

**Meeting Date: September 19, 2022**

**MSHN/CMHSP Representatives:**

**In Person:** Online Only

**Via Zoom:** K. Cereske (BABH/HHB/TBHS), M. Prusi (BABH/HHB/TBHS), E. Shaffer (CMHCM), K. Medes (CEI), S. Zin (CEI), P. Fachting (GIHN), R. Page-Lewis (GIHN), A. Bond (GIHN), J. Morgan (The Right Door), C. Coxon (LifeWays), M. Leach (MCN), A. Fletcher (NCMH), K. Patterson (SCCMHA), T. Ninemire (SCCMHA), A. Andrykovich (SHW), M. Phillips (Consumer Rep.) 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 July 18, 2022 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>• FY23 Consumer Handbook Process</li> <li>• Customer Service Reports               <ul style="list-style-type: none"> <li>○ FY22 Q2 MDHHS Appeal and Grievance Regional Analysis Report</li> <li>○ FY22 Q1-2 Fair Hearing Report</li> <li>○ FY22 Q1-2 Recipient Rights Indicator #11 Report</li> <li>○ FY22 MSHN QI/CS Scorecard</li> </ul> </li> <li>• MSHN Network Adequacy Assessment: Customer Service</li> </ul> | <ul style="list-style-type: none"> <li>• Member Suggested Topics:               <ul style="list-style-type: none"> <li>○ Mediation technical requirement</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
  - GIHN introduced their new Customer Service staff, Allison Bond.
- The Customer Service Committee (CSC) members approved the July 18, 2022 meeting snapshot.
  - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The FY23 MSHN Guide to Services Handbook Process timeline was reviewed. The “local pages” review process began on August 1, 2022, and any revisions should be submitted to MSHN no later than October 3, 2022. Vender bid requests will go out on September 23, 2022. Handbook quantities will be requested and are due back to MSHN by October 7, 2022. A CSC Handbook meeting is planned for October 17, 2022. The meeting will be to review vender bids and approve the vender to print the FY23 Handbook, to review the “common” pages revisions, and to discuss local pages. Members were asked to provide vender suggestion and a member said again that they had a positive experience working with Allegra last year. A member asked about the number of changes which are planned for the handbook since their CMHSP has boxes of FY22 Handbooks left. The group was reminded to pass out the most recent Handbook, even if they have boxes of prior year Handbooks still; since any changes included in the most current Handbook are important for individuals to have. Members discussed and agreed that a section should be added for Mediation.
- Customer Service Reports
  - The MDHHS Appeal and Grievance Regional Analysis Report for FY22 Q3 was reviewed. Members discussed the grievance and appeals data and trends. Members did not identify any significant trends which required intervention, but one CMHSP did question why their appeal volume for the prior four quarters was significantly higher than the other CMHSP within the region. The CMHSP will review their process to see if any changes are warranted.
    - The data also lead to a discussion regarding the issuance of Adverse Benefit Determinations (ABD). Members look at how to identify when an adverse action is taken by the provider. The discussion included an exploration on if an ABD should be issued when individuals request a change in their service(s). It was noted that changes most often occur through the PCP addendum process and language is included along with the addendum which

	<p>supports the individual's right to make changes to their services. Members agreed to discuss during a future CSC the process for issuing ABDs to better assist staff in meeting the requirement.</p> <ul style="list-style-type: none"> <li>○ The FY22 Q1-2 Fair Hearing Report was reviewed. The data shows the trend that Fair Hearing requests are going down. Members concluded that the local appeal process is resolving need for members to request a fair hearing.</li> <li>○ The FY22 Q1-2 Recipient Rights Indicator #11 Report was reviewed. There were no trends or concerns noted by members.</li> <li>○ The FY22 Q3 MSHN QI/CS Scorecard was reviewed. Members discussed the below target value for the performance indicator of Medicaid consumers who were denied overall eligibility and received notice within 14 days. The discussion focused on requests which require additional testing to authorize the requested service. The additional testing often takes additional time beyond the initial 14 days. Members noted in such instances that individuals are authorized for a service, such as case management, and the subsequent steps are individually authorized with an agreed upon start date. This process meets the standard by allowing the individual served to know of the anticipated timeframe and to be supported through services while the testing is scheduled to take place.</li> <li>● It was discussed that MSHN conducts a Network Adequacy Assessment, and two Customer Service items have been identified for additional exploration to best assess if the regional network meets the adequacy requirements. These two areas are 1) Conduct a feasibility study to collect information from CMHSPs and SUD Providers regarding specific cultural competency requests and 2) Analyze the counties with non-English language prevalence to ensure compliance with LEP requirements. Members discussed the identified tasks and agreed to work together to improve regional LEP practices to better define and track these areas.</li> <li>● Member Suggested Topics: <ul style="list-style-type: none"> <li>○ Members discussed the recently issued Mediation in Mental Health Dispute Resolution Technical Requirement. Members reported that the technical requirement provides clarification on the Mediation process but does not provide enough detail to assist in the identification of what is best handled through Mediation. After discussion, members confirmed that information on Mediation should be included within the Member Handbook.</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: <ul style="list-style-type: none"> <li>○ None</li> </ul> </li> <li>● Future Agenda Items: <ul style="list-style-type: none"> <li>○ MSHN Network Adequacy Follow-Up</li> <li>○ ABD issuance discussion</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>▪ Define what is considered a cultural competency 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>✓ Next CSC meeting: Monday, November 21, 2022, from 9:30am to 11:30am via Zoom.</li> </ul>