

**Meeting Date: March 18, 2024**

**MSHN/CMHSP Representatives:**

**In-Person:** Online Only

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

**KEY DISCUSSION TOPICS**

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| <ul style="list-style-type: none"> <li>• Welcome and Introductions</li> <li>• Review and approve the January 22, 2024 meeting snapshot               <ul style="list-style-type: none"> <li>○ Review follow-up action items</li> </ul> </li> <li>• Review and approve the current agenda</li> <li>• FY24 Guide to Service Handbook</li> <li>• MSHN Network Adequacy Assessment</li> <li>• MSHN Network Adequacy Assessment: Customer Service</li> <li>• Customer Service Reports               <ul style="list-style-type: none"> <li>○ FY24 Q1 MDHHS Appeal and Grievance Reporting</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Member Suggested Topics               <ul style="list-style-type: none"> <li>○ BHT benefit discharges</li> <li>○ Private Insurance: ABD Notices</li> <li>○ How do others track Waiver program enrollments?</li> </ul> </li> <li>• Standardization of Educational Material/ Brochures/ Forms Across the Region               <ul style="list-style-type: none"> <li>○ None</li> </ul> </li> <li>• Open Discussion</li> <li>• Future Agenda Items</li> <li>• Updates</li> <li>• Next Meeting</li> </ul> |
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**• KEY DECISIONS**

- Welcome and Introductions
- The Customer Service Committee (CSC) members approved the January 22, 2024, meeting snapshot.
  - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- An update was provided on the FY24 Guide to Service Handbook. The Spanish Language version is almost complete and will be provided soon. Research is underway to develop an audio version of the Handbook utilizing Text-to-Speech technology. The FY24 Guide to Services Handbook process timeline was reviewed and discussed. Members spoke about potential content for the FY25 common pages, and a folder will be established in Box to capture content suggestions for the FY25 Handbook.
- Amanda Ittner (MSHN) reviewed the MSHN Network Adequacy Assessment (NAA) for CSC member feedback. The NAA consists of standards for adult and youth populations that focus on services for adults (Assertive Community Treatment, Crisis Residential Programs, Inpatient Psychiatric, Opioid Treatment Programs, and Psychosocial Rehabilitation Programs (Clubhouses), services for children (Crisis Residential Programs, Home-Based, Inpatient Psychiatric, and Wraparound Services), and Time/Distance standards. The Customer Service areas for language and cultural competence were noted, and information has previously been provided on these areas.
- Members continued to discuss the Network Adequacy Assessment (NAA) task for limited English proficiency (LEP). After the previous CSC, members were asked to provide their CMHSP's process for their method of community assessment. The requirement was revisited and discussed. It was recommended that members ensure their process has some type of output that could be provided upon request.
- Customer Service Reports
  - The FY24 Q1 MDHHS Appeal and Grievance data aggregation report was reviewed for trends and results. A Rate of Timeframe Met section was added to the Appeals data section. No additional trends or comments were noted from the report data review.
- Member Suggested Topics:
  - The member from CMHA-CEI requested to speak about a few topics.

	<ul style="list-style-type: none"> <li>▪ The member asked about how other CMHSPs navigate discharges when an individual obtains private insurance, and there is a need to discharge from the BHT benefit. A member noted that private insurance companies will do a bridge process while the documentation is reviewed to authorize services. That way, ABA can continue for the individual while insurance authorizations are figured out.</li> <li>▪ The member asked about providing notice when private Insurance is added. Notice may be needed when a CMH therapist is not paneled with private insurance and a community referral is required.</li> <li>▪ The member asked how others have been tracking Waiver program enrollments. Some functionality has been built into the PCE EMR to help track waiver enrollments. The reports help identify start and stop dates for the waivers and assist with tracking.</li> <li>• Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> <li>○ None</li> </ul> </li> <li>• Open Discussion: <ul style="list-style-type: none"> <li>○ A member asked for an update on the Appeals and Grievance Technical Requirement, and it was reported that the revised Technical Requirement is scheduled to be provided soon.</li> <li>○ A member asked for an update on Conflict Free Access and Planning. It was reported that a plan should be coming out soon, and more details will be shared once the plan from MDHHS is reviewed for implementation.</li> </ul> </li> <li>• Future Agenda Items: <ul style="list-style-type: none"> <li>○ NAA Task</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>ACTION/INPUT REQUIRED</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Members should ensure their method of community assessment process has some type of output that could be provided upon request.</li> </ul>
<ul style="list-style-type: none"> <li>✓ <b>KEY DATA POINTS/DATES</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ Upcoming CSC meetings: Monday, May 20, 2024, 9:30 am to 11:30 am via Zoom.</li> </ul>