

**Meeting Date: January 13, 2020**

**MSHN/CMHSP Representatives:**

**In Person:** Stefanie Zin (CEI), Jaime Ray (GIHN), Rachelle Page-Lewis (GIHN), Tim Ninemire (SCCMHA), Melynda Schaefer (SCCMHA), and Dan Dedloff (MSHN)

**By Phone:** Kim Cereske (BABH, HBH, TBH), Julie Rookard (CMHCM), Raquel Sparkman (CEI), Becki West (CEI), Jennie Morgan (The Right Door), Carly Coxon (LifeWays), Andrea Fletcher (Newaygo), and Andrea Andrykovich (SHW)

**KEY DISCUSSION TOPICS**

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| <ul style="list-style-type: none"> <li>• Welcome and Introductions</li> <li>• Review and approve November 18, 2019 meeting minutes               <ul style="list-style-type: none"> <li>○ Review follow-up action items</li> </ul> </li> <li>• Review and approve current agenda</li> <li>• Customer Service Committee Charter Review</li> <li>• 2018-19 HSAG EQR Report</li> <li>• Discussion: RR Email Grievance Implications</li> <li>• FY20 Guide to Services Handbook Review</li> <li>• Impatient Psychiatric Hospitalization Notice</li> </ul> | <ul style="list-style-type: none"> <li>• Standardization of Educational Material/ Brochures/ Forms Across the Region               <ul style="list-style-type: none"> <li>○ Notice Templates Implementation Process</li> <li>○ Standardized Appeals 14-Day Extension Template</li> <li>○ Standardized UM Service Request 14-Day Extension Template</li> </ul> </li> <li>• Open Discussion</li> <li>• Future Agenda Items</li> <li>• Updates</li> <li>• Next Meeting</li> </ul> |
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**• KEY DECISIONS**

- Welcome and Introductions
- The CSC members approved the November 18, 2019 meeting minutes.
  - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The Customer Service Committee Charter was review and approved as written.
- The 2018-19 HSAG EQR Report was reviewed and discussed.
- The MDHHS ORR email received in December was discussed regarding the implications for grievances within our region.
- The FY20 Guide to Services Handbook Common Pages draft was reviewed and approved. The individual CMHSP Local Pages versions will be reviewed and approved by the individual CMHSPs.
- Technical support received from MDHHS Customer Service regarding inpatient psychiatric hospitalization denials made it clear that an Adverse Benefit Determination should be provided for a denial and a Second Opinion would also be provided.
- Standardization of Educational Material/Brochures/Forms Across the Region
  - CMHSPs will be asked to provide examples of their implemented notice templates for review.
  - The standardized Appeal, UM Service Request, and Grievance 14-day extension templates will be sent out via email for review and approval.
- Open Discussion:
  - The FY20 Handbook vender bid requests will be send this week and vender selection will occur via email.
- Future Agenda items
  - Bi-annual MSHN Customer Service Policy and Procedure Review

**○ ACTION/INPUT REQUIRED**

- The FY20 Handbook vender selection process will occur via email.

**✓ KEY DATA POINTS/DATES**

- ✓ Next CSC meeting: Monday, March 16, 2020 at GIHN from 9:30am to 11:30am. Call-in capability provided.