

**Council, Committee or Workgroup Meeting Snapshot**

**Meeting: Customer Service Committee**

**Meeting Date: September 25, 2017**

**KEY DISCUSSION TOPICS**

**MSHN/CMHSP Representatives:**

- **In Person:** Julie Rookard (CMHCM), Lynn Charping (Gratiot), Tim Ninemire (Saginaw), Angie Loiselle (Montcalm), and Dan Dedloff (MSHN)
- **By Phone:** Richard Coelho (CEI), Becki West (CEI), Elise Magen (CEI), Andrea Fletcher (Newaygo), Kim Cereske (BABH, TBHS, HBH), and Shannan Clevenger (LifeWays)

- Welcome and Introductions
- Review and Approve August 21.2017 Minutes
- Review follow-up action items – None
- Review and Approve Current Agenda
- 2017 SUD Satisfaction Survey Report
- FY2017 Member Handbook -- Spanish Translation
- FY2018 Member Handbook
- 2017 Recipient Rights Conference
- Adverse Benefit Determination Workgroup
- Open Discussion – None
- Future Agenda Items
- Updates
- Next Meeting

**• KEY DECISIONS**

- CSC members approved the August 21.2017 Minutes as written.
- CSC members approved the agenda as written.
- 2017 SUD Satisfaction Survey Report was reviewed and approved without any significant comments.
- FY2017 Member Handbook Spanish Translation is being finalized and will be distributed soon.
- FY2018 Member Handbook
  - FY2018 Member Handbook process timeframe has begun and it is MSHN's desire to complete the project for a January 2018 distribution.
  - CMHSPs were asked to review their local pages for revisions and to submit a copy for approval at the next CSC.
- 2017 Recipient Rights Conference
  - Positive impression from those who attended the conference.
  - The forecasted changes from the FY18 contract amendment was discussed and the impact upon service delivery was explored.
- Standardization of Educational Material/Brochures/Forms Across the Region
  - Adverse Benefit Determination (Action Notice) Workgroup: a template for a MSHN standardized form will be produced.
- Open Discussion:
  - None
- Future Agenda items:
  - NCQA

**○ ACTION/INPUT REQUIRED**

- Review FY18 Member Handbook CMHSP local pages to be submitted for reviews by October 13<sup>th</sup>.
- Review Standardized Adverse Benefit Determination Form.

**✓ KEY DATA POINTS/DATES**

- ✓ Next CSC meeting: **Monday October 16, 2017 at 9:30 to 11:30 am** at Gratiot Integrated Health Network. Call-in capability provided.