

**Meeting Date: January 25, 2021**

**MSHN/CMHSP Representatives:**

**In Person:** Online Only

**By Zoom:** K. Cereske (BABH/HBH/TBHS), M. Prusi (BABH), J. Rookard (CMHCM), S. Zin (CEI), J. Ray (GIHN), S. Richards (The Right Door), T. Smith (LifeWays), S. Clevenger (LifeWays), C. McIntyre (MCN), A. Fletcher (Newaygo), T. Ninemire (SCCMHA), M. Schaefer (SCCMHA), A. Andrykovich (SHW), 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 November 16, 2020 meeting snapshot               <ul style="list-style-type: none"> <li>○ Review follow-up action items</li> </ul> </li> <li>• Review and approve current agenda</li> <li>• FY20 Q4 Denial, Grievance, Appeals, and Second Opinion Report Review</li> <li>• FY21 Denial, Grievance, Appeals, and Second Opinion Report Changes</li> <li>• FY20 Q1-3 D,G,A,2nd Plans of Correction Review</li> <li>• MSHN Council/Committee Surveys Results</li> <li>• FY21 Guide to Services Handbook Update</li> </ul> | <ul style="list-style-type: none"> <li>• Member Suggested Topics:               <ul style="list-style-type: none"> <li>○ MDHHS Mediation Update</li> <li>○ MDHHS Contract templates</li> </ul> </li> <li>• Standardization of Educational Material/ Brochures/ Forms Across the Region               <ul style="list-style-type: none"> <li>○ MDHHS Grievance Elements</li> <li>○ Notice of Appeal Denial/Approval Update-HSAG</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 November 16, 2020 meeting snapshot.
  - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The FY20 Q4 Denial, Grievance, Appeals, and Second Opinion Report was reviewed and approved.
- Proposed changes to the FY21 Denial, Grievance, Appeals, and Second Opinion Report were reviewed and discussed. An Indicator #5 was proposed which targets the timeliness of Service Authorization Requests. Members spoke of this function being the scope of Utilization Management. It was discussed that, due to required action upon the HSAG compliance review, oversight is needed and the report is an available option. Members agreed to the inclusion of the indicator.
- Plans of Correction for out-of-compliance indicators from the FY20 Q1-3 Denial, Grievance, Appeals, and Second Opinion Report were reviewed and approved.
- The recently completed MSHN Council/Committee Surveys results for the CSC were reviewed and discussed.
- An update was provided for the FY21 Guide to Services Handbook process. Allegra will be delivering/shipping CMHSP Handbooks later in the week. Update information will be emailed to members.
  - The FY21 Guide to Services Handbook Spanish Language version vendor requests will be sent out before the next CSC meeting. The received bids will be reviewed and discussed for vendor selection during the March CSC.
- Member Suggested Topics:
  - The MDHHS Mediation provider Request for Proposal (RFP) was discussed. It was noted that MDHHS issued the RFP in December and proposals were due January 15th. The Mediation provider will be announced on January 29th and the Mediation services start date is February 1st.
  - MDHHS has not provided clarification regarding the removed language for the contract templates. An update will be provided when a response is received.
- Standardization of Educational Material/ Brochures/ Forms Across the Region
  - The recent request by MDHHS regarding collecting Grievance Elements was discussed. It was noted that the request may forecast an increase in oversight by MDHHS regarding Grievances, but plans have not been communicated regarding the intended outcome for the request.

	<ul style="list-style-type: none"> <li>○ Members were provided a brief training which covered a HSAG required enhancement for the Notice of Appeal Denial and Notice of Appeal Approval. Members were asked to include the statement “WE COMPLETED YOUR APPEAL ON &lt;DATE APPEAL COMPLETED&gt;.” This language should be included in the document narrative section for any future Appeal Resolution Notices sent by CMHSP Customer Service staff. Members agreed to include the language upon their completed Notice of Appeal Denial and Notice of Appeal Approval.</li> <li>● Open Discussion: <ul style="list-style-type: none"> <li>○ The SCCMHA member asked if staff could list “all services” on the Adverse Benefit Determination (ABD) for services being closed or if each open service needed to be listed. Members agreed that each open service needed to be listed separately. Additional discussion included how to categorize a member request as a reason for closure, an issue with the legal reference loading into the ABD, and a discussion for which notice to send when a consumer’s Medicaid is being suspended.</li> </ul> </li> <li>● Future Agenda Items: <ul style="list-style-type: none"> <li>○ FY21 Guide to Services Handbook Spanish Language Version(s) vender process.</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>▪ Please provide any Guide to Services Handbook Spanish Language vender suggestions.</li> </ul>
<ul style="list-style-type: none"> <li>✓ <b>KEY DATA POINTS/DATES</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ Next CSC meeting: Monday, March 15, 2021 from 9:30am to 11:30am via Zoom.</li> </ul>