

Meeting Date: December 18, 2017

**KEY DISCUSSION TOPICS**

**MSHN/CMHSP Representatives:**

- **In Person:**, Lynn Charping (GIHN), Tim Ninemire (Saginaw), Becky Dohring (Shiawassee), Julie Rookard (CMHCM) and Dan Dedloff (MSHN)
- **By Phone:** Stefanie Zin and Becki West (CEI), Andrea Fletcher (Newaygo), Kim Cereske (BABH, TBHS, HBH), Dirk Love (Shiawassee), Sherry Hockstra (CMHCM), Cathy Jaskowski (HBH) and Shannan Clevenger (LifeWays)

- Welcome and Introductions
- Review and Approve November 20, 2017 Minutes
- Review follow-up action items – occurred during meeting
- Review and Approved Current Agenda
- MSHN Customer Service Policies and Procedure Review
- FY2018 Member Handbook
- Standardization of Educational Material/Brochures/Forms Across the Region
- PCP Right to Appeal Discussion
- Open Discussion
- Future Agenda Items
- Updates
- Next Meeting

**• KEY DECISIONS**

- CSC members approved the November 20, 2017 minutes as written.
- CSC members approved the current agenda as written.
- MSHN Customer Service Policies and Procedures were reviewed and approved as written
- FY2018 Member Handbook
  - Local Pages and Common Pages final approval will occur via email
  - Vender Bids were reviewed and vendors will be contacted for additional clarification. Final approval will occur on January 5<sup>th</sup>
- Standardization of Educational Material/Brochures/Forms Across the Region
  - Notice of Appeal Receipt was approved
  - Notice of Appeal Decision (Approval) was approved
  - Notice of Appeal Decision (Denial) was approved
  - Notice of Grievance Receipt was approved
  - CS Document Spanish Language Translation will be coordinated and funded by MSHN
- PCP Right to Appeal was discussed and each CMHSP will implement the inclusion of the Adverse Benefit Determination as they see best
- Open Discussion: None
- Future Agenda Items:
  - CS Document Spanish Language Translation options

**○ ACTION/INPUT REQUIRED**

- Local Pages and Common Pages final approval will occur via email
- Vender approval will occur via email

**✓ KEY DATA POINTS/DATES**

- ✓ Next CSC meeting: **Monday February 12, 2017 at 9:30 to 11:30 am** at Gratiot Integrated Health Network. Call-in capability provided.