

Council, Committee or Workgroup Meeting Snapshot

Meeting: Customer Service Committee

Meeting Date: May 15, 2017

MSHN/CMHSP Representatives:

In person: Dirk Love (Shiawassee), Julie Rookard (CMHCM), Rachel MacGregor (Gratiot), Tim Ninemire (Saginaw), Becky Dohring (Shiawassee), Kim Cereske (BABH, TBHS), Tim Ninemire (Saginaw), Kim Zimmerman (MSHN) and Dan Dedloff (MSHN).

By Phone: Elizabeth Knoblauch (LifeWays), Elizabeth Thelen (The Right Door), Andrea Fletcher (Newaygo), Richard Coelho (CEI), Cathy Jaskowski (Huron), Becki West (CEI), Melissa Prusi, Joyce Tenner (CEI)

KEY DISCUSSION TOPICS

- Welcome and Introductions
- Review and Approve March 20, 2017 Minutes (no April meeting)
- Review follow-up action items – March meeting minutes
- Review and Approve Today's Agenda
- Standardization of Educational Material/Brochures/Forms Across the Region
- CSC/QIC Score Card
- BBA Update
- ACA 1557 Updates
- 42 CFR Part 2
- MDHHS Consent Form Updates
- Future Agenda items
- Updates
- Next Meeting

• KEY DECISIONS

- CSC members approved the March 20, 2017 minutes as written. There was no April 2017 meeting.
- CSC members approved the agenda as written.
- Standardization of Educational Material/Brochures/Forms Across the Region: favorable to the idea but the use of the standardized materials would not be a requirement.
- CSC/QIC Score Card: The Score Card is used by MSHN to show progress in specific areas. Reviewed and is required to be reviewed on a quarterly basis.
- BBA Update: new rules related to Appeals and Grievances go into effect on 7/1/17 for new contract providers. CMHSPs must implement the changes beginning 10/01/17 for FY18. Second opinion timeframe requirement was discussed and clarification will be sought.
- ACA 1557 Updates: MSHN is waiting before moving forward to see if the state gives any more information.
- 42 CFR Part 2: Updated rules are now in effect.
- MDHHS Consent Form Updates: There are a variety of issues people are having with the new form. Some people are NOT using the form as it is believed by some to not follow HIPAA rules/law.
- Open Discussion:
 - Transportation: very limited use of taxi service but public transportation use is common.
 - Customer Service Member Handbooks: SUD Providers should pick up handbooks from their local CMHSP. Prior handbooks should be destroyed and only new handbooks should be given out.
 - Home & Community Services Waiver: limited discussion
- Future Agenda items: Not discussed

○ 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, June 19, 2017; 9:30 a.m. to 11:30 a.m.** – Gratiot CMH. Call-in capability provided.