

Meeting Date: July 26, 2021

MSHN/CMHSP Representatives:

In Person: Online Only

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

KEY DISCUSSION TOPICS

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| <ul style="list-style-type: none"> • Welcome and Introductions • Review and approve May 17, 2021, meeting snapshot <ul style="list-style-type: none"> ○ Review follow-up action items • Review and approve current agenda • MSHN Recipient Rights Indicator #11 Report • MDHHS Reporting Submissions • HSAG Compliance Review – Initial takeaway • Member Suggested Topics: <ul style="list-style-type: none"> ○ Customer Service Questions – Kim Cereske | <ul style="list-style-type: none"> • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ PCE ABD Updates – discussion • 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 May 17, 2021 meeting snapshot.
 - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The FY21 Q1-2 reporting for the MSHN Recipient Rights Indicator #11 Report was reviewed and discussed.
- Members discussed the MDHHS Reporting submissions which are due to MSHN on Friday, July 30th. It was noted that the Q3 tab on the updated Grievance submission template is not accepting data, so members were asked to use the Q4 tab for their submissions. The updated Grievance template also includes the instructions to use 11-point Calibri font, capitalize all data, make sure to not overwrite template formulas, and only include grievances which were closed during the reporting quarter. It was noted that the templates are cumbersome, and members hoped that future updates will make the templates more user friendly.
- Dan Dedloff provided his thoughts on HSAG Compliance Review which was held last Monday (7/19/21). The review went well. The thoroughness of the CMHSP case documentation assisted in making the process go smoothly. Each year HSAG tends to focus on specific standards and this time around the focus seemed to be on cultural competency, Taglines (42 CFR §438.10(d)(2) and §438.10(d)(3)), Adverse Benefit Determinations (ABD) being understandable for consumers, and implementation of the standards was emphasized. During the case review, HSAG noted that several ABDs did not have a clear service listed and members were encouraged to make sure that staff are including the impacted service(s) within the ABD. More will be discussed when the HSAG review results are received in September.
- Member Suggested Topics:
 - Customer Service Questions – Kim Cereske
 - Feedback about the recent MDHHS report submissions – As noted earlier, an updated Grievance template was issued with some updated instructions. The updated instructions could also be applied to the other report submissions. More changes could come as additional quarterly submissions are provided to MDHHS.
 - Updates on the MDHHS Mediation implementation - Members reported that the implementation plan by the Oakland Mediation Center is unclear but the hope is to provide Mediation by October 1, 2021.

	<ul style="list-style-type: none"> ▪ MiCAL Update - The MiCAL implementation has been suspended due to feedback received from CMHSP CEOs. Nothing more is known on when the implementation will restart. ▪ Should ABDs be provided for a denial of inpatient psychiatric, crisis residential, and partial hospitalization? - Yes, the prior direction by MDHHS was confirmed and ABDs should be provided. Continuing stay reviews for services listed as “3a” denials would also need an ABD when the consumer is requesting additional time but may not be needed when the hospital is requesting additional time because the decision to deny would not be adverse to a consumer who wishes to be discharged from the mental health unit. ▪ How do CMHSPs address requests by a consumer to reopen services when the consumer was terminated due to not attending? - SCCMHA reported that their Customer Services does not open an appeal but will pass along the request by the consumer to their former case holder to reopen services if the request was received within 90 days of closure. It was noted that staff should assess urgent/emergent needs when a request to reopen services is received. ▪ What type of ABD should be sent when closing a consumer due to a no show of an intake appointment? - An advanced ABD notice would need to be sent if there is an active authorization for an assessment when a no show occurs for an intake appointment. ▪ When should the clock start for an appeal or a grievance request? Members agreed that the first contact (Customer Service staff, voicemail, provider request, or another staff member) would start the clock as long as the request was received from the consumer or an authorized representative. • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ PCE recently updated their ABD module in response to the need to capture data for the MDHHS Service Authorization Denial reporting. The rollout was quick without any training being developed for the changes. Members were encouraged to review the changes and provide any needed feedback to the PCE Grievance and Appeals Module group. • Open Discussion: <ul style="list-style-type: none"> ○ Tim Ninemire asked whether others have noticed a recent update in how the PCE Grievance module is numbering grievances. He reported that the numbering of grievances used to be sequential but was changed in April of 2020 to be nonsequential numbering based upon all the documents added to the PCE system. The change has caused the grievance numbering to increase by thousands between grievances. Tim reached out to PCE and was told that the system cannot count grievances sequentially, but other modules have maintained the ability to count cases sequentially. Members were asked to review their PCE system and connect further on the issue with Tim. The question could also be sent for consideration to the PCE Grievance and Appeals workgroup. • Future Agenda Items: <ul style="list-style-type: none"> ○ None
<ul style="list-style-type: none"> ▪ ACTION/INPUT REQUIRED 	<ul style="list-style-type: none"> ▪ Members were asked to consider joining a short-term workgroup to create workflow diagrams for the ABD, Grievance, and Appeal processes. An email invitation will be sent and members are asked to consider joining the workgroup.
<ul style="list-style-type: none"> ✓ KEY DATA POINTS/DATES 	<ul style="list-style-type: none"> ✓ Next CSC meeting: Monday, September 20, 2021, from 9:30am to 11:30am via Zoom.