

Meeting: Customer Service Committee

Meeting Date: November 15, 2025 MSHN/CMHSP Representatives: In-Person: Online Only Via Zoom: A. Andrykovich (SHW), A. Fletcher (NCMH), B. West (CMHA-CEI), C. McIntyre (MCN), C. Surque (LifeWays), E. Shaffer (CMHCM), J. Lynch (CMHCM), J. Kish (BABH, HBH, TBHS), K. Cereske (BABH, HBH, TBHS), M. Gutzwiller (SCCMHA), M. Taylor (SCCMHA), P. Fachting (GIHN), Consumer Rep., and D. Dedloff (MSHN)	
KEY DECISIONS <ul style="list-style-type: none"> • Welcome and Introductions • The Customer Service Committee (CSC) members approved the September 15, 2025, meeting snapshot. <ul style="list-style-type: none"> ○ Review follow-up action items – None • The current agenda was reviewed and approved as written. • Members completed the annual review of the Customer Service Committee (CSC) Charter. Minor revisions occurred, but no significant content was added or removed. Members did not suggest any additional revisions and approved the Charter revisions. • Members reviewed the CSC FY25 QAPIP Annual Effectiveness report. The CSC accomplishments for FY25 included six bi-monthly committee meetings, revising the FY25 Guide to Service Consumer Handbook for publication, reviewing customer service reporting, and developing a staff professionalism training. Upcoming goals for FY26 were to update the FY26 Guide to Service Consumer Handbook for publication and review customer service reporting for trends and intervention. • The final report from the 2025 HSAG Compliance Review was reviewed with members. The items that require follow-up were discussed. Members reviewed, discussed, and approved a form for a member to designate an authorized representative. Members reviewed and discussed a form to provide to members when the appeal timeframe is exhausted, and the member may request a Medicaid state fair hearing. It was noted that additional letters need to be developed for use when extended and expedited appeal time frames have been exhausted. The additional exhausted appeal templates will be sent via email for review and approval. • An update was provided on the plans to revise and print the FY26 Guide to Service Handbook. The print vendor bids were received and are currently undergoing approval by the MSHN Board of Directors. Allegra provided the best bid and will more than likely be selected to print the FY26 Handbook. The timeframe is dependent on MDHHS providing the updated Customer Service Standards handbook templates. The updates for the local CMHSP versions are underway, and drafts will be provided later this week for review and approval. MSHN desires to submit the handbook files as soon as possible so that the handbook can be printed and distributed in January 2026. 	

	<ul style="list-style-type: none"> ● Customer Service Reports – <ul style="list-style-type: none"> ○ The FY25 Q4 MDHHS Appeal and Grievance Report was reviewed. For FY25 Q4, 95.92% of appeals and 97.56% of grievances were processed within the required timeframe. No significant trends or concerns were noted during the review discussion. <ul style="list-style-type: none"> ▪ Validation updates for the MDHHS appeal and grievance reporting were discussed with members. Additional clarification was added to help members effectively complete the MDHHS reporting. ● Member Suggested Topics: <ul style="list-style-type: none"> ○ Members discussed navigating the Medicaid 10-day Advanced Notice versus the CCBHC 30-day Advanced Notice timeframes. Only a few CMHSPs are CCBHCs within the MSHN region, and no other CMHSPs have considered reconciling the different notice time frames. ○ Members discussed sending an ABD when the authorization or the start of services are delayed, when arrangements are necessary for coordinating ABA, CLS, or respite services. A member noted that their CMHSP includes language in the IPOS that makes the start of services conditional on hiring a staff member to fulfill the service, and will only provide an ABD for a delay if a staff member cannot be found to fill the position. Another member stated that their CMHSP sends an ABD for the delay whenever a staff member is not available to begin the service within the designated timeframe. ○ Members discussed whether an appeal request left within a voicemail qualifies as an oral request to begin the appeal timeframe. After discussion, members agreed that voicemail qualifies to begin the appeal timeframe only if the member's identity can be confirmed and the service being appealed is clear from the provided voicemail. The date on which all the necessary details are received will mark the start of the appeal timeframe. ● Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ Members were notified that the Staff Professionalism training is complete, and members were provided with the link to access the training. CMHSPs may add the training to their RELIAS system, but MSHN does not plan to make it a regional training within RELIAS. ○ It was reported that the draft IPOS due process language was reviewed during the October MSHN QIC meeting. QIC members stated that they did not support changes if HSAG or MDHHS did not require them. CSC members were asked to review the due process language within their PCE IPOS to determine whether any updates were warranted based on our previous CSC discussion. ● Open Discussion: <ul style="list-style-type: none"> ○ None ● Future Agenda Items: <ul style="list-style-type: none"> ○ 2025 MCPAR
▪ ACTION/INPUT REQUIRED	<ul style="list-style-type: none"> ▪ Review and provide feedback for approval on the exhausted appeal letter templates.
✓ KEY DATA POINTS/DATES	<ul style="list-style-type: none"> ✓ Upcoming CSC meetings: January 26, 2026, 9:30 am to 11:30 am, via Zoom.