

Meeting Date: November 15, 2021

MSHN/CMHSP Representatives:

In Person: Online Only

Via Zoom: K. Cereske (BABH/HHB/TBHS), M. Prusi (BABH/HHB/TBHS), C. Bay-Barron (CMHCM), S. Zin (CEI), P. Faching (GIHN), R Page-Lewis (GIHN), J. Morgan (The Right Door), C. Coxon (LifeWays), C. McIntyre (MCN), A. Fletcher (Newaygo), T. Ninemire (SCCMHA), A. Andrykovich (SHW), and D. Dedloff (MSHN)

KEY DISCUSSION TOPICS

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| <ul style="list-style-type: none"> • Welcome and Introductions • Review and approve September 20, 2021 meeting snapshot <ul style="list-style-type: none"> ○ Review follow-up action items • Review and approve current agenda • FY22 CSC Charter Review and Approval • CSC Annual Effectiveness Review and Approval • CSC Consumer Representative Applicant Selection • MDHHS Reporting Regional Analysis | <ul style="list-style-type: none"> • Member Suggested Topics: <ul style="list-style-type: none"> ○ Minor Consumers • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ Medicaid Notice Taglines • 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 September 20, 2021 meeting snapshot.
 - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The FY22 CSC Charter was reviewed and approved by the CSC members.
- The MSHN QAPIP CSC Annual Effectiveness Report was reviewed and approved by the CSC members.
- CSC reviewed applications for Consumer Representation on the committee. One applicant was accepted at this time. Other applicants will be considered to fill the second spot.
- Members discussed the need to have a regional analysis of the quarterly MDHHS Grievance and Appeals Reporting data. Members discussed which available data elements from the reporting templates should be included for regional analysis. Members identified the timeliness of resolved cases, the volume of grievances processed, grievance determinations, and the YTD tables for grievance analysis. The similar Appeals data elements will be used for regional Appeals analysis. A draft report will be prepared for review and discussion for the next CSC meeting.
- The Guide to Services Handbook local pages revisions have been received and drafts are being processed. MDHHS reported that template language for Mediation will not be provided, and members agreed to not include any Mediation language within the FY22 Handbook.
- Member Suggested Topics:
 - Minor consumers: what proof of guardianship or adoption paperwork is required?
 - Members discussed what documentation should be requested and is required for minor consumers who are adopted. Members agreed that proof of legal authority to consent for services through appropriate documentation was the ideal, but the hardship is that not all families have the needed documentation.
- Standardization of Educational Material/ Brochures/ Forms Across the Region
 - PCE users were reminded that Tagline language has been added for Medicaid notices and PCE project managers should be contacted to request the Tagline language be added within their local systems.

	<ul style="list-style-type: none">• Open Discussion: None• Future Agenda Items:<ul style="list-style-type: none">○ Regional MDHHS Grievance and Appeals data analysis report
▪ ACTION/INPUT REQUIRED	▪ None
✓ KEY DATA POINTS/DATES	✓ Next CSC meeting: Monday, January 24, 2022, from 9:30am to 11:30am via Zoom.