



Council, Committee or Workgroup Meeting Snapshot

Meeting: Customer Service Committee

Meeting Date: August 20, 2018

KEY DISCUSSION TOPICS

MSHN/CMHSP Representatives:

In Person: Julie Rookard (CMHCM), Lynn Charping (GIHN), CeCe McIntyre (MCN), Liz Thelen (The Right Door), Amy Mills (LifeWays), Time Ninemire (SCCMHA) and Dan Dedloff (MSHN)

By Phone: Dirk Love (Shiawassee), Stefanie Zin (CEI), Elise Magen (CEI), Andrea Fletcher (Newaygo), and Kim Cereske (BABH)

- Welcome and Introductions
- Review and approve July 16, 2018 meeting minutes
- Review follow-up action items
- Review and approve current agenda
- Medicaid Fair Hearing Report
- Denial, Grievance, Appeals, and Second Opinion Reporting Template Revision
- MDHHS Customer Service Inquire Process
- Grievance Process Discussion
- Standardization of Educational Material/Brochures/Forms Across the Region
 - CS Templates EMR Status
- Open Discussion
- Future Agenda Items
- Updates
- Next Meeting

• **KEY DECISIONS**

- CSC members approved the July 16, 2018 meeting minutes
- Review follow-up action items – None
- CSC members approved the current agenda
- The Medicaid Fair Hearing Report was presented without any member comment.
- The revised Denial, Grievance, Appeals, and Second Opinion Reporting template was reviewed. The reporting periods will now be quarterly and additional details for appeals and grievances will be required.
- The need to standardize a process for MDHHS Customer Service Inquires was discussed. A formal process with specific timeframes will be developed to standardize the response process.
- The local Grievance Process continued to be discussed. The group consensus was to allow the consumer to choose if a complaint would be categorized as a grievance versus taking the choice away from the consumer. The possibility of creating a Customer Service category report was discussed and will be explored further.
- Standardization of Educational Material/Brochures/Forms Across the Region
 - CS Templates EMR status was discussed. The Notice of Benefit Determination has been programmed into each CMHSPs EMR but the remainder of notice templates are being completed outside of the EMR.
- Open Discussion: Moving the CSC meeting day/time was discussed.
- Future Agenda items: Denial, Grievance, Appeals, and Second Opinion Report, CS Template translation, Regional Language Service

○ **ACTION/INPUT REQUIRED**

- A survey will be emailed to explore the interest in moving the CSC meeting day/time.

✓ **KEY DATA POINTS/DATES**

- ✓ Next CSC meeting: **Monday September 17, 2018 at 9:30 to 11:30 am** at Gratiot Integrated Health Network. Call-in capability provided.