

May, 2021

Customer Services Status Report

(Report covers time period: March, April, May)

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Customer Services continues to work remotely from home and going into the office as needed during this quarter. Customer Services met with one new hire in March, three new hires in April, and one is scheduled in May. All meetings were held through Zoom platform. Tours of the buildings for new hires are not being conducted at this time.

Customer Services continues to participate monthly in the newly formed Policy Work Group (PWG). This group was created to tighten down agency policy systems for better tracking purposes, reviewing, and updating policies within CARF requirement dates.

During this quarter, Customer Services had an opportunity to be a part of the Agency's Branding Sounding Board by providing feedback to leadership on the new branding efforts. New agency name, design, and logo were reviewed and discussed.

LRE/Beacon Customer Services Workgroup

CMHSP's Customer Services and Beacon staff have continued to participate on monthly conference calls during this quarter. The following are some topics discussed:

- Andrea Champagne, Quality Manager at Beacon reviewed the new State required grievance spreadsheet and is collecting/tracking all grievance data for the Lakeshore Region.
- Mediation Law update was provided to this group. MDHHS has selected a Provider to perform mediation services to the CMH's in Michigan. October 1st, 2021 is the effective date for Mediation services to begin. Please refer to the press release below for more information.
- Next Customer Services regional Zoom meeting is scheduled for May 12th, 2021 at 10:00 am.

Statewide Customer Services Workgroup

There was one Statewide Customer Services Workgroup teleconference meeting held this quarter on April 21st. The following press release was shared with the group:

MDHHS awards grant to develop and implement Statewide system of behavioral health mediation services

LANSING, Mich. – The Michigan Department of Health and Human Services (MDHHS) has awarded Oakland Mediation Center a grant to develop and implement a statewide system of local mediation services to resolve disputes related to behavioral health services provided by Community Mental Health Services Programs (CMHSP) and their contract providers.

MDHHS Behavioral Health and Developmental Disability Administration and MDHHS Office of Recipient Rights have partnered with community and advocacy partners to ensure that all people receiving publicly funded behavioral health services in Michigan have access to an independent mediation process to resolve concerns about their services and treatment. Currently, the CMHSP system serves more than 230,000 Michigan residents and the CMHSP Customer Services and Recipient Rights Departments receive a variety of inquiries and questions related to treatment planning and behavioral health services.

The use of mediation as a first step in the dispute resolution process fosters better treatment relationships and provides for a timelier agreement on what supports and services will be provided by the responsible mental health agency. The project funded by this grant is expected to be fully implemented by September 2021.

The Workgroup discussed how MDHHS has been receiving clarifying questions from the PIHP's regarding the due dates for the new State Monitoring reporting activities. This is a new activity for the PIHP's and MDHHS which includes member grievances, service authorization denials, member appeals, and provider credentialing. PIHP's must submit quarterly reports to MDHHS by the 15th of the second month following the end of each quarter. More discussion on this new requirement is needed. The next scheduled Customer Services State teleconference meeting is scheduled for July 21st at 1:00 pm.

CAP (Consumer Advisory Panel)

The April 8th Consumer Advisory Panel meeting was canceled due to Spring Break week for many members and they did not have many agenda items. Next meeting is scheduled June 10th.

COAP (Community Opportunity Advisory Panel)

In March, the COAP group participated in a conference call with Mark Witte during their regular scheduled meeting time. Mark provided agency updates to the group such as celebrating 50 years of service to the community in 2020, planning to move our entire operations next year from the county complex to the former ShopKo building in the City of Allegan, and discussing how changing the agency name might impact individuals receiving services. Mark asked the group the following questions and Customer Services collected their feedback for informational purposes only.

1. What are your first reactions or thoughts about the "OnPoint" name?
2. Will changing the "CMH" name cause long-term consumer or community confusion?
3. Will this change reduce the stigma that prevents many from seeking/receiving services?
4. Are there any unexpected consequences you can foresee?
5. Any final thoughts or words of advice?

The next COAP meeting is scheduled for Friday, May 28th.