

Council, Committee or Workgroup Meeting Snapshot

Meeting: Customer Service Committee

Meeting Date: October 17, 2016

MSHN/CMHSP Representatives:

In person: Julie Rookard (CMHCM), Lynn Charping (Gratiot), Kathleen Perkins (Gratiot), Angie Loiselle (Montcalm Care Network), Tim Ninemire (Saginaw), and Jeanne Diver (MSHN).

By phone: Becki West (CEI), Stefanie Zin (CEI), Deb Huxtable (CEI), Richard Coelho (CEI), Susan Richards (The Right Door), Elizabeth Thelen (The Right Door), Elizabeth Knoblauch (LifeWays), Andrea Sturr (Newaygo), Kristie Wolbert (Saginaw), Dirk Love (Shiawassee), and Kim Zimmerman (MSHN).

• KEY DECISIONS

KEY DISCUSSION TOPICS

- Welcome & Introductions
- Review and Approve 9/19/2016 Minutes
- Follow up to 9/19/2016 Minutes
- Review and Approve Today's Agenda
- Screening & Notification Letter Discussion
- Balanced Budget Act (BBA)/Managed Care Rules Update
- 394 Language Update
- FY2016 SUD Consumer Satisfaction Survey Overview
- Denial, Grievance, Appeal, Second Opinion Web Portal Update
- Policy/Procedure Review
- Member Handbook Update
- Future Agenda items
- Updates

- **Review and Approve 9/19/2016 Minutes:** CSC members approved 9/19/16 minutes as written.
- **Follow up to 9/19/2016 Minutes:** Reviewed the action items from last meeting
- **Review and Approve Today's Agenda:** CSC members approved the agenda as written.
- **Screening & Notification Letter Discussion:** Relative to the Michigan Mission Based Performance Indicators (MMBPIS) #2 and #3, MSHN will provide further information to be discussed at the next meeting on the requirements for providing notification letters to beneficiaries.
- **Balanced Budget Act (BBA)/Managed Care Rules Update:** a spreadsheet was created as this was a group effort by all of the PIHPs. K. Zimmerman reviewed and clarified the spreadsheet.
- **394 Language Update:** CSC members approved the version to be entered into the Member Handbook.
- **FY2016 SUD Consumer Satisfaction Survey Overview:** The draft was reviewed and approved as written.
- **Denial, Grievance, Appeal, Second Opinion Web Portal Update:** the web portal for the Denial, Grievance, Appeal, Second Opinion Report will be tested soon and MSHN will be providing instructions.
- **Policy/Procedure Review:** review of Policies/Procedures was put on hold until next month's meeting.
- **Member Handbook Update:**
 - The Spanish Handbook with published date of November 2015 is posted on Box.
 - CSC members will vote on which vendor to use to print the FY2017 handbook.
- **Future Agenda Items:**
 - Screening and Notification Letters
 - BBA/Managed Care Rules Update

	<ul style="list-style-type: none"> • Updates: Provided updates from the Board of Directors Meeting, Operations Council, Quality Improvement Council, and Regional Consumer Advisory Council.
✓ ACTION/INPUT REQUIRED	<ul style="list-style-type: none"> ✓ CSC members to submit to J. Diver interpretation services utilized ✓ CSC members interested in sharing non-English documents to send them to J. Diver for posting ✓ CSC members to submit to J. Diver a brief description of their screening process
✓ KEY DATA POINTS/DATES	<ul style="list-style-type: none"> ✓ Next CSC meeting: Monday, November 21, 2016; 9:30 a.m. to 11:30 a.m. – Gratiot CMH. Call-in capability provided.