

**Meeting Date: November 20, 2017**

**KEY DISCUSSION TOPICS**

**MSHN/CMHSP Representatives:**

- **In Person:** Kim Cereske (BABH, TBHS, HBH), Sherry Hockstra (CMHCM), Lynn Charping (GIHN), Tim Ninemire (Saginaw), Angie Loiselle and CeCe McIntire (Montcalm), Dirk Love (Shiawassee), Elise Magen (CEI), Sally Culey (Montcalm), Kim Zimmerman (MSHN), and Cathy Jaskowski (HBH)
- **By Phone:** Stefanie Zin and Becki West (CEI), Andrea Fletcher (Newaygo), Liz Thelen (The Right Door), and Shannan Clevenger (LifeWays)

- Welcome and Introductions
- Review and Approve October 16, 2017 Minutes
- Review follow-up action items – occurred during meeting
- Review, Additions, and Approved Current Agenda
- NCQA Follow-up
- CSC Membership
- FY17 Annual Report
- FY18 Member Handbook
- Standardization of Educational Material/Brochures/Forms Across the Region: Adverse Benefit Determination
- Open Discussion – None
- Future Agenda Items
- Updates
- Next Meeting

**• KEY DECISIONS**

- CSC members approved the October 16, 2017 Minutes as written.
- CSC members approved the current agenda with additions.
- NCQA presentation- no follow-up questions regarding the presentation
- CSC Membership-Members were asked to submit updated CMHSP representative contact information
- FY17 Annual Report-Draft report was reviewed
- Appeals/Grievance Policy-policy was approved
- FY2018 Member Handbook
  - Second Opinion inclusion was discussed and added to the handbook, updated dispute resolution process language, non-discrimination statement inclusion, non-Medicaid grievance timelines will be included, and finalized Handbook will be submitted to MDHHS for approval.
- Standardization of Educational Material/Brochures/Forms Across the Region
  - Standardized Adverse Benefit Determination was approved.
  - Discussion concerning the document's use during the PCP process.
- Open Discussion: None
- Future Agenda items:
  - Notice of Receipt, Appeal Approval, and Appeal Denial document approval.
  - FY18 Handbook Approval

**○ ACTION/INPUT REQUIRED**

- Updated CSC member contact information was asked to be submitted by 11/30/17.

**✓ KEY DATA POINTS/DATES**

- ✓ Next CSC meeting: **Monday December 18, 2017 at 9:00 to 10:30 am** at Gratiot Integrated Health Network. Call-in capability provided.