

Meeting Date: July 20, 2020

MSHN/CMHSP Representatives:

In Person: Online Only

By Phone: Kim Cereske (BABH/HHB/TBHS), Julie Rookard (CMHCM), Stefanie Zin (CEI), Jamie Ray (GIHN), Carly Coxon (LifeWays), Cece McIntyre (MCN), Jeff Labun (Newaygo), Tim Ninemire (SCCMHA), Melynda Schaefer (SCCMHA), Andrea Andrykovich (SHW), and Dan Dedloff (MSHN)

KEY DISCUSSION TOPICS

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| <ul style="list-style-type: none"> • Welcome and Introductions • Review and approve May 18, 2020 meeting minutes <ul style="list-style-type: none"> ○ Review follow-up action items • Review and approve current agenda • FY20 Indicator #11 RR Mid-Year Report • HSAG Follow-up <ul style="list-style-type: none"> ○ DMC Adverse Benefit Determination Review Sample ○ Appeal Written Confirmation Template & Process • FY20 Guide to Services Handbook <ul style="list-style-type: none"> ○ FY20 Guide to Services Handbook Wrap-up ○ FY20 Guide to Services Handbook SUD Pickup Discussion ○ FY20 Guide to Services Handbook Spanish Language Version(s) | <ul style="list-style-type: none"> • Member Suggested Topics: <ul style="list-style-type: none"> ○ MHC: Mediation Services changes (Handout #6) ○ MOAHR Policy and Procedure No 15 (Handout #7) ○ COFR's impact upon the appeal process • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ Notice Templates Implementation Update • 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 18, 2020 meeting minutes.
 - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The FY20 Indicator #11 Recipient Rights Mid-Year Report was reviewed.
- HSAG Follow-up
 - Members discussed the DMC Adverse Benefit Determination (ABD) review process and the proposed sample standardized fields. Members agreed that the DMC ABD review was the best process, the proposed fields were appropriate, and the process would also be effective to review denial data.
 - The template for the Appeal Written Confirmation was reviewed and approved for use. Members will use the template in response to oral appeal requests and there are no plans to incorporate the template into EHR systems.
- FY20 Guide to Services Handbook
 - It was discussed that the FY20 Guide to Services Handbook process presented opportunities for growth and the lessons learned will influence the FY21 Handbook planning process.
 - There has been a delay in distributing FY20 Guide to Services Handbooks to MSHN SUD providers due to COVID-19. It was discussed and agreed that CMHSPs will establish a local liaison to facilitate the arrangements for SUD provider handbook pickup. MSHN Customer Service will coordinate the details to assist with a smooth process.
 - The FY20 Guide to Services Handbook - Spanish Language version process was discussed, and members elected to have the 12 local Handbook versions translated. Vender options will be researched, provided for member review, and the process will be completed via email before the next scheduled CSC meeting.
- Member Suggested Topics:
 - A brief discussion regarding the Mental Health Code addition of Mediation Services occurred and it was noted that MDHHS issued a communication to establish the implementation timeline as October 1, 2020.
 - The MOAHR Policy and Procedure No 15 was reviewed.

	<ul style="list-style-type: none"> ○ A member brought up an issue regarding a COFR issuing an ABD regarding services being provided but did not effectively communicate the decision to the CMH which was providing services. The guardian requested an appeal through the service provision CMH and there was a question as to which CMH should process the appeal. Members discussed the appeal obligation, and it was determined that the CMH which issued the Adverse Benefit Determination should process the appeal request. ● Standardization of Educational Material/ Brochures/ Forms Across the Region ○ Members were strongly encouraged to complete a primary source verification that their EHRs contain the required updated MDHHS notice templates. ● Open Discussion: None ● Future Agenda Items: FY21 Guide to Service Handbook Process
<ul style="list-style-type: none"> ○ ACTION/INPUT REQUIRED 	<ul style="list-style-type: none"> ○ FY20 Guide to Services Handbook – Spanish translation vender selection
<ul style="list-style-type: none"> ✓ KEY DATA POINTS/DATES 	<ul style="list-style-type: none"> ✓ Next CSC meeting: Monday, September 14, 2020 via Zoom from 9:30am to 11:30am.