

Meeting Date: November 20, 2023

MSHN/CMHSP Representatives:

In-Person: Online Only

Via Zoom: A. Andrykovich (SHW), A. Fletcher (NCMH), C. Coxon (LifeWays), E. Shaffer (CMHCM), Jenelle Lynch (CMHCM), J. Morgan (The Right Door), J. Scutt (CEI), K. Cereske (BABH/ HBH/TBHS), K. Medes (CEI), M. Gutzwiller (SCCMHA), M. Taylor (SCCMHA), M. Prusi (BABH), M. Leach (MCN), and D. Dedloff (MSHN)

KEY DISCUSSION TOPICS

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| <ul style="list-style-type: none"> • Welcome and Introductions • Review and approve the September 18, 2023 meeting snapshot <ul style="list-style-type: none"> ○ Review follow-up action items • Review and approve the current agenda • Customer Service Committee role and expectations • MDHHS Inquiry Process • FY24 Guide to Service Handbook Update • MSHN Network Adequacy Assessment: Customer Service • 2023 HSAG Compliance Review • Customer Service Reports <ul style="list-style-type: none"> ○ The MDHHS Appeal and Grievance - Plan of Correction | <ul style="list-style-type: none"> • Member Suggested Topics <ul style="list-style-type: none"> ○ MCPAR • MSHN ABD FAQ • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ Authorized Representative Form • Open Discussion • Future Agenda Items • Updates • Next Meeting |
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• KEY DECISIONS

- Welcome and Introductions
- The Customer Service Committee (CSC) members approved the September 18, 2023 meeting snapshot.
 - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The CSC chair led the members in a discussion on the roles and expectations for members of the CSC based on the CSC charter. The chair spoke on a desire to clarify who is the primary appointed individual and to note a secondary (backup) member. The primary member has the responsibility to vote on important committee matters, provide feedback, and collaborate with the Customer Service Committee.
- Members discussed the process for responding to MDHHS inquiries sent through MSHN Customer Service. CMHSP Customer Service staff will be the initial point of contact. It is not required that Customer Service staff provide the information to resolve the inquiry but may refer the request to another CMHSP staff who may be the best point of contact to assist in the resolution of the inquiry.
- Revisions to the FY24 Guide to Service Handbook local and general page files are being finalized. No significant updates have occurred for the general page content. The print vendor selection process is underway but has not been finalized. The Handbook is on track to be printed and delivered at the end of January.
- Members continued to discuss the Network Adequacy Assessment (NAA) Customer Service items.
 - An update was provided on the Cultural Competency Request (CCR) reporting process. A discussion occurred during the October Quality Improvement Council (QIC) for the CCR reporting, and CMHSP staff reported that current processes that meet the CCR NAA requirement exist. It was recommended that the current processes be considered, and MSHN will review the reported current processes to determine if they meet the NAA cultural competency requirements. The CCR reporting process has been suspended.
 - The NAA task for limited English proficiency (LEP) was discussed, and the Cultural Competency section of the PIHP contract was reviewed. The five components noted for a Culturally Competent program were reviewed. Members were asked to make sure their CMHSP has a process in place for each of the five components.

	<ul style="list-style-type: none"> • Customer Service Reports <ul style="list-style-type: none"> ○ Members discussed adding a plan of correction process for the MDHHS Appeal and Grievance reporting beginning in FY24. A plan of correction template was reviewed, and members approved adding the process for the reporting. ○ MDHHS provided new submission templates for the Appeal and Grievance reporting, and the templates were reviewed and discussed. ○ Members were notified that MDHHS has discontinued the Indicator #11 Recipient Rights Complaints Reporting. The staff responsible for the reporting have been informed. • An update was provided on the MSHN Adverse Benefit Determination (ABD) Frequently Asked Questions (FAQ) document being developed by the CSC subworkgroup. A draft document has been distributed for feedback. Members were asked to review the document and provide feedback. The hope is that the document can be finalized for distribution in January 2024. • Member Suggested Topics: <ul style="list-style-type: none"> ○ The FY23 MCPAR reporting will be due in January 2024. The FY23 data is available for review, and members were asked to begin their review process. • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ Members discussed the process for individuals served to designate a provider or other authorized representative to act on the individual's behalf to file an Appeal or Grievance. Members noted that consent is recorded within the Appeal / Grievance record, and a release of information is required. Creating a physical form that an individual served would be required to complete creates an additional step and could be a barrier. After discussion, members agreed to discontinue the development of a form to designate an authorized representative. • Open Discussion: <ul style="list-style-type: none"> ○ None • Future Agenda Items: <ul style="list-style-type: none"> ○ MSHN Customer Service policy and procedure review.
<ul style="list-style-type: none"> ▪ ACTION/INPUT REQUIRED 	<ul style="list-style-type: none"> ▪ Review the five components of a Culturally Competent program and make sure there is a local process in place for each component.
<ul style="list-style-type: none"> ✓ KEY DATA POINTS/DATES 	<ul style="list-style-type: none"> ✓ Upcoming CSC meetings: <ul style="list-style-type: none"> ○ Monday, January 22, 2024, 9:30 am to 11:30 am via Zoom. ○ Monday, March 18, 2024, 9:30 am to 11:30 am via Zoom.