

Meeting Date: May 17, 2021

MSHN/CMHSP Representatives:

In Person: Online Only

Via Zoom: K. Cereske (BABH/HHB/TBHS), M. Prusi (BABH), J. Rookard (CMHCM), J. Scutt (CEI), S. Zin (CEI), P. Faching (GIHN), R Page-Lewis (GIHN), C. Jaskowski (HBH), J. Morgan (The Right Door), C. Coxon (LifeWays), T Smith (LifeWays), C. McIntyre (MCN), A. Fletcher (Newaygo), T. Ninemire (SCCMHA), M. Schaefer (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 March 15, 2021, meeting snapshot <ul style="list-style-type: none"> ○ Review follow-up action items • Review and approve current agenda • FY20 Medicaid Fair Hearing Report • MDHHS Grievance Submission • HSAG Compliance Review • FY21 Guide to Services Handbook Wrap-up • Member Suggested Topics: <ul style="list-style-type: none"> ○ None | <ul style="list-style-type: none"> • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ MDHHS Template Drafts • 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 March 15, 2021 meeting snapshot.
 - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The FY20 Medicaid Fair Hearing Report results were reviewed and discussed. The FY20 data showed that hearing requests continued to trend down. 73% (11/15) of Fair Hearing requests were held. Of those held, 45% (5/11) resulted in the favor of the consumer and 55% (6/11) resulted in favor of the CMH. It was noted that the high-level data within the reporting does not provide further detail to gain insight as to the reasons for the outcome results.
- The MDHHS Grievance submission process was discussed. Members questioned the need for the depth of information included within the submission, some asked if any follow up would be required, and it was noted that grievances are rarely clear cut, but the data does not tell that story. Many reported that submitting aggregate data would have been preferred. The MDHHS Appeals submission for FY21 Q1-3 is scheduled to be submitted to MSHN on July 30th along with the next Grievance submission. It was also mentioned that the date of resolution should be used to establish what quarter the data is included in.
- The upcoming HSAG Compliance review was discussed. The casefile review will focus on a review of the Service Authorization timeliness process and a review of the Adverse Benefit Determination content. The sample selection will be received from HSAG on the 25th. The required case file evidence to show compliance will be due to MSHN on June 4th. MSHN's HSAG virtual compliance interview session is scheduled for July 19th.
- The FY21 Guide to Services Handbook process was discussed. It was noted that working with Allegra Printing was a positive experience. Accommodations were needed due to the pandemic to ship the SUD Handbook version to SUD providers, but the hope is that in the future the SUD version distribution can occur during the MSHN SUD Provider Meeting. It was decided to have the Handbook Spanish language version be the final step of the Handbook project for FY22. Overall, the FY21 Handbook project went smoothly. The FY22 Handbook process will begin September 1st and the

	<p>FY22 Handbook process timeline will be reviewed and approved during the September Customer Service Committee meeting.</p> <ul style="list-style-type: none"> • Member Suggested Topics: <ul style="list-style-type: none"> ○ None • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ During the March CSC it was reported that the FY21 contract attached Medicaid Notices contained language changes and the current Notice template required updating to reflect the changes. An overview of the changes occurred, and members were asked to review each template for accuracy. Any additional corrections or comments were requested to be sent via email by the close of business on Friday, May 21, 2021. The plan is to submit the finalized templates to PCE and CMHA-CEI with a request to update their systems to include the updated template language. • Open Discussion: <ul style="list-style-type: none"> ○ None • 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"> ▪ Review and provide feedback regarding Notice document by the close of business on Friday, May 21, 2021.
<ul style="list-style-type: none"> ✓ KEY DATA POINTS/DATES 	<ul style="list-style-type: none"> ✓ Next CSC meeting: Monday, July 26, 2021, from 9:30am to 11:30am via Zoom.