

Meeting: Customer Service Committee

Meeting Date: September 15, 2025	KEY DISCUSSION TOPICS
MSHN/CMHSP Representatives: In-Person: Online Only Via Zoom: A. Andrykovich (SHW), A. Fletcher (NCMH), B. West (CMHA-CEI), C. McIntyre (MCN), E. Shaffer (CMHCM), J. Lynch (CMHCM), J. Kish (BABH, HBH, TBHS), J. Morgan (The Right Door), K. Cereske (BABH, HBH, TBHS), M. Gutzwiller (SCCMHA), M. Taylor (SCCMHA), P. Faching (GIHN), S. Richards (The Right Door), and D. Dedloff (MSHN)	<ul style="list-style-type: none"> • Welcome and Introductions • Review and approve the July 21, 2025 meeting snapshot <ul style="list-style-type: none"> ○ Review follow-up action items • Review and approve the current agenda • 2025 HSAG Compliance Review • MSHN Guide to Services Update • Customer Service Reports • Member Suggested Topics • Regional Customer Service Enhancement • Open Discussion • Future Agenda Items • Updates • Next Meeting
<ul style="list-style-type: none"> • KEY DECISIONS 	<ul style="list-style-type: none"> • Welcome and Introductions • The Customer Service Committee (CSC) members approved the July 21, 2025, meeting snapshot. <ul style="list-style-type: none"> ○ Review follow-up action items – None • The current agenda was reviewed and approved as written. • The draft results from the 2025 HSAG Compliance Review were reviewed with members. The items that require follow-up were discussed. The follow-up items included the development of a form for a member to designate an authorized representative, documentation enhancements for the acknowledgement process for grievances and appeals to ensure the notice is sent within five business day, documentation enhancements of the decision maker which includes their job title and credentials, better tracking of extension tasks, and improvements in documenting the reauthorization of services within 72 hours of an approved appeal. Members were reminded of the prior discussion regarding the appeal and grievance resolution process, which is typically completed when the agency has fulfilled its follow-up tasks. • Members were notified that MSHN has decided to complete another FY24 Handbook version reorder. This is primarily because MDHHS has yet to provide an update to the Customer Service Handbook templates. A quantity request will be sent via email requesting quantities necessary through September 30, 2026. • Customer Service Reports – <ul style="list-style-type: none"> ○ The FY25 Q3 MDHHS Appeal and Grievance Report was reviewed. For FY25 Q3, 98.88% of appeals and 95.35% of grievances were processed within the required timeframe. No significant trends or concerns were noted during the review discussion. ○ FY25 Q1-2 Medicaid Fair Hearing Report was reviewed. The report data reflect that five fair hearings were requested, five were held, and all five were found to be in favor of the CMH. The number of fair hearing requests has slightly decreased in the past two reporting periods. • Member Suggested Topics: <ul style="list-style-type: none"> ○ The group discussed the citation process for non-Medicaid Adverse Benefit Determination (ABD) notices. The primary source for non-Medicaid citations is the general fund contract. Additional sources may include

	<p>standardized assessment tools used to determine medical necessity, as well as other sources used to determine eligibility for services.</p> <ul style="list-style-type: none"> • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ Members reviewed the staff professionalism training and provided some minor language adjustments to express the intent of the training better. Members provided approval of the train after the content was updated to reflect the feedback received from the group. ○ Members continued to discuss the draft due process language within the IPOS document. No feedback was received after the last meeting. The draft of the IPOS language will be reviewed during the next QIC meeting for further discussion. A couple of members discussed their local process for determining when to send an ABD after the PCP meeting. • Open Discussion: <ul style="list-style-type: none"> ○ None • Future Agenda Items: <ul style="list-style-type: none"> ○ 2025 HSAG Compliance Review Corrective Action Plan
▪ ACTION/INPUT REQUIRED	<ul style="list-style-type: none"> ▪ Respond to the Handbook quantity request email.
✓ KEY DATA POINTS/DATES	<ul style="list-style-type: none"> ✓ Upcoming CSC meetings: November 17, 2025, 9:30 am to 11:30 am, via Zoom.