

Council, Committee or Workgroup Meeting Snapshot

Meeting: Customer Service Committee

Meeting Date: January 23, 2017

MSHN/CMHSP Representatives:

In person: K. Cereske (BABH, TBHS), Julie Rookard (CMHCM), Lynn Charping (Gratiot), Angie Loiselle (Montcalm), Tim Ninemire (Saginaw), and Jeanne Diver (MSHN).

By Phone: Becki West (CEI), Cathy Jaskowski (Huron), Susan Richards (The Right Door), Andrea Fletcher (Newaygo), Dirk Love (Shiawassee), and Kim Zimmerman (MSHN).

KEY DISCUSSION TOPICS

- Welcome and Introductions
- Review and Approve November 21, 2016 Minutes; Review and Approve January 23, 2017 Agenda
- House Bill 5782 (Amendment to the Mental Health Code Section 478)
- Standardization of Educational Material/Brochures/Forms Across the Region
- MSHN Consent to Share Information Policy
- Update to Reporting Medicaid Beneficiary Appeals, Grievances, Recipient Rights and Administrative Hearings Procedure
- Screening & Notification Letter Process Discussion
- Appeals/Grievances for COD Individuals
- Update Notification Letters
- CSC Dashboard with Benchmarks
- Handbook Translation
- Member Handbook Update
- Future Agenda items; Updates

• KEY DECISIONS

- CSC members approved the November 21, 2016 minutes as written. There was no December 2016 meeting.
- CSC members approved the agenda as written.
- Information was shared on House Bill 5782 that revised the Michigan Mental Health Code to align it more with the requirements of HIPAA. The main change included allowing disclosure as necessary for treatment, coordination of care, or payment, in accordance with HIPAA.
- MSHN introduced the idea of standardization of educational materials, brochures, forms, trainings, etc., across the region as a means of developing more efficiency and cost effectiveness.
- The new MDHHS *Consent to Share Behavioral Health Information for Care Coordination Purposes* form, dated 11/16, will replace the one dated 2/16. This form is required (by the PIHP/MDHHS contract) to be utilized for all non-electronic health information exchange.
- The following verbiage, "for Indicator #11" was added to the title, "B. Recipient Rights Report" within the *Reporting Medicaid Beneficiary Appeals, Grievances, Recipient Rights and Administrative Hearings Procedure* to provide clarification as to the relevant report.
- Members further discussed their processes re: sending notification letters upon denial of services post screening.
- A co-occurring case was introduced and it was recommended to bring this case to the MDHHS Recipient Rights Training in February.
- Members agreed with the revisions made to the MSHN notification letter, according to FY17 contract, Attachment P 6.3.1.1.
- MSHN would like to have one combined scorecard with performance measures for both QIC and CSC. Members agreed there would be a measure pertaining to timeliness standards for sending notices upon denial of services.
- MSHN is working with CMHSPs to update local pages of the customer handbooks.

✓ ACTION/INPUT REQUIRED

- ✓ Members willing to share, were asked to send Jeanne items they have in place, such as brochures, power point trainings, forms, etc., they would like to see standardized across the region. Jeanne to create a master list and provide for discussion at February's CSC meeting.
- ✓ If willing to share, members may send Jeanne their updated process re: sending notification letters upon denial of services post screening, to revise what has already been collected.
- ✓ Future Agenda items
 - Standardization of Educational Material/Brochures/Forms Across the Region
 - CSC Dashboard with Benchmarks

✓ KEY DATA POINTS/DATES

- ✓ Next CSC meeting: Monday, February 27, 2017; 9:30 a.m. to 11:30 a.m. – Gratiot CMH. Call-in capability provided.