



Quarterly Customer Service Provider Meeting Minutes

Meeting Date: 10/23/19 Meeting Location: 2nd Floor Conference Room

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

Approval: _____ Recorded by D. Purry

ATTENDANCE

Name	Organization	Email	Signature
Michele A. Vasconcellos	DWIHN	mvasconcellos@dwihn.org	See Original Sign-In Sheet
Winifred Williamson	DWIHN	wwilliamson@dwihn.org	See Original Sign-In Sheet
Bonnie Herndon	DWIHN	bherndon@dwihn.org	See Original Sign-In Sheet
Margaret Keyes-Howard	DWIHN	mkeyeshoward@dwihn.org	See original Sign- In Sheet
Dale Trotty	DWIHN	dtrotty@dwihn.org	See Original Sign-In Sheet
Barbara Hedgepeth	DWIHN	bhedgepeth@dwihn.org	See Original Sign- In Sheet
Monique N. Dawkins	DWIHN	mdawkins@dwihn.org	See Original Sign-In Sheet
Raphael Evanoff	DWIHN	revanoff@dwihn.org	See Original Sign- In Sheet
Chimere Tyler	TWC	Chimere.tyler@t-mhs.com	See Original Sign- In Sheet
Melanie Jenkins	Starfish	mjenkins@sfish.org	See Original Sign-In Sheet
Jennifer Smith	Goodwill Detroit	jennifer.smith@goodwilldetroit.org	See Original Sign-In Sheet
Denise Norman	CCS	dnorman@comcareserv.org	See Original Sign-In Sheet
Jessica Collins	TCG	jcollins@iamtgc.net	See Original Sign-In Sheet
Derick Bledsoe	Starr Center	derrickbledsoe29songs@gmail.com	See Original Sign-In Sheet
Tania Hanna-Kachal	ACC	taniah@myacc.org	See Original Sign-In Sheet
Phillip Ross	Wayne Center	phillipross@waynecenter.org	See Original Sign-In Sheet
Leatrice Bell	HPI	lbell@hegira.net	See Original Sign-In Sheet
Kimberly Bali	MORC	kimberly.bali@morcinc.org	See Original Sign-In Sheet
Lameshia Rogers	CCIH	lrogers@centralcityhealth.com	See Original Sign-In Sheet
Malena Jerratos	SWCS	mserratos@swsol.org	See Original Sign-In Sheet
Michele Neubauer	MORC	michele.neubauer@morcinc.org	See Original Sign-In Sheet
Shelly Meller	TGC	revanoff@DWIHN.com	See Original Sign-In Sheet
Vince Morency	JVS Human Services	vmorency@jvshumanservice.org	See Original Sign-In Sheet
Branda Hejaij	ACCESS	bhejaij@accesscommunity.org	See Original Sign-In Sheet

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Name	Organization	Email	Signature
Desiree Purry	DWIHN	dpurry@dwihn.org	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 Detroit Wayne

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: The Detroit Wayne Mental Health Authority was change to The Detroit Wayne Integrated Health Network effective October 1, 2019. DWIHN has new billboards, media advertisement, member materials etc. It was recommended that attendees take the time to go to our website www.DWIHN.org to check out our brief video about our name change. We now work directly with our provider network, to ensure the people we serve are receiving, quality care, treatment and consistency of services.

DWIHN is also embarking on a pilot project that will partner with one or more Medicaid Health Plans to assist us in our efforts to integrate services.

The State has ended the controversial 298 mental health pilot program. If you are unaware this program was structured to ultimately remove Medicaid funding form Behavioral health and to place it with the Medicaid Health Plans.

If you take the opportunity to pull up this week’s Crain’s article, they interviewed our President and CEO Mr. Willie Brooks.

Career Opportunities- Detroit Wayne’s Customer Service department is looking for a Grievance Specialist, Appeals Specialist, and a Welcome Center Receptionist.

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

2. Member Engagement- Margaret Keyes-Howard

Goal: To inform meeting attendees about provider surveys, nci, and the ambassador program

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

Discussion Notes:

Provider Satisfaction Surveys: The ME unit has completed annual Provider Satisfaction Surveys for organizations and Practitioners that lend opportunity for respondents to indicate how DWIHN performs in various components of our business. The survey (though lengthy) covered several areas including how DWIHN communicates with providers, Provides Technical Assistance, Knowledge of CS, UM, MCO, Finance and Claims Staff amongst the few areas of concentration. Both surveys are being reviewed for final analysis and will be publicly distributed through the Board of Directors, The Quality Improvement Steering Committee, Quality Ops Meeting, and Customer Service Quarterly Meeting. The results will also be available on the DWIHN Website in the near future. It is the goal of DWIHN to utilize the collected data to assess and implement plans of improvement to better serve the Provider Network and to ensure optimal care of members under our jurisdiction. The surveys are the second of its kind that have been established to be used as tool for system improvement and to comply with NCQA regulations to survey Providers and receive feedback from them.

NCI - National Core Indicators is an Annual Survey mandated by MDHHS and administered through Wayne State University Developmental Disability Institute (WSU/DDI). Wayne County is proportionally represented based on the number of IDD/DD

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clients we serve but are nearly 1/3 of the State's total response. We at DWIHN take on a huge task to provide extensive Pre-Survey and Background Work for the submission of these surveys. This year we will be expected to complete around 150 surveys and 150 Interviews with each and every one of the randomly selected client/members. The CRSP have the responsibility to coordinate with me to make sure the pre-work is submitted accurately and expeditiously. Identified CRSP will come primarily from the DD provider organizations. It is part of the natural selection that CLS, Wayne Center and NSO will likely (by random yet actuarial count) have more than most providers. It is critical that once your organization has been given consent forms to pursue the pre-survey work that the questionnaire provided is completed entirely, that is absolutely no blank answers are permitted on the survey work. Providers should be notified within one -two weeks of their various assignments. A closing date of 11/28/19 is necessary to get the information into me at DWIHN so I can register the data and send to WSU by 12/1/19. Quality Directors should expect to receive the information, in the event there is no designated Quality Director, and DWIHN will send the info to the Customer Service Designee and the CEO of each organization.

Ambassadors Program: DWIHN established a training co-hort of community persons and peers last March to become a part of our extended outreach activities. Phase One of the Project included the extensive training of 23 persons who objective tasks were to become subject representatives and be able to go into the community at large, and to system events to provide information. This training lent for the over 90 events within the 2019 FY a nearly impossible feat had we been utilizing the vastly short staff resources of DWIHN. As a part of this ongoing outreach, DWIHN was recognized in September, by the State for the accomplishment of this innovative program. The Ambassador Project received the recognition and award at a conference sponsored by the State in Battle Creek, MI. Phase II of the Ambassadors Training includes continued education of Class I of the Ambassadors activity, A launch of a second Class (II) Ambassador Training that has identified about 16 additional new ambassadors to be added to the cadre of volunteers. A new component of the Ambassadors will be to engage community persons and Peers to do a similar project that is more affiliated with advocacy and legislative work, named Community Delegates. The focus of the Delegates will be to work more on policy and legislative issues, a more specific training is required for participants.

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

3. Monitoring- Winifred Williamson

Goal: To inform meeting attendees about grievance and appeals, monitoring, procedure updates and member materials.

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

Discussion Notes:

Grievance- DWIHN has been and continues to work with PCE in updating the Grievance module. We ask that you be mindful and that you make the changes manually in your letters until the corrections are completed. We are all responsible for ensuring that the communication that we send out to our members are correct. You would attach the corrected letter to that grievance.

- Ensure that all letters are done timely
- Review and adhere to grievance policy regarding requirements for letters, particularly Resolution Letters
- Standards related to the format of letters help us to stay in compliance; please don't take offense if we ask for edits

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- Do not forget about the required 30 day Status Letter and please do not send it early
- Upcoming Grievance Fresher for those previously trained
- Upcoming Grievance Training for those never trained
- If the person responsible for processing grievances at your provider site has not been trained, contact us immediately to schedule a training

Appeals- effective 11/01/19, all adverse benefit determinations (both adequate and advance) are to be entered into MHWIN unless your agency has a compatible PCE system. DWIHN will no longer have to request you to upload the action notice, the notice will already be there. You would access this module thru the Due Process Tab. For additional training, we are in the process of scheduling a training for next month upon Dorian’s return.

Monitoring- Customer Service conducted site reviews of 16 CRSP providers. Some of the findings included but not limited to:

- Most providers did not have a toll free CS number (plz note that DWIHN Customer Service staff will be requesting phone stats on a monthly basis, date to be determined; we will be looking at the average speed of answer, the abonnement rate, how many calls presented and answered, etc. The call activity report will be from your designated CS toll free number). Org charts did not identify them as having a Customer Service unit.
- Most providers were not familiar with Enrollee Rights. Most providers review enrollee rights to have been the same as recipient rights. Enrollee Rights are rights that members have in accessing behavioral healthcare such as access to benefits, choice among providers, due process rights such as grievance, appeals, etc., information about DWIHN and provider organization, structure, benefits, etc. Primarily, all the required topics in the Member Handbook whereas Recipient Rights are Code protected rights such as to be free from abuse and neglect, right to confidentiality, to be treated with dignity and respect.
- In reviewing Grievance policies and procedures, there were several providers that had their own grievance process in place that did not meet the required mandates. We must ensure that we are aligning our policies and procedures with the state and federal mandates. DWIHN strongly encourage all contracted providers to review and utilize our policies and procedures and adapt them.
- Most providers received the lowest scores on Standards VII and XIV which are grievances and appeals. Although some of the information in those standards are on the forms and letters in MHWIN, it is still required that this information is also in your written policies.

Opportunities for Improvement/ Lessons Learned:

- Clear communication in the letters that are sent to providers as to what our expectations are as you prepare for the site reviews (completion of the tools, policies required, etc.
- DWIHN will be making changes to the tools and the elements that are non-applicable to providers will be removed from the Customer Service tools.

Decisions Made		
None at this time.		
Action Items	Assigned To	Deadline
WE will be scheduling the additional CRSP (approximately providers in the near future).		

4. Feedback- Provider Network

Goal: To give a brief summary of the evaluation forms submitted by meeting attendees.

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

Meeting Feedback: After reviewing the Quarterly Customer Service Provider Meeting they show that meeting attendees were satisfied with the content of the meeting. Base on feedback DWIHN will be providing information on upcoming Grievance and Appeals training as requested.

Please continue to provide your feedback.

NEXT MEETING: Next Meeting: Thursday January 29th, 2020