

**Meeting Date: May 16, 2022**

**MSHN/CMHSP Representatives:**

**In Person:** Online Only

**Via Zoom:** K. Cereske (BABH/HBH/TBHS), M. Prusi (BABH/HBH/TBHS), E. Shaffer (CMHCM), S. Zin (CEI), K. Medes (CEI), P. Faching (GIHN), S. Richards (The Right Door), C. Coxon (LifeWays), C. McIntyre (MCN), K. Patterson (SCCMHA), T. Ninemire (SCCMHA), A. Andrykovich (SHW), M. Phillips (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 March 21, 2022 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 HSAG Compliance Review Discussion</li> <li>• FY21 HSAG Compliance Review CAP Discussion</li> <li>• MDHHS Reporting Regional Analysis Report Recommendations</li> <li>• ABD Regional Training Update</li> <li>• FY21 Q2 MDHHS Reporting Feedback</li> <li>• Member Suggested Topics: None</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>○ Tracking spreadsheet for translated materials, alt formats, and aux aids</li> </ul> </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 March 21, 2022 meeting snapshot.
  - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The upcoming FY22 HSAG Compliance Review was discussed. HSAG will draw from the FY21 Q4 and FY22 Q1 MDHHS Appeals and Grievances reporting for their casefile review selections. CMHSPs with selected cases will be contacted soon and evidence to support compliance will be requested. The HSAG case selection review tool should be used to guide the provision of evidence for compliance. As a reminder, HSAG has asked that evidence be submitted as a searchable PDF file and screenshots be kept to a minimum.
- The recommendations from the FY21 HSAG Compliance Review continued to be discussed.
  - Members discussed establishing a standardized process to evaluate local member materials to meet the 6.9 grade reading level standard. Locally produced member materials would be the items for to review. Members noted that there was no current process, and the group will continue to work on establishing a process to evaluate materials for a standard regional process.
  - Members discussed their local processes for determining county language needs. The common data sources used are census data, local county needs assessments, and requests for translation. The group will work to identify the common data source(s) to reference and finalize a process to determine local and regional language needs. It was noted that translating the regional Handbook into Spanish was a useful and a welcomed resource to assist individuals served.
- The development of the regional analysis report for the quarterly MDHHS Grievance and Appeals data has been delayed. The feedback received from CSC members was provided to MSHN's IT staff and a draft report is in development. The draft report will be reviewed during the next CSC meeting.
- The Adverse Benefit Determination (ABD) training workgroup continues to meet to develop the regional ABD training. The ABD training will be sent out for feedback to CSC members before finalizing the training for use.

	<ul style="list-style-type: none"> <li>• Feedback regarding the most recent FY22 Q2 MDHHS reporting submissions was provided to the members. It was noted that text no longer needs to be in ALL CAPS. Members were asked to make sure that each case was resolved within the submission quarter and that submissions included all the required information. Overall, the submission process has been going smoothly.</li> <li>• Member Suggested Topics: None</li> <li>• Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> <li>○ No feedback was received regarding the developed tracking spreadsheet for translated materials, alt formats, and aux aids. Members were encouraged to use the spreadsheet to track member requests.</li> </ul> </li> <li>• Open Discussion: <ul style="list-style-type: none"> <li>○ Members discussed sending an Adverse Benefit Determination (ABD) Notice to individuals who have passed away. Members reported that sending the Notice is an issue of dignity and respect. Sending an ABD due to death does not make much sense since appeal rights are unnecessary and requesting continued services would not occur. Members agreed that it was unnecessary to send an ABD Notice to terminate services for an individual who has passes away.</li> </ul> </li> <li>• Future Agenda Items: <ul style="list-style-type: none"> <li>○ Regional MDHHS Grievance and Appeals data analysis report</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 and provide feedback on the draft ABD training.</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, July 18, 2022, from 9:30am to 11:30am via Zoom.</li> </ul>