

PRIMARY NETWORK OPERATIONS & QUALITY MANAGEMENT COMMITTEE MEETING

Thursday, May 9, 2024 1:30 p.m. - 3:15 p.m.

| MEMBERS | Present | MEMBERS | Present | AD-HOC MEMBERS | Present |
|--|---------|--|---------|---|---------|
| Allison Gruehn, BABH ACT/Adult MI Program Manager | | Joelle Sporman (Recorder), BABH BI Secretary | Х | Amanda Johnson, BABH ABA/FS Team Leader | Х |
| Amy Folsom, BABH Madison Clinic Manager | Х | Karen Amon, BABH Healthcare Accountability Director | Х | Ellen Lesniak, BABH Finance Manager | |
| Anne Sous, BABH EAS Supervisor | | Kelli Maciag, BABH Children's IMH/HB Supervisor | | Jacquelyn List, List Psychological COO | |
| Barb Goss, Saginaw Psychological COO | | Laura Sandy, MPA Adult/Child CSM Supervisor | Х | Kathy Jonhson, Consumer Council Rep (J/A/J/O) | |
| Chelsea Hewitt, Saginaw Psychological Asst. Supervisor | Х | Lynn Blohm, BABH North Bay Team CLS Supervisor | Х | Lynn Meads, BABH Medical Records Associate | |
| Chelsee Baker, Saginaw Psychological Supervisor | | Megan Smith, List Psychological Site Supervisor | Х | Nathalie Menendes, Saginaw Psychological COO | |
| Courtney Clark, Saginaw Psychological OPT Supervisor | Х | Melanie Corrion, BABH Adult ID/DD Manager | | Nicole Sweet, BABH Clinical Services Manager | Х |
| Emily Gerhardt, BABH Children Services Team Leader | | Melissa Deuel, BABH Quality & Compliance Coordinator | Х | Sarah Van Paris, BABH Nursing Manager | |
| Emily Simbeck, MPA Adult OPT Supervisor | Х | Melissa Prusi, BABH RR/Customer Services Manager | - | Stephanie Gunsell, BABH Contracts Manager | |
| Heather Beson, BABH Integrated Care Director | Х | Pam VanWormer, BABH Arenac Clinical Supervisor | Х | Taylor Keyes, Adult MI Team Leader | |
| Heather Friebe, BABH Arenac Program Manager | Х | Sarah Holsinger (Chair), BABH Quality Manager | Х | Tyra Blackmon, BABH Access/ES Clinical Specialist | |
| Jaclynn Nolan, Saginaw Psychological OPT Supervisor | Х | Stacy Krasinski, BABH EAS Program Manager | Х | GUESTS | Present |
| James Spegel, BABH EAS Mobile Response Team Supervisor | Х | Stephani Rooker, BABH ID/DD Team Leader | Х | | |
| Joelin Hahn (Chair), BABH Integrated Care Director | Х | Tracy Hagar, MPA Child OPT Supervisor | Х | | |

| | Topic | Key Discussion Points | |
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| 1. | b. Presentations: TBA | a. There are additions to the agenda; 4m. Medicaid Insurance Checks and 4n. Waitlist Concerns b. No presentations this month. c. The March 14th meeting notes were approved as written. The April meeting was cancelled. Joelin to follow-up on 4e. of the March 14th notes. d. Bay-Arenac Behavioral Health: ABA/FS ACT/Adult MI – Nothing to report this month. Arenac Center – We are still down a case manager for adults. Children's Services – Changed a therapist position that wasn't filled for a year to a case management position and were able to hire a woman who will be starting soon. CLS/North Bay – We were fully staffed for CLS providers but no longer. We received some contracts signed with a CLS provider and will discuss further before we open up for referrals. Looking at exploring another contract for children's CLS. More communication to come. | c. Joelin to follow-up with the Finance Department on 4e. of the March 14 th notes to see if BABH can work with local taxi companies for transportation to and from appointments for our consumers. |



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| | Contracts – Nothing to report this month. Corporate Compliance – Nothing to report this month. EAS (Emergency Access Services)/Mobile Response – Still hiring for second shift for the Mobile Response Team. We have two intake workers ready at the end of the month. Finance – Nothing to report this month. ID/DD – We have one individual on FMLA for CSM, one going on maternity leave, and one that transferred to another department for Self-Determination. Looking for coverage for anyone with LBSW and looking for a replacement for Ben Tenney. IMH/HB – Nothing to report this month. Madison Clinic – We are working on getting Dr. Bridget Smith, Child Psychologist, re-credentialed to come back to the Madison Clinic for at least 3 days a month since children's psych evals are being booked out further than we would like. We would like her to work through the summer and fall. The new telehealth therapist is ready for referrals. He has been on for two weeks and can take Medicare. The internal BABH therapist has transitioned out of her case management role and will have a full case load of outpatient, so we are taking referrals. We are also hiring another therapist. Whether you refer to BABH or Madison Outpatient, whoever they get assigned to, Amy will go in and fix the problem, change the auths and voiding/early terminating some. Medical Records – Denise Groh retired, and Lynn Meads is the new Record's Specialist. Brenda Beck is still working part-time. Quality – Nothing to report this month. Recipient Rights/Customer Services – Nothing to report this month. Self Determination – Ben Tenny will be coming over to Self-Determination as the Self-Determination Coordinator as Chelli Harless will be retiring in August. | |



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| v. Provider Satisfaction Survey (Sept) | FY24Q1, BABH averaged 47.1 days; well below the standard. Remedial action | |
| c. Access to Care & Service Utilization Reports | for FY24Q1 included written counseling, employee termination, training, and | |
| i. MMBPIS Report (Jan, <u>Apr</u> , Jul, Oct) | verbal counseling. BABH had a slight increase in consumers receiving the | |
| ii. LOCUS (Mar, Jun, Sep, Dec) | appropriate labs for this measure during FY24Q1. BABH determined that | |
| iii. Leadership Dashboard - UM | actioning these alerts monthly was improving the compliance rate, so | |
| Indicators (Jan, <u>Apr</u> , Jul, Oct) | monthly actioning was reimplemented in March 2024. BABH had a slight | |
| iv. Customer Service Report (Jan, <u>Apr</u> , | increase in consumers receiving the appropriate labs for this measure during | |
| Jul, Oct) | FY24Q1. BABH determined that actioning these alerts monthly was | |
| d. Regulatory and Contractual Compliance | improving the compliance rate, so monthly actioning was reimplemented in | |
| <u>Reports</u> | March 2024. Consumers Diagnosed with Schizophrenia or Bipolar Disorder | |
| i. Internal Performance Improvement | Taking an Antipsychotic Who Are Screened for Cardiovascular Disease - This | |
| Report (Feb, <u>May</u> , Aug, Nov) | measure was changed recently so BABH is working to identify a new | |
| ii. Internal MEV Report | indicator for measurement. Evidence of Primary Care Coordination - BABH | |
| iii. MSHN MEV Audit Report (Apr) | and the contract providers did not meet the 95% standard for having | |
| iv. MSHN DMC Audit Report (Sept) | evidence of health care coordination during FY24Q1. Two contract providers | |
| v. MDHHS Waiver Audit Report (Oct | did see an increase in compliance. There have been some barriers to using | |
| when applicable) | the Coordination of Care form in PCE, but these were addressed during | |
| e. Periodic Review Reports | FY24Q1, so we expect to see compliance increase. More Than 40% of | |
| f. Ability to Pay Report | Children Served Will Have Meaningful Improvement In Their Child and | |
| g. Review of the Referral Status Report | Adolescent Functional Assessment Scale (CAFAS)/Preschool and Early | |
| | Childhood Functional Assessment Scale (PECFAS) Score - During FY24Q1, 44% | |
| | of children showed meaningful improvement in their CAFAS/PECFAS scores, | |
| | above the goal BABH set. This was the highest percentage since FY21Q1. | |
| | There are issues with the data, but we need this for CARF as a requirement | |
| | to monitor outcomes so will look at this till MichiCans is implemented in | |
| | October. Quality of Care Record Reviews - Services Are Written In The Plan of | |
| | Service Are Delivered At The Consistency Identified – 87% of the records | |
| | reviewed during FY24Q2 received the level of services that were written in | |
| | the plan which is below the 90% standard set by BABH. Staff of the records | |
| | found to be out of compliance received education and training on the | |
| | standard of providing services as written in the plan of service. Quality of | |



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| | Care Record Reviews - All Services Authorized In The Plan of Service Are | |
| | Identified Within the Frequency, Intervention, and Methodology Section of | |
| | the Plan of Service – 100% of the records reviewed during FY24Q2 had the | |
| | services identified appropriately to match the services authorized which | |
| | meets the 90% standard set by BABH. Audited Services with Proper | |
| | Documentation for Encounters Billed – The overall total compliance for all | |
| | ancillary services reviewed during FY24Q1 and FY24Q2 was above the 95% | |
| | standard. These reviews included applied behavioral analysis, psychosocial | |
| | rehabilitation, dietary, occupational therapy, speech and language, physical | |
| | therapy, self-determination, and community living support providers. There | |
| | were a total of 2,131 claims reviewed with only 69 errors resulting in a 96.8% | |
| | compliance rate. The most common finding was that the documentation was | |
| | not completed. Increase Medicaid Event Verification (MEV) Reviews – BABH | |
| | continues to increase the services audited by completing reviews of all | |
| | specialized residential, community living support, vocational, primary, and | |
| | autism providers. BABH also added self-determination, dietary, occupational | |
| | therapy, speech and language therapy, physical therapy, and specialized | |
| | residential providers where we are the county of financial responsibility | |
| | reviews during FY24Q2. BABH also updated the MEV policy and procedure to | |
| | include more frequent reviews of services determined to be higher risk such | |
| | as community living supports (CLS). Copy of Plan of Service Offered Within | |
| | 15 Days of Planning Meeting – Overall, the percentage of compliance for | |
| | offering the plan of service within 15 days was consistent for FY24Q1 | |
| | compared to FY23Q4. It was determined that staff are not always using the | |
| | electronic health record completely so there is missing data and blanks. | |
| | Quality Staff are working with providers to remind staff to complete all data | |
| | elements related to the plan of service. One provider has not been using the | |
| | data field correctly that resulted in a 100% compliance rate due to having | |
| | only one record reviewed. Extra training and education has been provided. | |
| | Michigan Mission Based Performance Indicator System (MMBPIS): Indicator | |
| | 1 (The percent receiving a pre-admission screening for psychiatric inpatient | |



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| | care for whom the disposition was completed within 3 hours.) – BABH | |
| | demonstrated 100% compliance for Indicator 1 for both children and adult | |
| | populations during FY24Q1. This was a higher rate of compliance than MSHN | |
| | and MDHHS. MMBPIS: Indicator 2 (The percent of Medicaid beneficiaries | |
| | receiving a face-to-face assessment with a professional within 14 calendar | |
| | days of a non-emergent request for services.) – BABH has consistent or | |
| | higher compliance rates for DD-Child and DD-Adult when compared to the | |
| | MSHN region and the Michigan Department of Health and Human Services | |
| | (MDHHS). BABH was lower than MSHN for the MI-Child and MI-Adult | |
| | population. BABH continues to make concerted efforts to improve engaging | |
| | consumers in services such as working toward starting a consumer | |
| | engagement group, expanding Clinical Assessment Specialist positions | |
| | internally, and implementing Same Day Access. Behavior Treatment Survey – | |
| | This survey report is completed annually at the end of each calendar year. | |
| | The results from 2023 showed a 100% satisfaction rate for the seven surveys | |
| | returned. | |
| | o. i. <u>Follow-Up After Hospitalization Adult</u> – This measure has incentives tied | |
| | to the region. The percentage of discharges for members with 18 years | |
| | or older who were hospitalized for treatment of selected mental illness | |
| | diagnoses and who had an outpatient visit, an intensive outpatient | |
| | encounter or partial hospitalization with a mental health practitioner. | |
| | This measure does not include Case Management as a follow-up. | |
| | Diabetes Screening – Bay has the lowest percentage of patients 18-64 | |
| | years of age with schizophrenia or bipolar disorder, who were dispensed | |
| | an antipsychotic medication and had a diabetes screening test during the | |
| | measurement year. We will start actioning on this measure to try and get | |
| | the percentage back up to the standard. | |
| | ii. Defer | |
| | iii. Nothing to report this month. | |
| | iv. We have done a hybrid way of handling this survey, where last year it | |
| | was supposed to be done all in person. This year we need to be able to | |



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| | distinguish who is/is not on the 1915 waiver. We would like to mail out | |
| | all the surveys vs. staff trying to distinguish which survey needs to be | |
| | sent out. More information to come as the distribution of the survey may | |
| | take place in July. | |
| | v. The provider survey will be sent out in June, and this is for leadership | |
| | staff only. | |
| | c. i. Indicator 1: Percentage of Children/Adults who received a Prescreen | |
| | within 3 hours of Request – BABH performed above the 95% standard. | |
| | BABH demonstrated 100% (44/44) compliance of the children who | |
| | requested a pre-screen and received one within 3 hours. BABH | |
| | demonstrated 100% (231/231) compliance of the adults who requested a | |
| | pre-screen and received one within 3 hours. Indicator 2: Initial | |
| | Assessment within 14 Days-Children/Adults – There were 155 consumers | |
| | that were out of compliance for Indicator 2 during FY24Q1. There were | |
| | 212 consumers out of compliance during FY23Q4. Reasons identified are; | |
| | 81 consumer no-shows, 3 consumers chose not to pursue services, 1 | |
| | consumer chose provider outside of the network, 35 consumers refused | |
| | an appointment within 14 days (increase from last quarter with 22), 14 | |
| | consumers rescheduled the appointment, 12 consumers were unable to | |
| | be reached (increase from 5 last quarter), 1 no appointment was | |
| | available, 3 were eligible for services, but were placed on a waitlist, 1 | |
| | was a non-Mediciad consumer, 1 staff cancelled/rescheduled, 2 were | |
| | 'custom' - staff calculated number of days incorrectly. <u>Indicator 3: Start</u> | |
| | of Service within 14 Days Adult/Children – There were 265 consumers | |
| | that were out of compliance for Indicator 3. Reasons identified are; | |
| | Consumer no shows continue to be highest reason for out of compliance | |
| | (141). There were 6 consumers scheduled outside the 14 days because | |
| | there were no available appointments. There were 57 consumers that | |
| | refused an appointment within 14 days. There were 18 consumers that | |
| | rescheduled their appointment; 8 the previous quarter. There were 22 | |
| | consumers that could not be reached; 5 the previous quarter. There were | |



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| Topic | 3 consumers that were eligible for services, but placed on a waitlist. One consumer was a Non-Medicaid consumer. There were 3 consumers that chose not to pursue services. One consumer chose a provider outside of the network. There were 3 staff that canceled/rescheduled the appointment. 10 'custom' reasons for being out of compliance: 2 were due to staff miscounting days, 2 were canceled due to staff emergency, 1 was due to client assigned to staff while staff was on vacation, 1 was due to staff leaving agency and taking longer to assign a staff, 1 was due to staff not given enough time to schedule an appointment, 2 were due to client being re-hospitalized or sent to partial hospitalization, 1 was due to staff meeting with consumer less than 15 minutes. Indicator 4a: Follow-Up within 7 Days of Discharge from Inpatient Psychiatric Unit or Detox Unit — BABH demonstrated 100% (22/23) compliance for the child population and 100% (58/61) compliance for the adult population. Indicator 10: Re-admission to Psychiatric Union with 30 Days — BABH met the standard of less than 15% readmission rate for the children | |
| | population. BABH did not meet the standard for the adult population. ii. Nothing to report this month. | |
| | iii. Defer | |
| | iv. Defer d. i. There is no explanation of why the Pre-Plan and Plan of Service were completed on the same day or if the Plan of Service was completed on a different date than what was requested. Coordination of Care forms. ii. Nothing to report this month. iii. Bay Arenac Behavioral Health Authority received a 58.89% for the MSHN MEV review that took place in February 2024. There were a total of 270 claims reviewed. Findings: The incorrect modifier was used on 52 | |
| | claims, but it did not result in an overpayment or underpayment. There were 4 claims that were overpaid. The claims were for a BCaBA, which is a rate of \$21.25, but they had submitted them for a rate of \$30. There were 45 claims that did not have IPOS Training documentation. There | |



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| | | were 10 claims where the IPOS Training did not have the date of training for staff, and the signatures were not on the same form as the training information (consumer name, trainer names, date, plan, etc.). There were 13 claims where the Respite documentation was missing a narrative. (This was a finding in our MSHN MEV Review in August and it has been corrected, but the corrections would not show up yet on this review, therefore, they were marked as findings.) One claim had documentation where the service overlapped with another service. One claim had the incorrect units billed. One claim had documentation that stated the service took place out in the community, but the narrative stated that the service took place in the office. It was billed with the incorrect rate. There were 4 claims that did not have documentation to support the claim. Stuart Wilson will reimburse. iv. Nothing to report this month. v. Nothing to report this month. f. Nothing to report this month. g. Nothing to report this month. | |
| 4. | Discussions/Population Committees/ Work Groups a. Harm Reduction, Clinical Outcomes and Stakeholder Perceptions i. Consumer Council Recommendations (as warranted) b. Access to Care and Service Utilization i. Services Provided during a Gap in IPOS ii. Repeated Use of Interim Plans c. Regulatory Compliance & Electronic Health Record i. 1915 iSPA Benefit Enrollment Form | g. Nothing to report this month. a. i. Nothing to report this month. b. i. Nothing to report this month. ii. Nothing to report this month. c. i. Nothing to report this month. ii. Nothing to report this month. d. Nothing to report this month. e. i. Amy sent out information on group therapy. We lost a group but have the DBT Skills Group. We are processing referrals, enrolling group, etc. ii. Individual OPT are available. Virtual can take Medicare. Shalinda will take Medicaid or no insurance. iii. Nothing to report this month. f. Joelin sent the forms out to the provider network last week. It does not matter who tracks the information, but we need to keep track of everyone | n. Stacy to follow-up with her team on this. |



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| ii. Management of Diagnostics d. BABH/Policy Procedure Updates e. Clinical Capacity Issues Update i. OPT Group Therapy ii. OPT Individual iii. Referrals for Groups - Discussion f. Medicaid Re-Enrollment - Loss of Benefit Tracker g. IPOS Ranges h. Recommended Training i. ICD-10 SUD In Remission Diagnosis Code Cheat Sheet j. RRO Interpretation of Incident Reports k. Vocational Services l. Trauma Screening m. Medicaid Insurance Checks n. Waitlist concerns | that has a change in their Medicaid benefit. There was a new change discovered as a 291-plan. Joelin sent this to the DHS worker, and no one is sure what it means so the best conclusion is these are people who temporarily lost their Medicaid, it's in the application process and they have not turned in everything that needed to be turned in. If the 291-plan comes up, the secretary needs to inform the primary case holder to verify their Medicaid. Anyone dealing with the IDD population, if you see DAB (used to be DAC), make sure it does not drop off. If a referral comes from the BABH Access Center, it does not mean it meets 100% criteria to be paid for by BABH. g. Nothing to report this month. h. Nothing to report this month. i. Every diagnosis was going with the encounters to the state and that is not best practice according to the biller/coder. How we do diagnosis, if someone is in remission, we would change the status to remission, but the biller/coder said this doesn't work. She recommends that if someone is in remission, you take the dependents diagnosis, make that inactive and replace it with an active in remission diagnosis. Amy created a cheat sheet of all diagnosis in remission. j. The Office of Recipient Rights sent out an Interpretative Memorandum which is related to unusual incident reports. They looked at the MH code and the confidentiality definitions and their interpretation is that incident reports are not considered a peer review process. Peer review documents are not considered open for disclosure by subpoenas or a request for disclosure. Many CMH's over the years have considered unusual incident reports as part of the peer review process and are not open for disclosure. Recipient Rights disagrees with this. CMH-A recommends we accept the interpretation or consult with our attorneys. BABH consulted with the attorneys, and they believe our previous interpretation was not accurate and did not fit under the peer review process. We are changing our policy to indicate that if staff write an incide | |



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| | Will release the information. If you decide to continue to have it be part of the peer review process, get in touch with Melissa Prusi for further action. k. There might be misinformation amongst the case managers, so Nicole wanted to clear this up. Providers are being told someone should be engaged with MRS services in order to have a better chance of obtaining benefits. There are more MRS referrals instead of going directly to the providers and having people switch from providers to MRS and that is not entirely accurate. MRS services contracts out with Do-All, New Dimensions, etc., just like BABH, so there is no difference except they have a different pool of funding. If someone is engaged with Do-All or New Dimensions, they can stay there, they do not have to go through MRS to get better benefits. This may be coming from a DHS case worker, so Nicole has reached out to DHS on this matter. Some providers are losing consumers and referrals because of this. You do not have to go through MRS for better services, you will get services much quicker going through BABH vs. MRS. Graphs to be looked at during the next meeting. I. We had a finding during a recent audit on trauma screening. Amy said the name in the clinical assessment isn't matching the name on the intake packet. Is anyone doing UNCOPE? It is in Phoenix in the Help tab section. It is not in the intake packets. Changes were made to the trauma section in the new assessment. Example, if you have a child in TF-CBT because they have trauma, so why are we completing another trauma annually, when they are in trauma treatment. We are trying to change the assessment to identify some of those situations. Everyone needs to get the short trauma screening which are in the intake packets and in the Help tab under resources. The current level of care is generated by what the staff put in the system. The red flag that says 'No Medicaid' is generated by the eligibility/insurance tab that comes from the Champs system. Even if the level of care is | | |
| | not in the intake packets. Changes were made to the trauma section in the new assessment. Example, if you have a child in TF-CBT because they have trauma, so why are we completing another trauma annually, when they are in trauma treatment. We are trying to change the assessment to identify some of those situations. Everyone needs to get the short trauma screening which are in the intake packets and in the Help tab under resources. m. The current level of care is generated by what the staff put in the system. | | |



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| | | pulls up the Medicaid eligibility information. We have been told that this 291 is a code that just indicates that were was some change in the plan. It is not a 'plan.' In this case, the DHHS worker or the BABHA liaison would need to gather more information about why this child lost Medicaid. If the county says something other than Bay, we need to switch the county. n. MPA has never had a waitlist before and are unsure how to do it. They are receiving calls from parents saying they want their kids in services and MPA is unaware the kids had a screening. Since there isn't a waitlist, Joelin will follow-up with Stacy and Stacy will follow-up with her team to see what's going on. MPA was told Audra has been keeping track of the people that are given late adverse. | |
| 5. | Announcements | a. FYI | |
| | a. DHHS Outreach Worker i. MIBridges System b. Great Lakes Bay FAN – Recovery & Resource Fair, Delta College, Thursdays 5:00 - 7:00 PM | b. FYI | |
| 6. | Parking Lot a. Periodic Reviews – Including Options for Blending with Plan of Services Addendums | a. Nothing to report. | |
| 7. | Adjournment/Next Meeting | The meeting adjourned at 3:00 pm. The next meeting will be on July 11, 2024, 1:30 - 3:30 in-person at the Lincoln Center in the East Conference Room. | |