

Meeting Date: May 20, 2024

MSHN/CMHSP Representatives:

In-Person: Online Only

Via Zoom: A. Andrykovich (SHW), J. Labun (NCMH), C. Surque (LifeWays), J. Lynch (CMHCM), J. Morgan (The Right Door), K. Cereske (BABH/ HBH/TBHS), K. Medes (CEI), V. Kallweit (CEI), Gutzwiller (SCCMHA), M. Taylor (SCCMHA), 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 March 18, 2024 meeting snapshot <ul style="list-style-type: none"> ○ Review follow-up action items • Review and approve the current agenda • Customer Service Discussion <ul style="list-style-type: none"> ○ Appeal and Grievance Resolution Technical Requirement Update ○ Customer Service Standards ○ DMC / HSAG Review CS follow-up ○ Local Monitoring • MSHN Network Adequacy Assessment: Customer Service | <ul style="list-style-type: none"> • Customer Service Reports <ul style="list-style-type: none"> ○ FY24 Q2 MDHHS Appeal and Grievance Reporting • Member Suggested Topics <ul style="list-style-type: none"> ○ Veteran Navigator Posters • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ None • Open Discussion • Future Agenda Items • Updates • Next Meeting |
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• KEY DECISIONS

- Welcome and Introductions
 - Members welcomed Chad Surque (LifeWays) and Virginia Kallweit (CMHA-CEI).
- The Customer Service Committee (CSC) members approved the March 18, 2024, meeting snapshot.
 - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- Customer Service Discussion
 - Members reviewed the Appeal and Grievance Resolution Technical Requirement Update dated March 31, 2024. The changes that were reviewed included the addition of 42 CFR references for the requirements, a revised definition for a grievance, updates to the appeal continuation of benefits, that appeals can be provided orally or in writing, and the acknowledgment notices are to be provided within five (5) business days. Members discussed the documents for an appeal should be provided to the individual upon request and/or when an appeal meeting is scheduled but does not need to be an automatic process.
 - Members reviewed the PIHP Customer Service Standards and discussed some key elements within the standards. Customer Service staff are required to review the Customer Service Standards, and this is an expectation from the MSHN Regional Training requirements. Each CMHSP must have a minimum of one full-time equivalent staff performing the customer service functions and any additional staff to meet the needs of the individuals served. When a document is requested electronically, the electronic version should be attached or a direct link provided, along with an offer to provide the documentation via mail, free of charge, within five (5) business days.
 - It was noted that the MSHN Delegated Managed Care reviews have been moved to a three-year cycle and incorporated into the MDHHS Waiver Reviews. The Customer Service (CS) notices will not be reviewed as often, and members were encouraged to have a local process to review the quality of the Adverse Benefit Determinations (ABD) and CS Notices provided to individuals. The qualities to look for during reviews are that the ABDs and CS Notices contain all the required elements, are easily understood, and are as close as possible to the 6.9 grade reading level. A member mentioned that ChatGPT has been useful in reviewing and rewriting information to a 6.9 grade reading level.

	<ul style="list-style-type: none"> • Members continued to discuss the Network Adequacy Assessment (NAA) task for limited English proficiency (LEP). The MDHHS PIHP Network Adequacy Reporting Template was reviewed and discussed to assist members in understanding the NAA requirements for Limited English Proficiency and cultural competence. It was recommended that members ensure their Limited English Proficiency process has some type of output that could be provided upon request. • Customer Service Reports <ul style="list-style-type: none"> ○ The FY24 Q2 MDHHS Appeal and Grievance data aggregation report was reviewed for trends and results. For FY24 Q2, there were 31 grievances, with 19 substantiated and 12 unsubstantiated, and 100% met the resolution timeframe. For FY24 Q2, there were 121 appeals and 100% met the resolution timeframe. Members discussed if there could be trends from what is not being reported versus what is reported. Members were asked to consider the local implications of the data and report on any additional trends noted from the report data review during the next CSC meeting. A member noted that their CMHSP reschedules members who were provided an ABD due to attendance without processing an appeal; other CMHSPs process an appeal for attendance ABDs, and the process difference may be why some CMHSPs have higher appeal numbers. • Member Suggested Topics: <ul style="list-style-type: none"> ○ Members were thanked for assisting with distributing the MSHN Veterans Navigator posters. Some CMHSPs have a staff member who focuses on this type of outreach, and members were reminded that requests could be forwarded to more appropriate staff if they feel a request would be better handled through another local department. • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ None • Open Discussion: <ul style="list-style-type: none"> ○ The SCCMHA member asked about how others have designed their Mediation process. The BABH member noted a Mediation informational letter was developed and is provided with a Grievance Acknowledgement Notice. • Future Agenda Items: <ul style="list-style-type: none"> ○ FY25 Handbook
<ul style="list-style-type: none"> ▪ ACTION/INPUT REQUIRED 	<ul style="list-style-type: none"> ▪ Ensure there is a Limited English Proficiency process and output.
<ul style="list-style-type: none"> ✓ KEY DATA POINTS/DATES 	<ul style="list-style-type: none"> ✓ Upcoming CSC meetings: July 15, 2024, 9:30 am to 11:30 am, via Zoom.