

Quarterly Customer Service Provider Meeting Minutes



Meeting Date: 6/26/19 Meeting Location: 2nd Floor Conference Room

Meeting Start/ End: 2:00 pm to 4:00 pm

Approval: _____ Recorded by M. Dawkins

ATTENDANCE

Name	Organization	Email	Signature
Michele A. Vasconcellos	DWMHA	mvasconcellos@dwmha.com	See Original Sign-In Sheet
Winifred Williamson	DWMHA	wwilliamson@dwmha.com	See Original Sign-In Sheet
Bonnie Herndon	DWMHA	bherndon@dwmha.com	See Original Sign-In Sheet
Dorian Johnson	DWMHA	djohnson@dwmha.com	See Original Sign- In Sheet
Chris Brown	DWMHA	cbrown@dwmha.com	See Original Sign-In Sheet
Monique Gaines	DWMHA	mgaines@dwmha.com	See Original Sign-In Sheet
Barbara Hedgepeth	DWMHA	bhedgepeth@dwmha.com	See Original Sign-In Sheet
Laurie Clemons	DWMHA	lclemons@dwmha.com	See Original Sign-In Sheet
Monique N. Dawkins	DWMHA	mdawkins@dwmha.com	See Original Sign-In Sheet
Edward Ariapan	JRMS	jabezrms@sbcglobal.net	See Original Sign-In Sheet
Debra Plowden	CLS	dplowden@comlivserv.com	See Original Sign-In Sheet
Vince Morencey	JVS	vmorencey@jvsdet.org	See Original Sign-In Sheet
Jessica Collins	TCG	jcollins@iamtgc.net	See Original Sign-In Sheet
Michele Neubauer	MORC	Michele.neubauer@morcinc.org	See Original Sign-In Sheet
Tania Hanna-Kachal	ACC	taniah@myacc.org	See Original Sign-In Sheet
Charles Gaines	TCC	cgaines@thechildrenscenter.com	See Original Sign-In Sheet
Leatrice Bell	HPI	lbelle@hegira.net	See Original Sign-In Sheet
Ursula Juszczuk	LBS	ursulaj@lbscare.com	See Original Sign-In Sheet
Dina Novelli	ACC	dnovellie@thechildrenscenter.com	See Original Sign-In Sheet
Dale Trotty	DWMHA	DTrotty@dwmha.com	See Original Sign-In Sheet
Donna Coulter	DWMHA	dcoulter@dwmha.com	See Original Sign-In Sheet
Raphael Evanoff	DWMHA	revanoff@dwmha.com	See Original Sign-In Sheet
Derrick Bledsoe	Star Center	derrickbledsoe29songs@gmail.com	See Original Sign-In Sheet
Branda Hejaj	ACCESS	bhejaj@accesscommunity.org	See Original Sign-In Sheet

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Meeting Date: 2/27/19 Meeting Location: 2nd Floor Conference Room

Meeting Start/ End: 2:00 pm to 4:00 pm

Approval: _____ Recorded by D. Purry

Name	Organization	Email	Signature
Sharon Turner	DCI	sturner@develctrs.org	See Original Sign-In Sheet
Cheryl Fregolle	STEP	cfregolle@stepcentral.org	See Original Sign-In Sheet
Ayana Talley	Wayne Center	ayana.talley@waynecenter.org	See Original Sign-In Sheet
Angela Cox	Star Center	starcenter01@aol.com	See Original Sign-In Sheet
Rachel Druyor	Starfish	rdruyor@sfich.org	See Original Sign-In Sheet
Marlena Serratos	SWCS	mserratos@swcs.org	See Original Sign-In Sheet
Emma Robinson	Metro East	emma@metroeast.org	See Original Sign-In Sheet
Stephanie Smith	New Light Recovery Services	ssmith@nlrs.net	See Original Sign-In Sheet
Zakiya Aniapam	Jabez	Zakiya.aniapam@jabezrecovery.org	See Original Sign-In Sheet
Lindon Munro	LBS	lindonm@lbscares.com	See Original Sign-In Sheet

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1. Administrative Updates- Michele Vasconcellos , Director, Customer Service

Goal: To provide meeting attendees with updates regarding the Authority

Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Quality Workforce

Discussion Notes: Michele opened the meeting by welcoming all of the provider network representatives and allowed them to introduce themselves to the group.

Administrative Updates: As the Authority moves forward with Systems Transformation, several new staff have been hired. We have a new CIO, Manny Singla. He is joining us from CLS.

CLS- Michele informed the group that as of July 1st 2019 CLS will no longer be an MCPN, however they will remain on as a provider. They will also be contracted to continue to provide training for direct care workers, and they will be administering the Authority’s Self-Determination program.

RFI- As a result of System Transformation DWMHA has a RFI out. We are looking for a Medicaid Health Plan or organization that would like to partner with us to coordinate integrated health services in a holistic approach that focuses on improving behavioral and physical health, economic social justice, and spiritual well-being of the individuals we serve.

Audits- The External Quality Review (HSAG) audit will begin July 26th with our IT and Quality department. NCQA re-accreditation will occur in February 2021. We are currently in the lookback period for this review and we are diligently preparing evidence of policies, procedures, and processes that will be needed for re-accreditation consideration.

DWMHA Website- www.dwmha.com can be very informative. If you go to the initial page at the top you will find the operations tab. If you scroll down to Customer Service you will open our webpage and we would like you to review it. Periodically we will be putting copies of updates to our policies, minutes from our meetings, etc. We want to make the website user friendly to our members, but also to our provider network.

Decisions Made		
None at this time.		
Action Items	Assigned To	Deadline
Detroit Wayne Mental Health Authority will be changing its name to Detroit Wayne Integrated Health Network.		

2. PIHP Veteran Navigation – Chris Brown

Goal: To inform meeting attendees of assistance available to veterans that may come to their location

Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Quality Workforce

Discussion Notes: Chris Brown is with the Clinical Practice Improvement department here at the Authority. He is the PIHP Navigator. He spends most of his time in the field going to see veterans, people who have served in the military, and their families letting them know about services and programs available to them. This program originated in Texas and has been adopted by the Authority.

Some of the services he helps veterans, people who have served and, their families include mental health and substance use assistance, advocacy at the state and federal levels, housing, food, healthcare, employment, education, and lack of income. Chris is very mobile and rarely at the Authority. If you know of a veteran or family that is in need of his assistance getting services please give him a call at 313.585.0061.

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It is important to get this information out to the provider network. Only about 30% of veterans and their families use the VA and other services because a lot of them do not know what is available to them. Chris works with people who have served and their families determine what services they qualify for and puts them on the path to receiving those services.

Decisions Made		
None at this time.		
Action Items	Assigned To	Deadline
If you encounter any veterans at your locations that are in need of some assistance, call Chris Brown at 313.585.0061.		

3. Customer Service Audit Tool- Bonnie Herndon

Goal: To inform meeting attendees about the Customer Service Audit Tool

Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Quality Workforce

Discussion Notes: Bonnie began by discussing the standards that were distributed at the previous Customer Service Quarterly Provider Meeting. There are four standards that are monitored by Customer Service.

- Standard VI- Customer Service
- Standard VII- Enrollees Grievance Process
- Standard VIII- Enrollees Rights and Protections
- Standard XIV- Appeals

It is imperative that these audits tools are completed before your audit. At the time of your audit a completed audit tool and all supporting documentation should be given to the auditor. *(See PowerPoint for example)* Examples of supporting documentation includes:

- Intake/Welcome Packets;
- Brochures;
- Updated Handbooks and Provider Directories, etc.

After the audit you will receive a letter and report of our findings. You must be in full compliance. If your organization is not in full compliance you will be placed on a Plan of Correction. If you fail to reach the terms of the POC and are still not compliant your organization will face punishments up to and including financial sanctions.

Decisions Made		
None at this time.		
Action Items	Assigned To	Deadline
None at this time.		

4. Monitoring- Winifred Williams

Goal: To inform meeting attendees about monitoring issues, concerns, and updates

Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Quality Workforce

Discussion Notes: While conducting audits Winifred made to note to mention that she is aware that some providers have not been audited in the past properly by the MCPNs.

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Winifred suggested to the group that providers separate their grievance and appeals policies. Important mandated information is left out of the policy when they are combined. It is suggested that providers refer to DWMHA' appeals and grievances policies and adapt them to your organization.

Monthly Customer Service Performance Logs must be completed accurately for the entire fiscal year. There only needs to one final report per month submitted. Multiple submissions lead to inaccurate reporting.

Winifred introduced two new Customer Service Provider Network Performance Monitors Dale Trotty and Raphael Evanoff.

Because DWMHA is in the process of going through a name change, no new member material will be printed at this time. If you need copies of the Handbook and Provider Directory print them from the DWMHA website.

Decisions Made		
None at this time.		
Action Items	Assigned To	Deadline
New audits will begin in July.		

5. Appeals- Dorian Johnson

Goal: To inform meeting attendees about appeals updates.

Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Quality Workforce

Discussion Notes: Dorian began her updates by introducing the two new Appeals Specialists Monique Gaines and Laurie Clemons.

The Appeals Unit is reintroducing the use of the MI Health Link tracking log. This log is to be completed and submitted by the 5th of every month. Because this report will have PHI it must be sent one of three ways, either emailed securely to Monique Gaines at mgaines@dwmha.com, submitted via MHWIN, or faxed to 313.833.2217.

All Monthly ABD Notice Logs are due to Laurie Clemons on the 5th of every month at lclemmons@dwmha.com. Failure to report is deemed as non-compliance and will be reported to the Quality department. When completing the log, each service needs to be listed, it is not acceptable to list "All Services". When completing an ABD the effective date is to be ten (10) calendar days. Complete examples of how to properly complete at ABD will be included in the packet.

Decisions Made		
None at this time.		
Action Items	Assigned To	Deadline
None at this time.		

6. Customer Service Member Engagement Policies- Donna Coulter

Goal: To inform meeting attendees about appeals updates.

Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Quality Workforce

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Discussion Notes: There are three (3) new policies for Customer Service. Recovery, Peer Services, and Dreams Come True. The overarching theme of these policies is community inclusion. They apply to all DWMHA team members, Board, administrative, contractual, and Access Center staff, provider network, and crisis service vendors.

Recovery Policy- Effective 4.23.19 it is the policy of DWMHA that all members of its workforce promote a recovery environment for all served. The purpose of the policy is to ensure the development of a recovery-enhancing environment in which all members of the behavioral health (mental and substance use disorder) workforce possess the attitudes, awareness, and competencies to promote the shift from curative model of recovery to a recovery-oriented service system. For a complete in-depth look into the Recovery Policy please review the PowerPoint, visit the policy and procedure library on www.dwmha.com, or contact Donna Coulter at dcoulter@dwmha.com or 313.344.9099 ext. 3109.

Peer Services Policy- Effective 4.23.19 it is the policy of DWMHA that the network of direct contractors and subcontractors provide peer services. The purpose of the policy is to guide direct contractors and subcontractors in the provision of peer services. For a complete in-depth look into the Peer Services Policy please review the PowerPoint, visit the policy and procedure library on www.dwmha.com, or contact Donna Coulter at dcoulter@dwmha.com or 313.344.9099 ext. 3109.

Dreams Come True Policy- Effective 2.1.2019 it is the policy of DWMHA to offer the Dreams Come True Fund for Community Inclusion (the Fund). The purpose of this policy is to outline the award and administration process for the Fund. For a complete in-depth look into the Dreams Come True Policy please review the PowerPoint, visit the policy and procedure library on www.dwmha.com, or contact Donna Coulter at dcoulter@dwmha.com or 313.344.9099 ext. 3109.

Decisions Made		
None at this time.		
Action Items	Assigned To	Deadline
None at this time.		

7. Member Engagement Updates- Donna Coulter

Goal: To inform meeting attendees about appeals updates.

Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Quality Workforce

Discussion Notes: Member Engagement has series of events coming up for both consumers and providers. The ‘*What’s Coming Up Calendar*’ is distributed at least once monthly. To get added to the recipient list or provide information about events you want posted in the calendar please contact Stephen Kuhlman at 313.344.9099 ext. 3038 or email at skuhlman@dwmha.com.

Surveys- The Authority will be conducting Provider surveys and ECHO surveys for adults and children. Announcements about the commencement of the surveys will be communicated once dates have been determined.

EVOLVE- The Quarterly EVOLVE Meeting is July 31st. Complete information regarding this information is available on the DWMHA website. Please go to the Customer Service webpage and click the Member Engagement link.

Talent Show- The Dreams Come True Variety Show is August 3rd. For more information refer to the flyer in you meeting packet and/or email with meeting information.

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Ambassadors- DWMHA will hold another Ambassador training in the fall, please be on the lookout for details regarding the next training in the upcoming months.

Decisions Made		
None at this time.		
Action Items	Assigned To	Deadline
None at this time.		

NEXT MEETING: Next Meeting: Thursday September 26th, 2019