**Meeting Date:** 1/29/2020 **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 | DWIHN | [mvasconcellos@dwihn.org](mailto:mvasconcellos@dwihn.org) | See Original Sign-In Sheet |
| Winifred Williamson | DWIHN | [wwilliamson@dwihn.org](mailto:wwilliamson@dwihn.org) | See Original Sign-In Sheet |
| Bonnie Herndon | DWIHN | [bherndon@dwihn.org](mailto:bherndon@dwihn.org) | See Original Sign-In Sheet |
| Margaret Keyes-Howard | DWIHN | [mkeyeshoward@dwihn.org](mailto:mkeyeshoward@dwihn.org) | See original Sign- In Sheet |
| Dale Trotty | DWIHN | [dtrotty@dwihn.org](mailto:dtrotty@dwihn.org) | See Original Sign-In Sheet |
| Barbara Hedgepeth | DWIHN | [bhedgepeth@dwihn.org](mailto:bhedgepeth@dwihn.org) | See Original Sign- In Sheet |
| Monique N. Dawkins | DWIHN | [mdawkins@dwihn.org](mailto:mdawkins@dwihn.org) | See Original Sign-In Sheet |
| Raphael Evanoff | DWIHN | [revanoff@dwihn.org](mailto:revanoff@dwihn.org) | See Original Sign- In Sheet |
| Chimere Tyler | TWC | Chimere.tyler@t-mhs.com | See Original Sign- In Sheet |
| Jennifer Smith | Goodwill Detroit | [jennifer.smith@goodwilldetroit.org](mailto:jennifer.smith@goodwilldetroit.org) | See Original Sign-In Sheet |
| Jessica Collins | TCG | [jcollins@iamtgc.net](mailto:jcollins@iamtgc.net) | See Original Sign-In Sheet |
| Tania Hanna-Kachal | ACC | taniah[@myacc.org](mailto:carronb@myacc.org) | See Original Sign-In Sheet |
| Phillip Ross | Wayne Center | [phillipross@waynecenter.org](mailto:phillipross@waynecenter.org) | See Original Sign-In Sheet |
| Leatrice Bell | HPI | [lbell@hegira.net](mailto:lbell@hegira.net) | See Original Sign-In Sheet |
| Lameshia Rogers | CCIH | lrogers@centralcityhealth.com | See Original Sign-In Sheet |
| Michele Neubauer | MORC | [michele.neubauer@morcinc.org](mailto:michele.neubauer@morcinc.org) | See Original Sign-In Sheet |
| Vince Morency | JVS Human Services | [vmorency@jvshumanservice.org](mailto:vmorency@jvshumanservice.org) | See Original Sign-In Sheet |
| Ursula Jaszeyk | LBS | [ursulaj@lbscares.com](mailto:ursulaj@lbscares.com) | See Original Sign-In Sheet |
| Cheryl Fregolle | STEP | [cfregolle@stepcentral.org](mailto:cfregolle@stepcentral.org) | See Original Sign-In Sheet |
| Naimah Jefferson | Starfish | [njefferson@sfish.org](mailto:njefferson@sfish.org) | See Original Sign-In Sheet |
| Kelly Quinn | Wellplace | [kquinn@wellplace.com](mailto:kquinn@wellplace.com) | See Original Sign-In Sheet |
| Beverly Hollowell | Wayne Center | [beverly.hollowell@waynecenter.org](mailto:beverly.hollowell@waynecenter.org) | See Original Sign-In Sheet |
| Debra Plowden | CLS |  | See Original Sign-In Sheet |
| Melissa Garret | NEGC |  | See Original Sign-In Sheet |

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|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Organization** | **Email** | **Signature** |
| Quintella Gates |  |  | See Original Sign-In Sheet |
| Shai Vann | ACCESS | [svann@accesscommunity.org](mailto:svann@accesscommunity.org) | See Original Sign-In Sheet |
| Judy Davis | DWIHN | [jdavis@dwihn.org](mailto:jdavis@dwihn.org) | See Original Sign-In Sheet |
| Starlit Smith | DWIHN | [ssmith@dwihn.org](mailto:ssmith@dwihn.org) | See Original Sign-In Sheet |
| Shenice Porter | AWBS | [sporter@awbs.org](mailto:sporter@awbs.org) | See Original Sign-In Sheet |
| Rotonja Hall | Sobriety house | [rhallsobrietyhouse@gmail.com](mailto:rhallsobrietyhouse@gmail.com) | See Original Sign-In Sheet |
| Stephanie Smith | New Light Recovery | [ssmith@nlrc.net](mailto:ssmith@nlrc.net) | See Original Sign-In Sheet |
| Selena Thomsen | Psygenics | [sthomsen@psygenics.org](mailto:sthomsen@psygenics.org) | See Original Sign-In Sheet |
| Donna Recor | LBS | [donnar@lbscares.com](mailto:donnar@lbscares.com) | See Original Sign-In Sheet |
| Kara Hicks | Goodwill | [khicks@goodwilldetroit.org](mailto:khicks@goodwilldetroit.org) | See Original Sign-In Sheet |
| Alicia Aloisi | TWC | [alicia.aloisi@t-mhs.com](mailto:alicia.aloisi@t-mhs.com) | See Original Sign-In Sheet |
| Jan Morrill | CCIH | [jmorrill@centralcityhealth.com](mailto:jmorrill@centralcityhealth.com) | See Original Sign-In Sheet |
| Donna Coulter | DWIHN | [dcoulter@dwihn.org](mailto:dcoulter@dwihn.org) | See Original Sign-In Sheet |
| Dorian Johnson | DWIHN | [djohnson@dwihn.org](mailto:djohnson@dwihn.org) | See Original Sign-In Sheet |
| Nakia Young | DWIHN | [nyoung@dwuhn.org](mailto:nyoung@dwuhn.org) | See Original Sign-In Sheet |

* + - 1. Administrative Updates- Michele Vasconcellos\_, Director, Customer Service \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Goal:** To provide meeting attendees with updates regarding Detroit Wayne Integrated Health Network \_\_\_\_\_\_

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

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| **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:** DWIHN has a new Medical Director. Dr. Margaret Hudson-Collins will be replacing DWIHN’s previous Medical Director, Dr. Barika Butler. Please retain this information for your organizations’ records. | | |
| **Healthy Michigan-** The new Work Requirement Act goes into effect January 31, 2020. The Act states that Healthy Michigan Plan beneficiaries will be required to comply with legislation that was approved in 2018 requiring that beneficiaries will be required to report 80 hours of work and other activities such as job searches to MDHHS each month.  Beneficiaries can be excused from the requirement in some instances. A letter was emailed to approximately 1300 members affected by the new Act with detailed information about exemption qualifications and information about who to contact.  The letter that was mailed to the 1300+ members was included in the handouts for this meeting. If your members have any questions or concerns the letter is a good tool for you to review with them. | | |
| **Specialty Integrated Health Plans (SIPs) -** Michigan Department of Health and Human Services (MDHHS) have outlined a vision for Medicaid beneficiaries with significant mental health, substance use disorder, and intellectual or developmental disabilities. The State wants to move to a truly integrated system that serves the whole person. Organizations that offer specialty plans will not be traditional managed care facilities. They will have to demonstrate that they have the expertise in managing complex physical and behavioral health needs. The State will be looking for at least one statewide public plan that will be run by the leaders of our public behavioral health system.  The State will be inviting health plans, providers, hospitals, and other entities to bid on becoming part of the proposed model. The goal is to have the model implemented in the next 2 years. (Handout was provided.) | | |
| **Decisions Made** |  |  |
| None at this time. |  |  |
| **Action Items** | **Assigned To** | **Deadline** |
|  |  |  |

* + - 1. PIHP Re-Engagement and Disenrollment Policy- Michele A. Vasconcellos and Bonnie Herndon\_\_\_\_\_\_\_\_\_\_\_\_

**Goal:** To inform meeting attendees about the new re-engagement policy DWIHN implemented \_\_\_\_\_\_\_\_\_\_\_\_\_

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

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| **Discussion Notes:** The DWIHN PIHP Re-Engagement and Disenrollment Policy is a new policy that providers will need to work with DWIHN on in getting members that are no longer receiving services disenrolled from our system after all re-engagement efforts have been completed and the member still has not re-engaged in services. | | |
| **Reporting-** Every Clinically Responsible Service Provider (CRSP) should have provided Bonnie Herndon with a contact person that will receive the disenrollment information and will be expected to carry out the policy.  Once this process is rolled out, it is imperative that all provider locations return the disenrollment information within 5 business days in order to meet the necessary deadlines. | | |
| **Exceptions-** No members that are enrolled in the MI Health Link program can be disenrolled. Providers servicing MHL members who are not actively engaged in care need to attempt to re-engage their members at least once a year. | | |
| **Process Improvement-** Once this new process begins, we will be looking for your feedback on ways we can improve this process. | | |
| **Decisions Made** |  |  |
| None at this time. |  |  |
| **Action Items** | **Assigned To** | **Deadline** |
| If you cannot get through using the [bherndon@dwihn.org](mailto:bherndon@dwihn.org) please use [bherndon1@dwihn.org](mailto:bherndon1@dwihn.org) |  |  |

1. Call Center Updates- Kelly Quinn\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

**Goal:** To inform meeting attendees about updates, issues, and things to look for regarding the Access Center\_\_\_

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

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| **Discussion Notes:**  Kelly Quinn is the Chief Operating Officer at DWIHN’s 24 Access Center. She discussed provider Access related updates. | | |
| **Calendar Updates-** It is important that all providers keep their calendars updated. Hospital discharge and intake appointments have to be made within 7 days of discharge and appointments with mental health practitioners have to be made within 30 days. Keeping calendars updated allows the team members at the Access Center to better schedule appointments and meet the necessary deadlines without any issues. | | |
| **Disenrollment-** If you have team members that re-engaged, but who are scheduled to be disenrolled, please contact the Access Center so they know that the member is active and does not need to be disenrolled. | | |
| **Closed Locations-** If you have closed locations, but there are still appointments being made at that location, please contact the MHWIN Help Desk and Kelly Quinn. This occurs when there is a glitch in MHWIN and needs to be communicated immediately. | | |
| **Decisions Made** |  |  |
| None at this time. |  |  |
| **Action Items** | **Assigned To** | **Deadline** |
| If you are having any issues with your calendars please reach out to Kelly Quinn. |  |  |
| If you have appointments being scheduled at closed locations, contact Kelly Quinn and the MHWIN help desk. |  |  |

1. MI Health Link- Nakia Young\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

**Goal:** To inform meeting attendees about MI Health Link (MHL) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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| **Discussion Notes:**  Nakia Young is the Administrative Manager for DWIHN’s Integrated Healthcare Initiatives. | | |
| **MI Health Link-** MI Health Link is a member’s insurance coverage. Eligible beneficiaries have behavioral health coverage as part of their benefit. Network Providers of DWIHN whom have a MI Health Link Contract agreed to service beneficiaries from mild to severe service needs therefore they do not have an eligibility enrollment requirement like that of Medicaid beneficiaries. MI Health Link members can be inactive within provider organizations due to failing to comply with treatment plan. | | |
| **Disenrollment-** In the case of members’ inactivity with a provider, provider can place member chart in an inactive state with notation of at least 3 attempts to reengage member.  Deactivation should be used to close a MI Health Link Members case at a provider as the member may still have MI Health Link Coverage.  MI Health Link Members are disenrolled for the following reasons:   1. They no longer are eligible for MI Health Link Insurance Coverage. 2. Member request to be disenrolled from MI Health Link. 3. Death of member 4. Member placed on NGRI Status 5. Member primary residency no longer within Wayne County. 6. Member changes MI Health Link ICO Organization therefore that ICO eligibility will close and switch to new ICO MI Health Link Organization   If you have questions about MI Health Link or you are having issues with Quality regarding not disenrolling members that are not actively engaged in their services email Nakia Young at [nyoung@dwihn.org](mailto:nyoung@dwihn.org). | | |
| **Decisions Made** |  |  |
| None at this time. |  |  |
| **Action Items** | **Assigned To** | **Deadline** |
| None at this time. |  |  |

1. Substance Use Disorder (SUD) Updates- Judy Davis\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

**Goal:** To inform meeting attendees about updates, issues, and things to look for regarding SUD initiatives\_\_\_\_\_\_

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

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| **Discussion Notes:**  Judy Davis is the SUD Treatment Services Administrator. She provided updates regarding SUD treatment services and events. | | |
| **Training-** GAIN training for SUD clinicians that was once mandatory is now put on hold, however all SUD clinicians are encourages to complete the training at this time. | | |
| **MDOC Services-** Beginning April 1, 2020 all providers will be able to services the MDOC population. | | |
| **MAT Services-** Effective January 1,2020 Hegira and QBH will be providing MAT services for persons that are in jail. | | |
| **Medicinal Marijuana-** Effective 1.1.2020 medicinal marijuana cannot be used as treatment for SUD members. They cannot receive treatment if they want to keep their medicinal marijuana card. They must document legit medical reason for having/keeping their medicinal marijuana card. | | |
| **Conferences-** The Opioid Conference May 15th and the Women and Girls Conference June 19th. Please be on the look out for more information regarding those conferences as the dates get closer. | | |
| **Decisions Made** |  |  |
| None at this time. |  |  |
| **Action Items** | **Assigned To** | **Deadline** |
| If you have any questions regarding SUD or the information presented at this meeting please email Judy Davis at [jdavis@dwihn.org](mailto:jdavis@dwihn.org). |  |  |

1. Member Engagement (ME)- Donna Coulter\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

**Goal:** To inform meeting attendees about Member Engagement updates, upcoming events, and peer trainings\_\_\_

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

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| **Discussion Notes:**  Donna Coulter is the Customer Service’s Member Engagement Administrator. She spearheads initiatives involving peers and their recovery. Included in meeting handouts was a packet complete with ME event flyers and the Persons Point of View Newsletter. | | |
| **Clubhouses-** DWIHN clubhouses are an additional resource for members that assist them with finding employment, living assistance, and education services. DWIHN was awarded over $140,000 by MDHHS to use for provider clubhouses to assist with member spenddowns. | | |
| **Constituent’s Voice-** The Constituents’ Voice (also known as the “CV”) is the DWIHN consumer advisory group. The CV members include individuals who have gained valuable experience as recipients of services, and give DWIHN input concerning the design, delivery, evaluation and implementation of policies, procedures and activities, specifically as it relates to community inclusion, i.e., “a personal sense of valued participation and interaction in everyday life.” CV needs new members. If you know of any peers that are interested in becoming a CV member, meetings are held the 3rd Friday of every month. Please contact Mike Shaw at [mshaw1@dwihn.org](mailto:mshaw1@dwihn.org). | | |
| **Peer Training-** There will be a Mental Health First Aid Training for peers on March 10, 2020  On February 7, 2020 there will be a Coffee Hour for the CV members. After the Coffee Hour, ME will be training members to talk to legislators. | | |
| **Decisions Made** |  |  |
| None at this time. |  |  |
| **Action Items** | **Assigned To** | **Deadline** |
| For more information about Member Engagement please contact Donna Coulter at 313.344.9099 ext. 3109 or [dcoulter@dwihn.org](mailto:dcoulter@dwihn.org). |  |  |
| Mental Health First Aid Training for peers on March 10, 2020 |  |  |

1. Member Experience- Margaret Keyes-Howard\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

**Goal:** To inform meeting attendees about Member Engagement updates, upcoming events, and peer trainings\_\_\_

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

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| **Discussion Notes:**  Margaret Keyes-Howard is the Member Experience surveys conducted by Customer Service. | | |
| **NCI-** NCI was completed on December 10, 2019. The goal was met and any missing data will be requested by the providers as it is requested from WSU.  Data from the 2018 NCI Survey is on the DWIHN website. | | |
| **ECHO-** The ECHO Survey for adults and children is being conducted by Wayne State’s School of Urban Studies. After this initial the Children’s ECHO will be conducted every other year. Phone calls are set to begin February 8, 2020. As information is made available to DWIHN it will be broken down by the CRSP. | | |
| **Member Experience Opportunities-** If you would like to start gaging your members’ experience please contact Margaret Keyes-Howard at 313.344.9099 ext. 3213 or via email at [mkeyes@dwihn.org](mailto:mkeyes@dwihn.org). | | |
| **Decisions Made** |  |  |
| None at this time. |  |  |
| **Action Items** | **Assigned To** | **Deadline** |
| For more information about Member Engagement please contact Donna Coulter at 313.344.9099 ext. 3109 or [dcoulter@dwihn.org](mailto:dcoulter@dwihn.org). |  |  |
| Mental Health First Aid Training for peers on March 10, 2020 |  |  |

1. Feedback- Provider Network\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_

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

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

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| --- |
| **Meeting Feedback:**  After reviewing the Quarterly Customer Service Provider Meeting Evaluation forms the following information was concluded.  20/35 Evaluation forms were completed and returned, which equates to about 57%  Of the 57% of meeting attendees that complete and retuned the surveys, 45% rated the meeting and presenters as “Excellent”, 40% thought the meeting and presenters were “Good”, and 15% rated the meeting as “Good” and the presenters “Excellent”.  100% of the attendees that complete the meeting evaluation show that they were satisfied with the content of the meeting. |
| Please continue to provide your feedback. |

**NEXT MEETING:** Next Meeting: Wednesday April 29th, 2020