

<p>Meeting Date: March 16, 2020</p> <p>MSHN/CMHSP Representatives: In Person: Online Only</p> <p>By Phone: Stefanie Zin (CEI), Jaime Ray (GIHN), Tim Ninemire (SCCMHA), Melynda Schaefer (SCCMHA), Kim Cereske (BABH, HBH, TBH), Julie Rookard (CMHCM), Carly Coxon (LifeWays), Cece McIntyre (MCN), Andrea Fletcher (Newaygo), Dirk Love (SHW), Andrea Andrykovich (SHW) and Dan Dedloff (MSHN)</p>	KEY DISCUSSION TOPICS	
<ul style="list-style-type: none"> ● KEY DECISIONS 	<ul style="list-style-type: none"> ● Welcome and Introductions ● Review and approve January 13, 2020 meeting minutes <ul style="list-style-type: none"> ○ Review follow-up action items ● Review and approve current agenda ● MSHN Customer Service Policy/Procedure Review ● Denial, Grievance, Appeals, and Second Opinion Summary Report FY19 Q4 ● Medicaid Fair Hearing Report FY19 Q3.4 ● Discussion: Autism Service Authorization Timeframe 	<ul style="list-style-type: none"> ● FY20 Guide to Services Handbook Update ● Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ CS Notice Templates Implementation Update ○ Appeals Withdrawal Notification Discussion ● Open Discussion ● Future Agenda Items ● Updates ● Next Meeting
<ul style="list-style-type: none"> ○ ACTION/INPUT REQUIRED 	<ul style="list-style-type: none"> ○ Notice template implementation delay follow-up ○ Autism service authorization timeframe local context exploration 	
<ul style="list-style-type: none"> ✓ KEY DATA POINTS/DATES 	<ul style="list-style-type: none"> ✓ Next CSC meeting: Monday, May 18, 2020 at GIHN from 9:30am to 11:30am. Call-in capability provided. 	