

KEY DISCUSSION TOPICS	
<p>Meeting Date: May 20, 2019</p> <p>MSHN/CMHSP Representatives: In Person: Julie Rookard (CMHCM), Lynn Charping (GIHN), Tim Ninemire (SCCMHA), Dirk Love (SHW), Carly Coxon (LifeWays), Cece McIntyre (MCN), Kim Cereske (BABH, HBH, TBH), and Dan Dedloff (MSHN) By Phone: Raquel Sparkman (CEI), Andrea Fletcher (Newaygo), Becki West (CEI), Shannon Clevenger (LifeWays), and Liz Thelen (The Right Door)</p>	<ul style="list-style-type: none"> • Welcome and Introductions • Review and approve April 15, 2019 meeting minutes <ul style="list-style-type: none"> ○ Review follow-up action items • Review and approve current agenda • FY19 Q1 Denial, Grievance, Appeals, Second Opinion Report • FY18 Q3.4 Denial, Grievance, Appeals, Second Opinion CAP Review • FY19 Handbook Electronic Version Revision • FY19 Notice Template Requirement Discussion
<ul style="list-style-type: none"> • KEY DECISIONS 	<ul style="list-style-type: none"> • Welcome and Introductions • The CSC members approved the April 15, 2019 meeting minutes. • Review follow-up action items – <ul style="list-style-type: none"> ○ Technical Assistance from MDHHS has been requested for the Tagline Lobby Poster and is in-process. • The CSC members approved the current agenda. • The FY19 Q1 Denial, Grievance, Appeals, Second Opinion Report was reviewed. CSC members approved the report and provided positive feedback regarding the format revision. • The FY18 Q3.4 Denial, Grievance, Appeals, Second Opinion Corrective Action Plans (CAP) were reviewed and approved. • The FY19 Handbook Electronic Version revisions were reviewed and approved. CMHSP local versions will be completed and emailed for implementation. • The FY19 Notice Template contract requirement was discussed. The members expressed reservations, but implementation is in-process. • Standardization of Educational Material/Brochures/Forms Across the Region <ul style="list-style-type: none"> ○ The second draft of the FY19 Amendment #2 Notice templates were reviewed and approved. • Feedback through OPS Council has led to the Customer Service Committee occurring bi-monthly • Open Discussion: Reminder for the June 5th State CS Group training. • Future Agenda items <ul style="list-style-type: none"> ○ FY19 Q2 Denial, Grievance, Appeals, Second Opinion Report
<ul style="list-style-type: none"> ○ ACTION/INPUT REQUIRED 	<ul style="list-style-type: none"> ○ FY19 Handbook Spanish Language Vender Selection will occur via email.
<ul style="list-style-type: none"> ✓ KEY DATA POINTS/DATES 	<ul style="list-style-type: none"> ✓ Next CSC meeting: Monday, July 15, 2019 at GIHN from 9:30am to 11:30am. Call-in capability provided.