

Meeting Date: November 18, 2024

MSHN/CMHSP Representatives:

In-Person: Online Only

Via Zoom: A. Fletcher (NCMH), C. Surque (LifeWays), E. Shaffer (CMHCM), J. Lynch (CMHCM), J. Morgan (The Right Door), K. Cereske (BABH, HBH, TBHS), M. Gutzwiller (SCCMHA), M. Prusi (BABH), M. Taylor (SCCMHA), M. Leach (MCN), P. Fachting (GIHN), R Page-Lewis (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 September 16, 2024 meeting snapshot <ul style="list-style-type: none"> ○ Review follow-up action items • Review and approve the current agenda • FY25 Guide to Service Handbook Update • 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 September 16, 2024, meeting snapshot.
 - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- Members continued to collaborate on the FY25 Guide to Service Handbook process. A change log for the FY25 Consumer Handbook common pages was provided to the MSHN Ops Council. The change log noted that there were minimal changes to the common pages that included grammar, minor updates from the handbook templates, updates for MSHN Access, and adding the 1915iSPA program. Holland Litho Printing Service has been selected as the printer vendor to produce the physical copy of the FY25 Guide to Services Handbook. The Handbook process timeline was reviewed, and key dates were highlighted. The handbook files are being finalized, and approval for local version files will be obtained before they are provided to Holland Litho for printing. The Handbook process is on track for the desired January 2025 delivery.
- Members continued to discuss the Network Adequacy Assessment (NAA) task for limited English proficiency (LEP). The reporting requirement within the Meaningful Language Access to State Services Act was reviewed. Members provided feedback on a draft reporting template developed to explore how the report data within the Meaningful Language Access Act may be required. Members noted that deciding which documents are “vital documents” and would require translation would be helpful. The reporting template will be updated and sent to the members for further feedback.
- Customer Service Reports
 - Members reviewed the FY24 Q4 MDHHS Appeal and Grievance reporting. For FY24 Q4, 98.65% of Appeals and 100% of Grievances met the required timeframe. No significant trends or concerns were noted during the discussion.
 - Members were reminded that the FY24 MCPAR reporting will be due in January.
- Member Suggested Topics:
 - Members discussed the process for sending an Adverse Benefit Determination (ABD) for a delay regarding medical equipment or home modification requests because the process takes much longer to determine eligibility than the standard 14-day timeline. Members validated that the process does take a while, often involves outside assessments, and Medicaid may directly deny the request. Members determined that an ABD should only be sent if the CMH makes a decision regarding the request for medical equipment or home modification.

	<ul style="list-style-type: none"> • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ Members discussed developing a training that would focus on professionalism to assist staff in navigating difficult situations that may occur. The MSHN Consumer Advisory Council members expressed an interest in working with the CSC, and CSC members agreed that their input would be valuable. The training would focus on skills to help navigate staff to engage members served in the most professional capacity. Some of the possible training content may include trauma-informed care, using person first language, basic customer service skills, not taking things personally, being aware of your emotional reaction, courtesy, empathy, kindness, and a reminder that our role is to help the members we serve. Members will continue developing the training and coordinate with the MSHN RCAC on their thoughts and feedback. • Open Discussion: <ul style="list-style-type: none"> ○ None • Future Agenda Items: <ul style="list-style-type: none"> ○ FY25 Handbook ○ Professionalism Training
<ul style="list-style-type: none"> ▪ ACTION/INPUT REQUIRED 	<ul style="list-style-type: none"> ▪ Review and provide feedback on the Meaningful Language Access Reporting Template.
<ul style="list-style-type: none"> ✓ KEY DATA POINTS/DATES 	<ul style="list-style-type: none"> ✓ Upcoming CSC meetings: January 27, 2025, 9:30 am to 11:30 am, via Zoom.