

Meeting Date: September 20, 2021

MSHN/CMHSP Representatives:

In Person: Online Only

Via Zoom: K. Cereske (BABH/HHB/TBHS), J. Rookard (CMHCM), S. Zin (CEI), P. Faching (GIHN), R Page-Lewis (GIHN), J. Morgan (The Right Door), C. Coxon (LifeWays), C. McIntyre (MCN), A. Fletcher (Newaygo), T. Ninemire (SCCMHA), M. Schaefer (SCCMHA), A. Andrykovich (SHW), and D. Dedloff (MSHN)

KEY DISCUSSION TOPICS

- | | |
|--|--|
| <ul style="list-style-type: none"> • Welcome and Introductions • Review and approve July 26, 2021 meeting snapshot <ul style="list-style-type: none"> ○ Review follow-up action items • Review and approve current agenda • FY22 Guide to Services Handbook Process • MDHHS Reporting Submissions • Member Suggested Topics: <ul style="list-style-type: none"> ○ Tracking Second Opinion Requests | <ul style="list-style-type: none"> • HSAG Compliance Review • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ PCE ABD Updates – taglines • Open Discussion • Future Agenda Items • Updates • Next Meeting |
|--|--|

• KEY DECISIONS

- Welcome and Introductions
- The Customer Service Committee (CSC) members approved the July 26, 2021 meeting snapshot.
 - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The timeline for the FY22 Guide to Services Handbook process was reviewed. Members discussed the timeline tasks and provided feedback. Members agreed that the necessary tasks to complete the FY22 Guide to Services Handbook project were included and the timeline was approved for use.
- Dan Dedloff discussed using the MDHHS Grievance and Appeals Reporting submission data to create a snapshot report of the quarterly data. Members agreed that some examples would be helpful before deciding on a table or a graphics-based reporting snapshot. The committee chair will provide examples for review and discussion during the next CSC meeting.
- The draft HSAG Compliance review results were reviewed for discussion. Overall, the results were favorable for the Customer Service elements. It was noted that taglines need to be added to each Medicaid Notice and the Provider Directory. Policy language will need to be updated during the next policy review in response to feedback from the HSAG review. HSAG noted that the MSHN Provider Directory requires additional fields to be added to meet requirements found in the 42 CFR language. For ABDs, the HSAG case review revealed that not all the ABDs included the required elements. Updates to the PCE ABD entry process should decrease the instances of missing elements by requiring necessary content. Members were encouraged to have a local review process to make sure issued ABDs were being completed with all the required elements.
- Member Suggested Topics:
 - Tracking Second Opinion Requests – Pam Faching
 - Members discussed their process for tracking Second Opinion requests. It was reported that a simple spreadsheet is often used to track requests. Members agreed that a written request is a required part of the Second Opinion process. It was noted that an Adverse Benefit Determination is being provided with the Second Opinion request form regarding the denial to fulfill Medicaid requirements.

	<ul style="list-style-type: none"> • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ It was noted that PCE is working to add taglines as an additional page to the Adverse Benefit Determination (ABD) Notices. CMHA-CEI will need to work with their local IT to add Taglines to their ABD Notices. • Open Discussion: <ul style="list-style-type: none"> ○ Consumer Relations Management (CRM) process with MDHHS – Stefanie Zin <ul style="list-style-type: none"> ▪ The new MDHHS process to engage with complaints which are filed with the department was discussed. It is believed that MSHN will be the primary contact for Medicaid consumer complaints and general fund consumer complaints will be sent directly to the involved CMHSP. ○ MDHHS Grievance Submission - Kim Cereske <ul style="list-style-type: none"> ▪ Member discussed how best to process a grievance which has multiple elements where the resolutions end up being both substantiated and unsubstantiated. Members discussed if it should be logged as one grievance or split up. The current PCE grievance module does not accommodate multiple categories for one grievance. The member was encouraged to reach out to PCE to see if an improvement could be made to add multiple categories and resolutions for one grievance. • Future Agenda Items: <ul style="list-style-type: none"> ○ Grievance and Appeals data snapshot report
<ul style="list-style-type: none"> ▪ ACTION/INPUT REQUIRED 	<ul style="list-style-type: none"> ▪ Handbook liaisons were asked to confirm their continued involvement for the FY22 Handbook process.
<ul style="list-style-type: none"> ✓ KEY DATA POINTS/DATES 	<ul style="list-style-type: none"> ✓ Next CSC meeting: Monday, November 15, 2021, from 9:30am to 11:30am via Zoom.