

**Meeting Date: January 27, 2025**

**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. Cereske (BABH, HBH, TBHS), K. Medes (CMHA-CEI), M. Gutzwiller (SCCMHA), M. Prusi (BABH), M. Taylor (SCCMHA), M. Leach (MCN), R Page-Lewis (GIHN), MSHN consumer representative, and D. Dedloff (MSHN)

**KEY DISCUSSION TOPICS**

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| <ul style="list-style-type: none"> <li>• Welcome and Introductions</li> <li>• Review and approve the November 18, 2024 meeting snapshot             <ul style="list-style-type: none"> <li>○ Review follow-up action items</li> </ul> </li> <li>• Review and approve the current agenda</li> <li>• FY25 Guide to Service Handbook Update</li> <li>• FY2026 – FY2027 MSHN Strategic Plan Discussion</li> <li>• 2024 HSAG Review Results</li> <li>• Customer Service Reports</li> </ul> | <ul style="list-style-type: none"> <li>• Member Suggested Topics</li> <li>• Standardization of Educational Material/ Brochures/ Forms Across the Region             <ul style="list-style-type: none"> <li>○ Professionalism Training</li> </ul> </li> <li>• Open Discussion</li> <li>• Future Agenda Items</li> <li>• Updates</li> <li>• Next Meeting</li> </ul> |
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**KEY DECISIONS**

- Welcome and Introductions
- The Customer Service Committee (CSC) members approved the November 18, 2024, meeting snapshot.
  - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- Members continued collaborating on the FY25 Guide to Service Handbook process. Feedback from MDHHS regarding the hours of operation and after-hours access for Customer Service was discussed. MDHHS approval is pending. MDHHS approval is necessary before providing the Handbook files to Holland Litho so that the Handbook can be printed and delivered.
- The chairperson led a review of the FY2026 – FY2027 MSHN Strategic Plan. Members reviewed the areas of key assumptions, strengths, weaknesses, opportunities, and threats. Members had no questions or comments on the reviewed strategic plan information.
- The group reviewed and discussed the 2024 HSAG Compliance Review results. Included in the results were HSAG's recommended for MSHN to work with MDHHS to define additional managed care terminology, ensure the MDHHS-developed model member handbook templates are correct within the MSHN Guide to Services, that the Taglines used are correct and are included with all member vital documents, that all member materials use easily understood in language and format, that the process for notifying members of the termination of a contracted provider is properly followed, and numerous enhancements to the Adverse Benefit Determination process. CSC members and the statewide Customer Service workgroup will work together to address the required and recommended areas noted within the HSAG Compliance Review results.
- Customer Service Reports
  - Members were reminded that the FY25 Q1 MDHHS Appeal and Grievance Report data is due February 1<sup>st</sup>.
  - Members discussed errors discovered within the FY24 MCPAR report data. Follow-up was requested to ensure the report data was accurate.

	<ul style="list-style-type: none"> <li>• Member Suggested Topics: <ul style="list-style-type: none"> <li>○ The SCCMHA member discussed changes to their transportation processes since Medicaid Health Plans now offer unlimited transportation services. This was new information for most members and required further research.</li> </ul> </li> <li>• Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> <li>○ The staff professionalism training discussion was postponed due to time constraints.</li> </ul> </li> <li>• Open Discussion: <ul style="list-style-type: none"> <li>○ Members reviewed the FY25 MSHN Balanced Score Card (BSC) Customer Service areas for any needed updates. Members agreed that the current BSC Customer Service areas should continue without adding additional areas.</li> </ul> </li> <li>• Future Agenda Items: <ul style="list-style-type: none"> <li>○ FY25 Handbook</li> <li>○ Professionalism Training</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>ACTION/INPUT REQUIRED</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Review FY24 MCPAR report data for accuracy.</li> </ul>
<ul style="list-style-type: none"> <li>✓ <b>KEY DATA POINTS/DATES</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ Upcoming CSC meetings: March 17, 2025, 9:30 am to 11:30 am, via Zoom.</li> </ul>