

Council, Committee or Workgroup Meeting Snapshot

Meeting: Customer Service Committee

Meeting Date: March 17, 2025

MSHN/CMHSP Representatives:

In-Person: Online Only

Via Zoom: A. Andrykovich (SHW), A. Fletcher (NCMH), B. West (CMHA-CEI), C. Surque (LifeWays), E. Shaffer (CMHCM), K. Cereske (BABH, HBH, TBHS), K. Medes (CMHA-CEI), M. Gutzwiller (SCCMHA), M. Prusi (BABH), M. Taylor (SCCMHA), M. Leach (MCN), P. Fachting (GIHN), R Page-Lewis (GIHN), S. Richards (The Right Door), MSHN consumer representative, and D. Dedloff (MSHN)

KEY DISCUSSION TOPICS

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| <ul style="list-style-type: none"> Welcome and Introductions Review and approve the January 27, 2025 meeting snapshot <ul style="list-style-type: none"> Review follow-up action items Review and approve the current agenda FY25 Guide to Service Handbook Update MSHN Councils and Committees Satisfaction Surveys Results 2024 HSAG Review Results 2025 HSAG Review Customer Service Reports | <ul style="list-style-type: none"> Member Suggested Topics Standardization of Educational Material/ Brochures/ Forms Across the Region 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 January 27, 2025, meeting snapshot.
 - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The chairperson reported that MDHHS approval for the FY25 Guide to Service Handbook has been delayed due to MDHHS reviewing HSAG feedback and working to update the Customer Service template #13 Tagline document. MSHN has decided to reorder the 2024 Guide to Services Handbook. Handbook quantities for CMHSPs and SUDSPs will be requested to accommodate the next six months.
- The results of the MSHN Councils and Committees Satisfaction surveys for the Customer Service Committee (CSC) were discussed. Those who responded reported agreeing that the CSC fulfills the intended purpose. Feedback was given that CSC meetings should be scheduled for the entire fiscal year at one time, and members affirmed this was a good idea. The chairperson will schedule the remainder of the FY25 CSC meetings. Overall, the results and feedback were positive.
- The group reviewed and discussed the 2024 HSAG Compliance Review follow-up items, which are currently being addressed through MSHN and in collaboration with CMHSPs.
- The chairperson expressed appreciation for the coordination and collaboration for the 2025 HSAG Compliance Review case documentation. The 2025 HSAG Compliance Review involves eight standards and is scheduled for June 6, 2025. The results will be shared during the July CSC meeting.
- Customer Service Reports
 - The FY25 Q1 MDHHS Appeal and Grievance Report was reviewed. For FY25 Q1, 98.53% of appeals and 100% of grievances met the required timeframe. No significant trends or concerns were noted during the review discussion.
 - The Fair Hearing Report results for FY24 were reviewed. Fair Hearing requests increased during FY24 (15) over FY23 (6). No significant trends or concerns were noted during the report results discussion.
 - Members discussed the FY24 MCPAR reporting process. MSHN has interacted with MDHHS to discuss the issues that occurred regarding the report data calculations. MDHHS has reported that the statewide MCPAR will be

	<p>submitted to CMS, and follow-up will occur after CMS has an opportunity to review the results and provide feedback.</p> <ul style="list-style-type: none"> • Member Suggested Topics: <ul style="list-style-type: none"> ○ Members discussed and agreed to schedule a meeting to discuss how the Second Opinion, Appeal Rights, and ABDs processes align to assist CMHSPs in navigating the parallel due process rights. The hope is to assist CMHPS by developing regional guidance regarding the processes. • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ Members supported the formation of a short-term subworkgroup to develop the staff professionalism training. ○ Email guidance will be sent to assist members regarding the requirement to provide notification to members when a provider termination occurs. Each CMHSP will be asked to respond with a description of their local process to ensure a process is in place for member notification. ○ The due process information included on the individual plan of service was discussed. It was noted that the information should not replace the requirement to provide an Adverse Benefit Determination in response to service changes that may occur during the person-centered planning process. This will be more thoroughly discussed during the next CSC meeting. ○ A discussion on extension practices will occur during the next CSC meeting due to time constraints. • Open Discussion: <ul style="list-style-type: none"> ○ None • Future Agenda Items: <ul style="list-style-type: none"> ○ IPOS Due Process Information Discussion ○ Extension Practices
▪ ACTION/INPUT REQUIRED	▪ Email follow-up to request a quantity for the 2024 Guide to Service Handbook reorder to cover the next six months.
✓ KEY DATA POINTS/DATES	✓ Upcoming CSC meetings: May 18, 2025, 9:30 am to 11:30 am, via Zoom.