

Meeting Date: January 22, 2023

MSHN/CMHSP Representatives:

In-Person: Online Only

Via Zoom: A. Andrykovich (SHW), A. Fletcher (NCMH), C. Coxon (LifeWays), E. Shaffer (CMHCM), E. Shaffer (CMHCM), J. Morgan (The Right Door), K. Cereske (BABH/ HBH/TBHS), K. Medes (CEI), M. Gutzwiller (SCCMHA), M. Prusi (BABH), M. Leach (MCN), P. Fachting (GIHN), and D. Dedloff (MSHN)

KEY DISCUSSION TOPICS

- | | |
|---|--|
| <ul style="list-style-type: none"> • Welcome and Introductions • Review and approve the November 20, 2023 meeting snapshot <ul style="list-style-type: none"> ○ Review follow-up action items • Review and approve the current agenda • FY24 MSHN Customer Service Policy & Procedure Review • FY24 Guide to Service Handbook Update • MSHN Network Adequacy Assessment: Customer Service • MSHN ABD Regional Technical Guide • Customer Service Reports <ul style="list-style-type: none"> ○ FY23 MDHHS Appeal and Grievance Reporting | <ul style="list-style-type: none"> • Member Suggested Topics <ul style="list-style-type: none"> ○ Extensions ○ Withdrawals • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ None • Open Discussion • Future Agenda Items • Updates • Next Meeting |
|---|--|

KEY DECISIONS

- Welcome and Introductions
- The Customer Service Committee (CSC) members approved the November 20, 2023, meeting snapshot.
 - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The CSC chair led the members in the biennial review of the MSHN Customer Service policies and procedures. Members reviewed, discussed, and approved for submission the following policies and procedures:
 - CS_Customer_Consumer_Service_Policy
 - CS_RCAC_Policy
 - CS_Medicaid_Enrollee_Appeals_Grievances_Policy
 - CS_SUD Recipient Rights_Policy
 - CS_Information_Accessibility_LEP_Policy
 - CS_Customer_Handbook_Policy
 - CS_Advance_Directives_Policy
 - CS_Enrollee_Rights_Policy
 - CS_Medicaid_Enrollee_Appeals_Grievances_Procedure
 - CS_ReportingMedicaidAppealsGrievancesSFH_Procedure
- An update was provided on the FY24 Guide to Service Handbook process. The print vendor has reported that they are printing the Handbooks and have arranged with the freight company to have a drop gate to assist with the deliveries. The Handbooks are on track to be shipped and delivered by the end of January. The FY25 Handbook process will include exploring a delivery vendor to address delivery concerns and decrease shipping costs.
- Members continued to discuss the Network Adequacy Assessment (NAA) Customer Service items.
 - An update was provided on the Cultural Competency Request (CCR) reporting process. The MSHN Operations Council reviewed the recommendation that the current CMHSP processes met the CCR NAA requirements, and a CCR Report was redundant. The recommendation was approved, and the CCR reporting process was discontinued.
 - The NAA task for limited English proficiency (LEP) continued to be discussed. A method of community assessment with reporting was discussed based on the Cultural Competency section of the PIHP contract. A follow-up email will be sent

	<p>asking members to research their method of community assessment that demonstrates the ongoing commitment to linguistic and cultural competence.</p> <ul style="list-style-type: none"> • The MSHN Adverse Benefit Determination (ABD) Regional Technical Guide document was finalized by the CSC subworkgroup and distributed for use. The subworkgroup members were thanked for their contribution. • Customer Service Reports <ul style="list-style-type: none"> ○ All quarters of the FY23 MDHHS Appeal and Grievance data aggregation report were reviewed for trends and results. The timeliness for Appeals during FY23 was 98%. The timeliness for Grievances during FY23 was 99%. A discussion occurred on when Adverse Benefit Determinations are to be sent and if additional staff education may be needed. No additional trends were noted from the report data review. • Member Suggested Topics: <ul style="list-style-type: none"> ○ It was noted that Extensions to the Service Authorizations, Appeals, and Grievances standard timeframes must be sent before the timeframe ends. Two calendar days before the timeframe ends is recommended. Also, withdrawn Appeals and Grievances should not be included in the MDHHS reporting. • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ None • Open Discussion: <ul style="list-style-type: none"> ○ CMHCM member asked if others have had the experience of working with an individual who persistently is screened for an inpatient hospitalization, is denied, requests a Second Opinion, does not show up for the Second Opinion evaluation, and continues to be screened at the emergency department despite not meeting criteria. The clinical team is working hard to assist the individual but finding times for the psychiatrist to complete the Second Opinion when the individual does not attend the appointments is creating a scheduling problem. The individual has actively avoided the Second Opinion appointments and has refused to be assisted in attending the appointments. Members discussed the case and recommended that their procedure be followed and that their clinical staff continue to work with the individual to find other ways to cope with the stress they are experiencing. • Future Agenda Items: <ul style="list-style-type: none"> ○ NAA Task
<ul style="list-style-type: none"> ▪ ACTION/INPUT REQUIRED 	<ul style="list-style-type: none"> ▪ Research and respond to the method of community assessment follow-up email.
<ul style="list-style-type: none"> ✓ KEY DATA POINTS/DATES 	<ul style="list-style-type: none"> ✓ Upcoming CSC meetings: Monday, March 18, 2024, 9:30 am to 11:30 am via Zoom.