

Meeting Date: September 16, 2024

MSHN/CMHSP Representatives:

In-Person: Online Only

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

KEY DISCUSSION TOPICS

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| <ul style="list-style-type: none"> Welcome and Introductions Review and approve the July 15, 2024 meeting snapshot <ul style="list-style-type: none"> Review follow-up action items Review and approve the current agenda CSC FY24 QAPIP Annual Effectiveness Report Review FY25 Guide to Service Handbook Process 2024 HSAG Compliance Review MSHN Network Adequacy Assessment: Customer Service Customer Service Reports | <ul style="list-style-type: none"> Member Suggested Topics 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
- The Customer Service Committee (CSC) members approved the July 15, 2024, meeting snapshot.
 - 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 revisions to the Charter.
- Members reviewed the CSC FY24 QAPIP Annual Effectiveness report. The CSC accomplishments for FY24 included the committee meeting for six bi-monthly meetings, revising the FY24 Guide to Service Consumer Handbook for publication, reviewing customer service reporting, developing a MDHHS Appeal and Grievance reporting Planning of Correction process, and completing the biennial review and submission of the MSHN Customer Service policies and procedures. Upcoming goals for FY25 were to revise the FY25 Guide to Service Consumer Handbook for publication, review customer service reporting for trends and intervention, develop an intervention plan to address the 2024 HSAG Compliance review findings, and explore the development of an Adverse Benefit Determination (ABD) technical assistance training.
- Members continued to collaborate on the FY25 Guide to Service Handbook process. The FY25 Consumer Handbook printer vendor bid request was reviewed and approved, the Handbook process timeline was reviewed, and upcoming key dates were highlighted, including the upcoming date for local page revisions on October 4th. Members reported working on their local pages for the upcoming due date.
- Items that came up during the 2024 HSAG Compliance review were discussed.
 - The member notification process for the termination of a contracted provider was discussed, and it was noted that CMHSPs have a process in place, but the process was always being followed. Members discussed and agreed to develop a standardized notification letter that could be utilized for member notification and to identify key staff for when a provider termination occurs.
 - During the review, it was noted that the failure to make a service authorization decision within 14 days constitutes a denial of the request, and an ABD for the denial should be issued. Members discussed their process and how

	<p>member engagement can be impacted by issuing a denial ABD when a service request is in process but taking longer due to other factors. More often, an ABD is provided for a delay in the service request.</p> <ul style="list-style-type: none"> • Members continued to discuss the Network Adequacy Assessment (NAA) task for limited English proficiency (LEP). The Meaningful Language Access to State Services Act, which became effective on February 28, 2024, was reviewed. It was noted that the Act utilizes a 3% threshold for translating vital materials for the LEP population within the geographic area, but 5% is the current threshold. The act includes a biennial report of language access, and members agreed to begin developing a process and template in preparation for the report being added to the PHIP Contract reporting requirements. • Customer Service Reports <ul style="list-style-type: none"> ○ Members reviewed the FY24 Q3 MDHHS Appeal and Grievance reporting. For FY24 Q3, 98.3% of Appeals and 97.1% of Grievances met the timeframe. No significant trends or concerns were noted during the discussion. ○ Members review the FY24 Q1 and Q2 Medicaid Fair Hearing report. There was a slight increase in Fair Hearing requests during the two quarters compared to previous periods. No significant trends or concerns were noted during the discussion. • Member Suggested Topics: <ul style="list-style-type: none"> ○ Members discussed writing a contact note to account for when an ABD for an attendance related termination is provided but the individual returns to services; the best process for making decisions with individuals when they go through the Medicaid redetermination process, lose Medicaid but want to continue in services; developing a Customer Service professionalism training; and members reported automated call systems and text messaging helps to minimize appointment no-shows for individuals who have agreed to the reminder options. • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ None • Open Discussion: <ul style="list-style-type: none"> ○ None • Future Agenda Items: <ul style="list-style-type: none"> ○ FY25 Handbook ○ Customer Service professionalism training
<ul style="list-style-type: none"> ▪ ACTION/INPUT REQUIRED 	<ul style="list-style-type: none"> ▪ Local page submissions for the FY25 Handbook are due to MSHN on October 4, 2024.
<ul style="list-style-type: none"> ✓ KEY DATA POINTS/DATES 	<ul style="list-style-type: none"> ✓ Upcoming CSC meetings: November 18, 2024, 9:30 am to 11:30 am, via Zoom.