

Meeting Date: March 20, 2023

MSHN/CMHSP Representatives:

In-Person: Online Only

Via Zoom: K. Cereske (BABH/HBH/TBHS), M. Prusi (BABH/HBH/TBHS), E. Shaffer (CMHCM), S. Zin (CEI), J. Scutt (CEI), K. Medes (CEI), A. Bond (GIHN), C. Coxon (LifeWays), M. Leach (MCN), A. Fletcher (NCMH), K. Smith (NCMH), T. Ninemire (SCCMHA), K. Patterson (SCCMHA), A. Andrykovich (SHW), J. Morgan (The Right Door), and D. Dedloff (MSHN)

KEY DISCUSSION TOPICS

- | | |
|--|---|
| <ul style="list-style-type: none"> • Welcome and Introductions • Review and approve the January 30, 2023 meeting snapshot <ul style="list-style-type: none"> ○ Review follow-up action items • Review and approve the current agenda • MSHN 2024/2025 Strategic Planning • Customer Service Reports <ul style="list-style-type: none"> ○ FY22 MDHHS Appeal & Grievance Reporting ○ FY22 Fair Hearings Report • MSHN Network Adequacy Assessment: Customer Service • Poll: In-person CSC option • FY22 HSAG Compliance Review Corrective Action Plan (CAP) Review <ul style="list-style-type: none"> ○ Appeal Exhaustion Template ○ Expedited Appeal Transfer Template ○ HSAG PCE Enhancements ○ Appeal Process Steps – Oral Requests | <ul style="list-style-type: none"> • Member Suggested Topics <ul style="list-style-type: none"> ○ Inpatient Hospital Denials CS Process ○ Initial ABA Assessment Timing • Standardization of Educational Material/ Brochures/ Forms Across the Region • Open Discussion • Future Agenda Items • Updates • Next Meeting |
|--|---|

KEY DECISIONS

- Welcome and Introductions
- The Customer Service Committee (CSC) members approved the January 30, 2023 meeting snapshot.
 - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The chairperson revisited the Mid-State Health Network (MSHN) 2024/2025 Strategic Plan. Members previously provided feedback on strengths, weaknesses, opportunities, threats, and assumptions. The strategic goals for Better Health, Better Care, Better Value, Better Provider System, and Better Equity were reviewed. Members provided no additional feedback regarding the 2024/2025 Strategic Plan goals.
- Customer Service Reports
 - The FY22 Fair Hearings Report was reviewed. FY22 Q1-2 saw two requests for a Fair Hearing, and FY22 Q3-4 also saw two requests for a Fair Hearing. All hearings were held. The FY22 Q1-2 Fair Hearings resulted in one being in favor of the consumer and one being in favor of the CMHSP. The FY22 Q3-4 Fair Hearings also resulted in one being in favor of the consumer and one being in favor of the CMHSP. FY22 showed a continued downward trend in Fair Hearing requests.
 - The MDHHS Appeal & Grievance data reporting for FY23 Q1 was reviewed. Members discussed the results but did not identify any significant trends which required intervention. The quarterly MDHHS Appeal and Grievance data will continue to be reviewed during the CSC to identify trends and areas for intervention.
- Members continued to discuss the Network Adequacy Assessment Customer Service items. The project is on hold until a clear definition for a Cultural Competency request is developed to assist in clearly identifying and tracking requests.

- Members were polled on their preference for adding an in-person option for future CSC meetings. After some discussion, members agreed that the current online meeting format was preferred. Members will be polled yearly to assess future preferences for adding an in-person meeting option.
- The corrective action plan (CAP) items for the FY22 HSAG Compliance Review Grievance and Appeals section were reviewed. As part of the CAP, an Appeal Exhaustion Template was reviewed and approved for use. An Expedited Appeal Transfer Template was reviewed and approved for use. Members reported that the PCE Appeal and Grievance module alerts, previously reported as being in development, have yet to be deployed. MSHN Customer Service will follow up with PCE on the status of the Appeal and Grievance alerts. Members discussed the Appeal process steps for an oral request of an appeal, and members were reminded that beneficiaries no longer need to provide a written follow-up of their oral appeal request. Members were asked to review existing local policies and procedures to remove any requirement for written follow-up of an oral appeal request.
- Member Suggested Topics:
 - The MCN member asked how other CMHSPs handle sending an Adverse Benefit Determination (ABD) for inpatient hospital denials when the inpatient hospital screen is completed via a remote video appointment. They are working to improve their process to ensure all denials receive an ABD notice. Most members reported that inpatient hospital screens are completed in person, and an ABD is provided at the conclusion of the screening. SHW member reported that PCE has a report that can be run, showing if an ABD was issued for a denial. The MCN member appreciated the feedback to improve their inpatient hospital screening process.
 - The BABH member asked about how quickly an initial ABA autism assessment should occur after being requested by an individual already engaged in services. It was reported that the typical process is to add autism testing during a PCP addendum meeting and designate an agreed upon timeframe for when the testing would be provided. The agreed upon timeframe can be beyond the 14 days till the start of service requirement but must be agreed upon by the individual served.
- Standardization of Educational Material/ Brochures/ Forms Across the Region
 - None
- Open Discussion:
 - None
- Future Agenda Items:
 - Compare FY22 MCPAR and FY22 Appeal and Grievance reporting.
 - Review and finalize the FY23 Guide to Service Handbook process.

▪ **ACTION/INPUT REQUIRED**

▪ None

✓ **KEY DATA POINTS/DATES**

✓ Next CSC meeting: Monday, May 15, 2023, 9:30 am to 11:30 am via Zoom.