

**Meeting Date:** May 19, 2025

**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), K. Cereske (BABH, HBH, TBHS), M. Gutzwiller (SCCMHA), M. Prusi (BABH), M. Taylor (SCCMHA), P. Fachting (GIHN), R Page-Lewis (GIHN), MSHN consumer representative, 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 March 17, 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>Guide to Service Handbook Update</li> <li>ABD Regional Technical Guide Update <ul style="list-style-type: none"> <li>Second Opinion, Appeal Rights, and ABDs Discussion</li> </ul> </li> <li>2025 HSAG Review</li> <li>Customer Service Reports</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 March 17, 2025, meeting snapshot.
  - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The chairperson reported that MDHHS has yet to approve the MSHN FY25 handbook because they are working on updates to the Customer Service Handbook templates. Since approval was delayed, a reorder of the 2024 Guide to Services Handbook was placed, and it will replace the FY25 Handbook order. MSHN will utilize the FY25 handbook draft versions as the foundation to develop the FY26 Handbook. The FY26 Handbook development will begin once MDHHS issues the updates to the handbook templates.
- Members completed a periodic review of the ABD Regional Technical Guide to explore any needed updates. Some grammar and punctuation updates were completed. Members discussed adding the information developed during the recent subworkgroup meeting regarding second opinion rights and how best to integrate the second opinion process with Adverse Benefit Determinations and Appeal rights. After review, the members agreed that the second opinion information should be added to the ABD Guide as a new attachment. The ABD Regional Technical Guide will be updated and provided to members via email for a final review before approval.
- Customer Service Reports
  - The FY25 Q2 MDHHS Appeal and Grievance Report was reviewed. For FY25 Q2, 96.46% of appeals and 96.15% of grievances were processed within the required timeframe. No significant trends or concerns were noted during the review discussion.
  - Members discussed the validations they complete to ensure their quarterly appeal and grievance data are accurate for MDHHS reporting. MSHN is working to develop standardized validations for the reporting to ensure the data is accurate before submitting it to MDHHS.
  - The chair reported that MDHHS has requested that all psychiatric hospitalization service requests be entered as expedited service authorization requests. Considering the service request as expedited fits with the current CMHSP

	<p>process and the established timeframe for the service determination procedure. MDHHS plans to review the Service Authorization Denial reporting to ensure the service is categorized as expedited.</p> <ul style="list-style-type: none"> <li>• Member Suggested Topics: <ul style="list-style-type: none"> <li>○ Members discussed what types of information should be included on a CMH webpage for Customer Service. Information related to appeal and grievance processes, member handbook, Advance Directive, and LEP was cited as common on Customer Service pages. Members were encouraged to review other CMHSP Customer Service webpages for further information and inspiration.</li> </ul> </li> <li>• Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> <li>○ A short-term subworkgroup met to work on developing a staff professionalism training. The chairperson is working to compile the information discussed during the meeting into a draft training. Once prepared, the draft training will be sent out to members for review.</li> <li>○ Members discussed and agreed that a meeting to discuss the due process information included in the individual plan of service was a good idea. Examples of CMHSP IPOS documents will be requested for review during the meeting. The goal will be to discuss and develop a recommendation on what due process information should be included in the IPOS document. The meeting will be scheduled via email.</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>○ 2025 HSAG Compliance Review</li> </ul> </li> </ul>
▪ <b>ACTION/INPUT REQUIRED</b>	<ul style="list-style-type: none"> <li>▪ Provide examples of IPOS documents in preparation for a subworkgroup meeting on due process information attached to the IPOS.</li> </ul>
✓ <b>KEY DATA POINTS/DATES</b>	<ul style="list-style-type: none"> <li>✓ Upcoming CSC meetings: July 21, 2025, 9:30 am to 11:30 am, via Zoom.</li> </ul>