

Meeting Date: May 15, 2023

MSHN/CMHSP Representatives:

In-Person: Online Only

Via Zoom: K. Cereske (BABH/HHB/TBHS), M. Prusi (BABH/HHB/TBHS), E. Shaffer (CMHCM), S. Zin (CEI), K. Medes (CEI), A. Bond (GIHN), C. Coxon (LifeWays), M. Leach (MCN), A. Fletcher (NCMH), T. Ninemire (SCCMHA), A. Andrykovich (SHW), J. Morgan (The Right Door), 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 the March 20, 2023 meeting snapshot <ul style="list-style-type: none"> ○ Review follow-up action items • Review and approve the current agenda • FY23 MSHN CS_Information_Accessibility_LEP Policy • FY23 Guide to Services review • FY24 Guide to Services project timeline • Customer Service Reports <ul style="list-style-type: none"> ○ FY22 MCPAR data review • MSHN Network Adequacy Assessment: Customer Service | <ul style="list-style-type: none"> • Member Suggested Topics <ul style="list-style-type: none"> ○ ABD FAQ subworkgroup update • Standardization of Educational Material/ Brochures/ Forms Across the Region • 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 March 20, 2023 meeting snapshot.
 - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The MSHN CS_Information_Accessibility_LEP Policy has been updated based on PIHP contract updates and HSAG feedback. Members reviewed and discussed the policy. The policy was approved to move on in the MSHN policy review process.
- The FY23 Guide to Services Handbook development process was reviewed for feedback. Clear communication was reported as a positive aspect of the project. Flexibility in making changes up to the point of submission was appreciated. The proactive development of Handbook content was noted as another positive aspect. Members agreed that the MSHN Guide to Service Handbook is a well-rounded source of information to advise the members served within our region.
- A proposed FY24 Guide to Services development process timeline was reviewed. The timeline noted that local page submissions were moved, and members were encouraged to begin working on local page updates. Members were also encouraged to update their Handbook cover to make each year different to decrease the likelihood that prior year Handbooks are not given out. Print vendor bid requests were also moved up to allow vendors time to consider and submit a proposal for the project. The remainder of the Handbook development process timeline stayed the same as in prior years, with the printing and distribution of the FY24 Guide to Services Handbook scheduled for January 2024.
- Customer Service Reports
 - The FY22 MCPAR report submission was compared against the FY22 MDHHS Appeal and Grievance Reporting data. It was noted that there was a significant difference between the reported number of resolved appeals between the two data sets. The reported grievances were similar but not the same. A closer review of the individual CMHSP data revealed that only a few had equal results between the two reports. Members agreed that a meeting with PCE and PCE users would be helpful since most CMHSPs within the region used their PCE system to aggregate the MCPAR report submission.

	<ul style="list-style-type: none"> • Members continued to discuss the Network Adequacy Assessment Customer Service items. Additional research was conducted, and a definition was developed to clarify what would be considered a Cultural Competency Request. A Cultural Competency Request is a request by the individual served based on their culture, class, race, ethnic background, sexual orientation, age, and/or faith or religion which ensures access and meaningful participation of the individual in supports and services through the provider. Members were asked to identify a place to record Cultural Competency Requests. Possible places to record Cultural Competency Requests could be to ask the individual served when they request services, during the initial/annual assessment process, or during the PCP preplanning process. A report and submission process will be discussed and finalized during the next CSC meeting. • Member Suggested Topics: <ul style="list-style-type: none"> ○ An update was provided on the work occurring through the Adverse Benefit Determination (ABD) Frequently Asked Questions (FAQ) subworkgroup meeting. The subworkgroup is working to define terms for greater clarity and explore how common practices influence the ABD process. The subworkgroup desires to develop a useful FAQ document to assist staff in the ABD process. • 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"> ○ Cultural Competency Request report and submission process
<ul style="list-style-type: none"> ▪ ACTION/INPUT REQUIRED 	<ul style="list-style-type: none"> ▪ Determine and submit a plan to collect Cultural Competency Requests.
<ul style="list-style-type: none"> ✓ KEY DATA POINTS/DATES 	<ul style="list-style-type: none"> ✓ Next CSC meeting: Monday, July 15, 2023, 9:30 am to 11:30 am via Zoom.