

Council, Committee or Workgroup Meeting Snapshot

Meeting: Customer Service Committee

Meeting Date: June 19, 2017

KEY DISCUSSION TOPICS

MSHN/CMHSP Representatives:

- **In Person:** Lynn Charping (Gratiot), Tim Ninemire (Saginaw), Dirk Love (Shiawassee), Becky Dohring (Shiawassee), Angie Loiselle (Montcalm), CC (Montcalm), Kim Zimmerman (MSHN) and Dan Dedloff (MSHN).
- **By Phone:** Elizabeth Knoblauch (LifeWays), Kim Cereske (BABH, TBHS), Elizabeth Thelen (The Right Door), Julie Rookard (CMHCM), Becki West (CEI), Stefanie Zin (CEI)

- Welcome and Introductions
- Review and Approve May 15, 2017 Minutes
- Review follow-up action items – Standardization of Educational Material/Brochures/Forms Across the Region
- Review and Approve Today's Agenda
- MHSIP & YSS Summary Reports
- State Customer Service Group Meeting
- Medicaid Fair Hearing Officers Meeting
- Member Handbook
- Standardization of Educational Material/Brochures/Forms Across the Region
- Future Agenda items
- Updates
- Next Meeting

• KEY DECISIONS

- CSC members approved the May 15, 2017 minutes as written.
- CSC members approved the agenda as written.
- MSHIP & YSS reviewed the reports and response rates. Each CMHSP will discuss their results internally and report back in July.
- State Customer Service Group Meeting: The changes in the BBA which impact the contracts will not be finalized until late in August and there may be a rush to implement the changes due to the delay.
- Medicaid Fair Hearing Officers Meeting: Meeting was brief due to decisions have not been made at the state level.
- Member Handbook: 1) Electronic versions have been distributed, 2) Spanish Language Bids have been requested, and 3) Audio version will be delayed and explored for the FY18 Member Handbook cycle.
- Standardization of Educational Material/Brochures/Forms Across the Region: continue to provide resources.
- Open Discussion:
 - None
- Future Agenda items:
 - CSC charter will be reviewed during the July meeting.
 - Denials, Grievance, Appeals, Second Opinion Report to be reviewed during the July meeting..
 - Balanced Scorecard to be reviewed during the July meeting..

○ ACTION/INPUT REQUIRED

- Send dan.dedloff@midstatehealthnetwork.org agency brochures and documents which are given initially and annually to consumers.

✓ KEY DATA POINTS/DATES

- ✓ Next CSC meeting: **Monday, July 17, 2017; 9:30 a.m. to 11:30 a.m.** – Gratiot CMH. Call-in capability provided.