

REGIONAL OPERATIONS COUNCIL/CEO MEETING

Key Decisions and Required Action

Date: 06/15/2026

Members Present: Chris Pinter; Ryan Painter; Carol Mills; Julie Majeske; Tracey Dore; Tammy Warner; Kerry Possehn; Michelle Stillwagon; Bryan Krogman; Sandy Lindsey; Sara Lurie, Jeff Labun

Members Absent: Cassie Watson

MSHN Staff Present: Joseph Sedlock; Amanda Ittner; For applicable areas: Kim Zimmerman, Skye Pletcher, Todd Lewicki

Agenda Item	Action Required				
CONSENT AGENDA	Update and clarification related to HIDE/SNP in our Region – Outreach from Health Plans occurring with CMHs.				
	Acknowledge receipt of consent items	By Who	N/A	By When	N/A
2026 COMPLIANCE PLAN • CHANGE LOG	Kim Z. presented the changes to the 2026 Compliance Plan via the change log. The changes reflect the revisions required by the Office of Inspector General related to the audit conducted on MSHN’s policies and procedures. There were no findings, but recommendations expected to be resolved or would be a finding in the next year. OIG requires very detailed information in the plan.				
	Support to move to the Board of Directors for approval	By Who	7.3.26	By When	K.Zimmerman
CONFLICT FREE – PIHP UTILIZATION MANAGEMENT	<p>Todd and Skye presented the background and summary related to current activities conducted by MSHN and the CMHSPs related to Utilization Management as well as recommendations for changes to ensure compliance with the current Waiver approvals and HCBS regulations for review and consideration by the smaller workgroup of Operations Council.</p> <p>What additional work does this mean for CMH staff? There may be a change in rural designation if “census” is now used for “only willing and qualified provider” MDHHS has not issued clarification on UM yet.</p> <p>WHODASS: What is happening there? A: Pilot with SHW and LifeWays that kicked off last Friday, going into September. After Pilot, all CMHs will be trained. FY27 will be a rolling implementation. MichiCANS: Barb Groom (MSHN) is tracking all CMHs and workgroups, that the decision support models are getting better but not there yet. CCBHC: CFAP for CCBHC enrollees – Where does UM restrictions and service planning/service delivery apply? MHC concerns related to CMH local control.</p>				
	Cassie, Chris, Kerry, Michelle and Julie are on the subgroup to review this document, create next steps and recommendations to come back to Operations Council.	By Who	J. Sedlock / A.Ittner	By When	8.1.26

Agenda Item	Action Required				
	J. Sedlock will schedule subgroup meeting to review.				
REGIONAL PCE ENHANCEMENTS TO ADDRESS MICHICANS & AUTHORIZATIONS	Skye reviewed the summary of PCE programming changes and recommendations coming from UMC/CLC. <ul style="list-style-type: none"> • Standardized Children's Biopsychosocial (BPS) with integrated MichiCANS interface • Authorization Tracking Dashboards & Enhanced Authorization Denial Functionality 				
	Operations Council supported exploring implementation of the two items above.	By Who	S. Pletcher	By When	8.1.26
INTER-REGIONAL DIALOGS (S. LINDSEY, B. KROGMAN, C. MILLS, C. WATSON, C. PINTER, M. STILLWAGON, A. ITTNER, J. SEDLOCK)	Joe S. reviewed the progress of the discussions occurring within the inter-regional dialog. See notes from meetings to be distributed once final. Q: Encourage expansion from small group to whole CEO group as schedules allow. Current participants include Sandy, Bryan, Chris, Carol, Michelle.				
	CMHs to email Sandy, Cassie and copy Joe if you wish to attend and participate.	By Who	CMHs	By When	ASAP
PROVIDER NETWORK "PAIN POINTS"	Joe S. reviewed the summary provided by Joe and Tammy to categorize provider network pain-points. <ol style="list-style-type: none"> 1. Lack of Standardization Across CMHs and PIHPs 2. Contracting and Administrative Burden 3. Rate Adequacy and Transparency 4. Communication and Operational Considerations Joe developed a survey to prioritize the work. Tammy felt this was a little overwhelming. The CMHAM did its own survey on similar issues. Tammy recommends we find some easy wins with recommendations. She is willing to consolidate it and provide some recommendations to implement.				
	Tammy will provide summary recommendations to CMHs via weekly meeting and/or Operations Council	By Who	T. Warner	By When	8.1.26
PIHP PROCUREMENT DISCUSSION CONTINUATION/UPDATES (IF ANY)	No updates. Nothing in SIGMA, nothing on websites. Summary of the meeting with contract managers was sent out to CMHs. MDHHS indicated they could not comment. Joe sent a direct email to Kristen Morningstar of which she didn't acknowledge receipt or respond.				
	Informational only	By Who	N/A	By When	N/A
HUMANA/HIDE-SNP CONNECTION WITH CMHSP REQUESTED	Carol requested information on how CMHs respond to requests from MHPs. Humana is coming to the August meeting.				
	Discussion only	By Who	N/A	By When	N/A

Agenda Item	Action Required				
<p>MSHN PREDICTIVE MODELING GRANT IMPLEMENTATION</p>	<p>Carol shared concerns with the workload related to the predictive model project. Amanda reviewed the grant received, objectives and the ask for June – September. Operations Council members shared the concerns about staff time and availability. MSHN reiterated that our staff can support this effort.</p>				
	<p>Amanda will share via email the request with Operations Council.</p>	<p>By Who</p>	<p>A.Ittner</p>	<p>By When</p>	<p>6.20.26</p>