: none"> <li>• Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> <li>○ Members were presented with an opportunity to participate in a time-limited MSHN workgroup to develop non-Medicaid citations for the adverse benefit determination (ABD) process. Several members expressed interest in participating in the workgroup. Interest will be passed along to MSHN staff who are exploring the formation of a non-Medicaid ABD citation workgroup.</li> </ul> </li> <li>• Open Discussion: <ul style="list-style-type: none"> <li>○ None</li> </ul> </li> <li>• Future Agenda Items: <ul style="list-style-type: none"> <li>○ FY26 Q1 MDHHS appeal and grievance reporting</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>ACTION/INPUT REQUIRED</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ None</li> </ul>
<ul style="list-style-type: none"> <li>✓ <b>KEY DATA POINTS/DATES</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ Upcoming CSC meetings: March 16, 2026, 9:30 am to 11:30 am, via Zoom.</li> </ul>