

Meeting Date: November 21, 2022

MSHN/CMHSP Representatives:

In Person: Online Only

Via Zoom: K. Cereske (BABH/HHB/TBHS), M. Prusi (BABH/HHB/TBHS), J. Lynch (CMHCM), S. Zin (CEI), P. Faching (GIHN), C. Coxon (LifeWays), M. Leach (MCN), A. Fletcher (NCMH), K. Patterson (SCCMHA), A. Andrykovich (SHW), M. Phillips (Consumer Rep.) and D. Dedloff (MSHN)

KEY DISCUSSION TOPICS

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| <ul style="list-style-type: none"> • Welcome and Introductions • Review and approve September 19, 2022 meeting snapshot <ul style="list-style-type: none"> ○ Review follow-up action items • Review and approve current agenda • FY23 CSC Charter Review • CSC QAPIP Annual Effectiveness Review and Approval • FY23 Consumer Handbook • Customer Service Reports <ul style="list-style-type: none"> ○ FY22 Q4 MDHHS Appeal & Grievance Reporting ○ FY22 MSHN QI/CS Scorecard (Handout #5) ○ MCPAR • MSHN Network Adequacy Assessment: Customer Service | <ul style="list-style-type: none"> • FY22 HSAG Compliance Review Report – Grievance and Appeals • Member Suggested Topics: <ul style="list-style-type: none"> ○ None • 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 19, 2022 meeting snapshot.
 - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- Members completed the annual review of the CSC Charter. Members discussed the minor revisions and approved the submission of the revised charter.
- Members reviewed the FY22 QAPIP CSC Annual Effectiveness report. The accomplishments over FY22 and goals for fiscal year 2023 were discussed. Members approved the submission of the report for the FY22 QAPIP review.
- Members were provided a status update for the FY23 Consumer Guide to Services handbook. The “Common Pages” section revisions were reviewed, discussed, and approved. The Handbook is on track for publication in January 2023.
- Customer Service Reports
 - The FY22 Q4 MDHHS Appeal & Grievance data reporting was submitted to MDHHS last week. Members were reminded to check that the included records were resolved within the submission quarter and that the grievance reporting has a provider noted for each record. The data will be reviewed during the January CSC when the MDHHS Appeal and Grievance Regional Analysis Report is reviewed for FY22 Q4.
 - The FY22 Q4 MSHN QI/CS Balanced Scorecard was reviewed. Members discussed the target values and that the performance for grievance resolutions were below the desired 95%. Additionally, the three Key Performance Indicators overseen by CSC were discussed for if they should continue, be revised, or discontinued for FY23. Members discussed and approved to continue for FY23 the Indicator for the timely (30 calendar days) resolution of a standard appeal and the Indicator for the timely (90 calendar days) resolution of a Medicaid grievance. The Indicator for the percentage of Medicaid consumers who are denied overall eligibility was recommended to be transferred to the Utilization Management (UM) section since the oversight of the Indicator is by UM staff through the MDHHS Service Authorization Reporting. The chair will recommend for consideration the transfer of the indicator to the UM section.
 - The upcoming Managed Care Program Annual Report (MCPAR) was discussed. Members reviewed the reporting template and discussed what information will be required for the report. PCE has received the reporting template and

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| | <p>is working to identify how to produce a data export to meet the reporting need. MSHN staff will provide support to the non-PCE member to assist with the report submission.</p> <ul style="list-style-type: none"> • Members continued to discuss the Network Adequacy Assessment Customer Service items. The difficulty in defining cultural competency was noted and a definition is required before being able to assess for network adequacy. An analysis of non-English language prevalence is a management task and plans to assess compliance with LEP requirements are moving forward. Members will continue to discuss the identified tasks and work together to improve regional LEP practices to better define and track the areas. • The FY22 HSAG Compliance Review Grievance and Appeals section results were reviewed. Each item with a recommendation was discussed. The six items which received a “Not Met” score will require a root cause analysis and action steps to fulfill the HSAG required actions. The feedback received from the members will be used by MSHN in the Corrective Action Plan (CAP) and Recommendations Response which are due to HSAG on December 5th. Continued follow-up will occur through the CSC on the required actions in response to the HSAG CAP and Recommendations. • Member Suggested Topics: <ul style="list-style-type: none"> ○ None • 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"> ○ HSAG Compliance Review follow-up |
| <ul style="list-style-type: none"> ▪ ACTION/INPUT REQUIRED | <ul style="list-style-type: none"> ▪ None |
| <ul style="list-style-type: none"> ✓ KEY DATA POINTS/DATES | <ul style="list-style-type: none"> ✓ Next CSC meeting: January 2023, time TBD |