

Meeting Date: October 16, 2017

KEY DISCUSSION TOPICS

MSHN/CMHSP Representatives:

- **In Person:** Kim Cereske (BABH, TBHS, HBH), Julie Rookard (CMHCM), Rachel Macgregor (Gratiot), Tim Ninemire (Saginaw), Angie Loiselle (Montcalm), Becky Dohring (Shiawassee), Dirk Love (Shiawassee), Kim Zimmerman (MSHN), Dan Dedloff (MSHN), and Amanda Horgan (Guest, MSHN)
- **By Phone:** Richard Coelho (CEI), Stefanie Zin (CEI), Becki West (CEI), Andrea Fletcher (Newaygo), Liz Thelen (The Right Door), Cindy Bay-Barron (CMHCM), Elise Magen (CEI) and Shannan Clevenger (LifeWays)

- Welcome and Introductions
- Review and Approve September 25.2017 Minutes
- Review follow-up action items – occurred during meeting
- Review, Additions, and Approved Current Agenda
- NCQA
- MSHN Medicaid Enrollee Appeals/Grievances Policy Review
- FY2018 Member Handbook
- Standardization of Educational Material/Brochures/Forms Across the Region: Adverse Benefit Determination
- Open Discussion – None
- Future Agenda Items
- Updates
- Next Meeting

KEY DECISIONS

- CSC members approved the September 25.2017 Minutes as written.
- CSC members approved the current agenda with additions.
- Amanda Horgan, MSHN Deputy Director, presented a “high level” overview of the NCQA process.
- MSHN Medicaid Enrollee Appeals/Grievances Policy was added, reviewed, and approval will occur via email.
- FY2018 Member Handbook
 - CMHSPs reviewed and submitted revisions for their “local pages”. Member Handbook “common pages” are being reviewed and will be submitted for approval at the November CSC meeting.
- Standardization of Educational Material/Brochures/Forms Across the Region
 - Adverse Benefit Determination draft was reviewed. The document was discussed, revised, and revisions will continue via email.
 - The rough drafts for the Notice of Receipt, Appeal Approval, and Appeal Denial will be sent out for review via email.
- Open Discussion:
 - None
- Future Agenda items:
 - Notice of Receipt, Appeal Approval, and Appeal Denial document approval.
 - NCQA follow up

ACTION/INPUT REQUIRED

- Review MSHN Medicaid Enrollee Appeals/Grievances Policy for approval via email.
- Review Notice of Receipt, Appeal Approval, and Appeal Denial for approval at November CSC meeting.

KEY DATA POINTS/DATES

- ✓ Next CSC meeting: **Monday November 20, 2017 at 9:30 to 11:30 am** at Gratiot Integrated Health Network. Call-in capability provided.