

**Meeting Date:** January 24, 2022

**MSHN/CMHSP Representatives:**

**In Person:** Online Only

**Via Zoom:** K. Cereske (BABH/HBH/TBHS), M. Prusi (BABH/HBH/TBHS), E. Shaffer (CMHCM), J. Rookard (CMHCM), S. Zin (CEI), J. Scutt (CEI), P. Fachting (GIHN), R Page-Lewis (GIHN), J. Morgan (The Right Door), C. Coxon (LifeWays), C. McIntyre (MCN), A. Fletcher (Newaygo), T. Ninemire (SCCMHA), K. Patterson (SCCMHA), A. Andrykovich (SHW), 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 November 15, 2021 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>• FY22 MSHN Balanced Scorecard</li> <li>• FY22 Guide to Services Handbook Update</li> <li>• MDHHS Reporting Regional Analysis Report</li> <li>• HSAG Compliance Review CAP Discussion</li> <li>• Member Suggested Topics:               <ul style="list-style-type: none"> <li>○ Adding a field for collecting the request for service date on ABD's</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <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>○ MDHHS Reporting Submissions</li> <li>○ Mediation – Current best practices</li> </ul> </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, 2021 meeting snapshot.
  - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The three Customer Service specific Key Performance Indicators on the FY22 MSHN Balanced Scorecard which focus on the timeliness of resolution and notice for Medicaid service request denials, Medicaid appeals, and Medicaid grievances were discussed. After discussion, the group agreed to continue the three Key Performance Indicators. The quarterly MDHHS reporting data will be used to calculate the percentages for the three Indicators.
- An update was provided on production of the FY22 Guide to Services Handbooks. It was reported that the printing of the Handbooks was delayed, but distribution is scheduled to begin February 11, 2022. Efforts will be made to communicate delivery updates and tracking information.
  - Planning for the FY23 Handbook process will begin earlier, with a possible start in the summer versus the typical fall timeframe. The GIHN member shared that she used Canva.com for their FY22 Handbook cover and that it was a user-friendly program with stock photos available for a reasonable fee.
- The discussion on using the quarterly MDHHS Grievance and Appeals data for a regional analysis report was revisited. The chairperson reported working with the available MDHHS report data elements using a variety of pivot tables, graphs, and charts but none of the analytics led to a functional draft report. Additional time will be needed to request assistance from other MSHN staff to explore utilizing the data to generate a report for consideration by the group.
- The HSAG Compliance Review Corrective Action Plan (CAP) was discussed.
  - The current tracking mechanisms for translated materials were discussed. A member reported that she uses the Customer Service inquiry section of their PCE Customer Service module to track accommodation requests. The need to track the requests was noted and a standardized Excel template will be developed to accommodate the need. Additionally, members reported using census data to complete their analysis of linguistic needs for their county. Members were informed that future MSHN Delegated Managed Care (DMC) reviews will include a request to show evidence of their analysis of linguistic needs.

	<ul style="list-style-type: none"> <li>○ The current tracking mechanisms for requests for alternate formats and auxiliary aids were discussed. Members reported that requests were being processed but formal tracking was not being completed. These fields will be incorporated into the standardized Excel template being created for translation materials. Regarding verification of required reading grade level for documents, members reported that the analysis function in Word is being used but a standardized method to analyze a document's reading level was not readily available. The group recommended working to find a standardized means for analysis as a next step.</li> <li>○ A subgroup will be formed to create an Adverse Benefit Determination (ABD) Regional Training to meet the HSAG CAP plan. Members volunteered to participate in the training subgroup. The training will be targeted to be completed in May of 2022.</li> <li>● Member Suggested Topics: <ul style="list-style-type: none"> <li>○ Adding a field for collecting the request for service date on ABD's <ul style="list-style-type: none"> <li>▪ A member discussed that a service request date is not currently being collected in their PCE electronic health record (EHR) system. It was discussed that some EHR systems have a process for tracking the request date. Request date tracking is most often done through Utilization Management departments, and it was recommended that the question be submitted for discussion during a MSHN Utilization Management Committee meeting.</li> </ul> </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: <ul style="list-style-type: none"> <li>○ Members were reminded that the deadline for the FY22 Q1 MDHHS Report submissions is due by January 31, 2022.</li> <li>○ A member reported that during a recent MDHHS Office of Recipient Rights meeting it was reported that the expectation is for Mediation practices to be currently in place, but members reported that without the contract including Mediation language and standardized Mediation procedures from MDHHS, that there are reservations about moving forward with full implementation. Members agreed that staff should be aware of the availability of Mediation for individuals served and to make the distributed Rack Card available, but it is acceptable to wait on MDHHS to provide direction on Mediation before moving forward with full implementation.</li> </ul> </li> <li>● Future Agenda Items: <ul style="list-style-type: none"> <li>○ Regional MDHHS Grievance and Appeals data analysis report</li> <li>○ MSHN Customer Service Policy and Procedure Review</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>✓ Next CSC meeting: Monday, March 21, 2022, from 9:30am to 11:30am via Zoom.</li> </ul>