

**Meeting Date: November 16, 2020**

**MSHN/CMHSP Representatives:**

**In Person:** Online Only

**By Zoom:** Kim Cereske (BABH/HHB/TBHS), Julie Rookard (CMHCM), Stefanie Zin (CEI), Becki West (CEI), Rachelle Page-Lewis (GIHN), Jennie Morgan (The Right Door), Suzi Richards (The Right Door), Carly Coxon (LifeWays), Cece McIntyre (MCN), Andrea Fletcher (Newaygo), Tim Ninemire (SCCMHA), Melynda Schaefer (SCCMHA), Andrea Andrykovich (SHW), and Dan Dedloff (MSHN)

**KEY DISCUSSION TOPICS**

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| <ul style="list-style-type: none"> <li>• Welcome and Introductions</li> <li>• Review and approve September 14, 2020 meeting snapshot               <ul style="list-style-type: none"> <li>○ Review follow-up action items</li> </ul> </li> <li>• Review and approve current agenda</li> <li>• FY20 Q3 Denial, Grievance, Appeals, and Second Opinion Report Review</li> <li>• FY20 Q1.2 Medicaid Fair Hearing Report Review</li> <li>• MSHN Committee/Council Consumer Participation Process Review</li> <li>• MSHN CSC FY20 QAPIP Annual Report</li> <li>• FY21 Guide to Services Handbook Update               <ul style="list-style-type: none"> <li>○ FY21 Common Pages review</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• FY20 Guide to Services Handbook Spanish Language Version(s) Update</li> <li>• Member Suggested Topics:               <ul style="list-style-type: none"> <li>○ MSHN Regional Customer Service FAQ</li> <li>○ COVID-19 Customer Service considerations</li> </ul> </li> <li>• Standardization of Educational Material/ Brochures/ Forms Across the Region               <ul style="list-style-type: none"> <li>○ None</li> </ul> </li> <li>• Open Discussion</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 September 14, 2020 meeting snapshot.
  - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The FY20 Q3 Denial, Grievance, Appeals, and Second Opinion Report was reviewed and approved. Members discussed and agreed that Plans of Correction completion and reviews would increase to better explore and impact causal factors for indicators which do not meet the 100% standard.
- FY20 Q1.2 Medicaid Fair Hearing Report was reviewed and approved.
- The MSHN Committee/Council Consumer Participation Process proposal and application were reviewed and discussed. Members agreed that it was a good idea to gain the consumer perspective from those we serve by including consumer participants.
- The MSHN CSC FY20 QAPIP Annual Report was reviewed, revised, and approved for submission.
- An update was provided for the FY21 Guide to Services Handbook process. The MSHN Board of Directors approved a revised budget for the Handbook during their November board meeting. Allegra will be contacted this week to announce that they were selected as the FY21 Guide to Services publication vendor. The FY21 Handbook will be submitted for MDHHS review and approval this week. Most CMHSPs have reviewed and approved their local files. The FY21 Handbook is on track for a January publication and distribution.
  - The revised FY21 Common Pages were reviewed, discussed, and approved.
- The FY20 Guide to Services Handbook Spanish Language versions are complete but the question on if title graphics should be translated was discussed. Members were asked to review and respond to if they were satisfied with their translation.
- Member Suggested Topics:

	<ul style="list-style-type: none"> <li>○ A member suggested that a MSHN Regional Customer Service FAQ document would be a helpful resource. Members discussed and agreed that it would be a good idea to compile technical support in a CSC FAQ document. A draft document will be prepared for review during the next CSC meeting.</li> <li>○ Members were encouraged to be mindful of the impact of COVID-19 restrictions upon consumers, service delivery, and Customer Service considerations. Good communication and completing any required Adverse Benefit Determinations Notices with the most appropriate reason(s) for the issuances were discussed as valuable strategies.</li> <li>● Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> <li>○ None</li> </ul> </li> <li>● Open Discussion: <ul style="list-style-type: none"> <li>○ Members agreed to reschedule the January CSC to the 25th due to the MSHN MLK office closure on the 18th.</li> </ul> </li> <li>● Future Agenda Items: <ul style="list-style-type: none"> <li>○ FY21 Guide to Services Handbook Spanish Language Version(s) vender process.</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>▪ Review FY20 Handbook Spanish Language versions and request changes if not satisfied.</li> </ul>
<ul style="list-style-type: none"> <li>✓ <b>KEY DATA POINTS/DATES</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ Next CSC meeting: Monday, January 25, 2021 from 9:30am to 11:30am via Zoom.</li> </ul>