

Meeting Date: July 17, 2023

MSHN/CMHSP Representatives:

In-Person: Online Only

Via Zoom: A. Andrykovich (SHW), A. Fletcher (NCMH), C. Coxon (LifeWays), E. Shaffer (CMHCM), J. Morgan (The Right Door), K. Cereske (BABH/ HBH/ TBHS), K. Medes (CEI), M. Gutzwiller (SCCMHA), M. Leach (MCN), P. Fachting (GIHN), S. Zin (CEI), T. Ninemire (SCCMHA), M. Phillips (Consumer Rep), and D. Dedloff (MSHN)

KEY DISCUSSION TOPICS

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| <ul style="list-style-type: none"> • Welcome and Introductions • Review and approve the May 15, 2023 meeting snapshot <ul style="list-style-type: none"> ○ Review follow-up action items • Review and approve the current agenda • FY24 Guide to Service Handbook • MSHN Network Adequacy Assessment: Customer Service • FY22 MCPAR “drill down” data • 2023 HSAG Compliance CAP Review • Customer Service Reports <ul style="list-style-type: none"> ○ The FY23 Q2 MDHHS Appeal and Grievance ○ FY23 Q1-2 Indicator #11 Recipient Rights Reporting • Member Suggested Topics <ul style="list-style-type: none"> ○ ABD FAQ subworkgroup update ○ ABD Services ○ Consumer Advisory Council process | <ul style="list-style-type: none"> • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ Advance Directive Brochure update • Open Discussion <ul style="list-style-type: none"> ○ L 22-72 - Clarification on Policy and Procedure Related to the Denial, Suspension, Reduction, or Termination of Specialty Behavioral Health Services • Future Agenda Items • Updates • Next Meeting |
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KEY DECISIONS

- Welcome and Introductions
- The Customer Service Committee (CSC) members approved the May 15, 2023 meeting snapshot.
 - Review follow-up action items – Members submitted from where Cultural Competency Requests will be captured within their electronic medical record (EMR) system.
- The current agenda was reviewed and approved as written.
- The FY24 Guide to Service Handbook review process is underway. Members were reminded that local page revisions are due to MSHN no later than September 1, 2023. Members were asked to consider updating their Handbook cover if it has been more than a year and that [Canva.com](https://www.canva.com) is a helpful resource to create an updated cover.
- Members continued to discuss the Network Adequacy Assessment Customer Service items. Members identify that a current field within the assessment process would be used to record Cultural Competency Requests. Members discussed moving forward with a report and submission process to capture the data for a bi-annual submission. Members were asked to work with their IT staff or EMR project manager to develop a means of reporting out the Cultural Competency Requests data.
- In follow up to the previous MCPAR reporting discussion, the drill down data for the MCPAR reporting is available for PCE users. The discrepancies between the FY22 MCPAR data and the FY22 MDHHS Grievance and Appeal reporting were discussed. The Members were asked to explore any local differences to determine if a cause for the differences could be determined.
- The upcoming 2023 HSAG Compliance Review was discussed. Appreciation for the case file submissions was expressed. Members were reminded to make sure that the steps taken to resolve appeal and grievance cases were recorded within the case record was an observation from the reviewed case files. The MSHN HSAG Compliance review is scheduled for August 25, 2023, and the preliminary results will be discussed during the next CSC meeting.

	<ul style="list-style-type: none"> • Customer Service Reports <ul style="list-style-type: none"> ○ The FY23 Q2 MDHHS Appeal and Grievance data aggregation report link was discovered to be inoperable, and the reporting was not able to be reviewed. The issue will be explored, and the reporting will be reviewed during the next CSC meeting. ○ The FY23 Q1-2 Indicator #11 Recipient Rights reporting was reviewed. Members discussed the results but did not identify any significant trends which required intervention. • Member Suggested Topics: <ul style="list-style-type: none"> ○ An update was provided on the work occurring through the Adverse Benefit Determination (ABD) Frequently Asked Questions (FAQ) subworkgroup. The subworkgroup has continued to clarify terms and explore how common practices influence the ABD process. The ABD FAQ document will be reviewed by the CSC before being finalized for use. ○ The Montcalm Care Network member asked about how best to track services being closed on an ABD when some services will remain open. It was noted that the IPOS contains all the authorized services and the service(s) included on the ABD would be the service(s) within the IPOS. Comparing the two documents would assist in determining what service(s) would remain open. The use of “all services” upon the ABD was discouraged unless the ABD is for an eligibility determination. ○ The Gratiot Integrated Care Network member asked about the role of the Consumer Advisory Council (CAC) and who facilitates the CAC meetings. Feedback was provided and reported that the CAC is typically comprised of primary and secondary consumers and a selection of CMHSP leadership. The CAC meeting facilitator is often a Customer Service staff member but can be a peer support specialist or another selected staff. CAC members are provided with an opportunity to be informed on current CMHSP programs, along with an opportunity to provide feedback on local policies, procedures, programs, and practices. • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ It was noted that an update to the MSHN regional Advance Directive brochure recently occurred, and members were encouraged to update their local brochure if they use the regional Advance Directive brochure for members. • Open Discussion: <ul style="list-style-type: none"> ○ The letter, L 22-72 - Clarification on Policy and Procedure Related to the Denial, Suspension, Reduction, or Termination of Specialty Behavioral Health Services, received from MDHHS was discussed. Members discussed that the motivation for MDHHS to issue the letter is unknown but as a reminder could have been the motivation. A member noted that the letter states that PIHPs cannot delay the approval or denial of a service request based upon the availability of providers. The item was discussed to mean that the service request should be assessed for approval or denial but an ABD for a delay in the provision of the service(s) could be sent if a provider was still being determined. • Future Agenda Items: <ul style="list-style-type: none"> ○ Finalize the Cultural Competency Request reporting and submission process.
<ul style="list-style-type: none"> ▪ ACTION/INPUT REQUIRED 	<ul style="list-style-type: none"> ▪ Network with IT staff or EMR project manager to build a report for the Cultural Competency Requests data.
<ul style="list-style-type: none"> ✓ KEY DATA POINTS/DATES 	<ul style="list-style-type: none"> ✓ Next CSC meeting: Monday, September 18, 2023, 9:30 am to 11:30 am via Zoom.