



Section: Customer Services	Policy Name: Customer Advisory Committee	Policy Number: 06.06
Owner: Customer Services Manager	Reviewed By: Sarah Ameter	Total Pages: 5
Required By: <input checked="" type="checkbox"/> BBA <input checked="" type="checkbox"/> MDHHS <input type="checkbox"/> NCQA <input type="checkbox"/> Other (please specify): _____	Final Approval By: <i>Sarah Ameter</i>	Date Approved: Jun 24, 2020
Application: <input checked="" type="checkbox"/> SWMBH Staff/Ops <input type="checkbox"/> Participant CMHSPs <input type="checkbox"/> SUD Providers <input type="checkbox"/> MH/IDD Providers <input type="checkbox"/> Other (please specify): _____	Line of Business: <input checked="" type="checkbox"/> Medicaid <input type="checkbox"/> Other (please specify): <input checked="" type="checkbox"/> Healthy Michigan _____ <input checked="" type="checkbox"/> SUD Block Grant <input checked="" type="checkbox"/> SUD Medicaid <input checked="" type="checkbox"/> MI Health Link	Effective Date: 4/1/20

Policy: Southwest Michigan Behavioral Health (SWMBH) to assure that customers have a means to provide input to SWMBH by advising on items which directly or indirectly affect the quality of the behavioral health services and supports provided within the SWMBH region of Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph, and Van Buren counties. This shall occur through the established Customer Advisory Committee (CAC). The Committee members will be responsible for, but not limited:

- A. Acting as an advocate voice for customers
- B. Providing feedback and input for local and regional challenges, documents, and provided service-related decisions
- C. Reviewing and providing feedback on documents as prepared for distribution throughout the SWMBH Region such as the Customer Handbook, Newsletter, and other informational materials
- D. Providing feedback regarding best practices for SWMBH to follow when providing services to our customers
- E. Reviewing Customer Satisfaction Survey questions, as well as survey results and providing feedback on necessary system changes
- F. Reviewing results of the Performance Improvement Projects and regional plans for change
- G. Reviewing results of Michigan Department of Health and Human Services (MDHHS) and Health Services Advisory Group (HSAG) reviews and regional plans for change
- H. Reviewing of any other state or federal documents as requested by SWMBH for feedback

Purpose: To ensure SWMBH customers have a way to provide feedback and input regarding decisions/services impacting them or the region.



Scope: Customer Services

Responsibilities: SWMBH will ensure that community members and service recipients, impacted by the funding sources managed by SWMBH, have an opportunity to provide input and feedback to SWMBH.

Definitions:

- A. Quorum: Half of the Customer Advisory Committee present at a meeting, plus one.
- B. Secondary customer: A parent, guardian, or advocate of a customer who receives behavioral health supports and services through SWMBH or the participant providers.

Standards and Guidelines:

A. Membership

1. The CAC will be composed of members, primary or secondary, with at least one representative coming from each of the counties represented by SWMBH's participant CMHSPs.
2. Best efforts will be made to appoint to the Committee a spectrum of individuals representative of the various populations served by SWMBH including geographic, ethnic, and cultural. Populations included but not limited to:
 - a. Intellectually/developmentally disabled
 - b. Serious and persistent mental illness
 - c. Serious emotional disturbance
 - d. Substance Use Disorder
3. Members are expected to be active participants in their local community in order to be able to disseminate information in their community.
4. Meaningful participation in regional conferences, trainings, meetings, and the ability to report back to the CAC regarding the content of the events attended is expected.
 - a. Stipend and/or mileage reimbursement will be provided with prior approval from designated Senior Leader.
 - b. If member is reimbursed, it is the expectation that they will be representing SWMBH specifically at the event.
5. Eligibility to be on the Committee includes:
 - a. Member receives benefit coverage from at least one of the SWMBH managed funding sources, and
 - b. Receives services from a SWMBH contracted provider, or
 - c. Secondary customers of persons who receive services from a SWMBH contracted provider and has benefit coverage from one of the SWMBH managed funding sources
6. Potential members will complete an application for review by SWMBH staff
 - a. Potential members may attend up to two (2) Committee meetings as a guest to determine if they are interested.
 - b. Potential members who attend as a guest will be provided with a \$25 stipend.
 - c. SWMBH staff will review and appoint members to the Board for approval.
 - d. Members will be approved by the SWMBH Board of Directors and Executive Officer.



B. Term Limits

1. Memberships are for two years, consecutively. At the end of the two-year term, the member needs to reapply for appointment on the committee.
 - a. If there are more than 2 applicants for membership on the committee from the same county, appointment to the committee will be at the discretion of SWMBH staff.
 - b. Members may serve more than one term consecutively, especially if there are no other applicants for membership from that county.
 - c. Terms will always end September 30th.

C. Attendance Requirement

1. When at all possible, members are encouraged to attend in person.
2. If not able to attend the meeting at SWMBH, a Committee member can call in through a conference call. The call must be done in a secure location where privacy and confidentiality can be protected. This includes but is not limited to:
 - a. Member's provider or
 - b. In a private room where no one has access to the conversation or documentation discussed during the meeting.
3. Members may be recommended for dismissal if they miss more than three consecutive meetings with no communication to a Committee member or SWMBH staff.
4. Members may be recommended for dismissal if they miss more than six meetings in a year with no communication to a Committee member or SWMBH staff.

D. Meetings

1. A designated SWMBH staff member will be responsible for coordination and staffing of the Committee meetings. This individual will also assure that minutes are taken and sent to all Committee members for review one week before the next meeting and that the Committee's information and reporting needs are supported as well.
2. The Committee will schedule to meet monthly but not less than ten (10) times per year, weather and scheduling permitting.
3. The CAC will maintain interface with all appropriate SWMBH Committees for the purpose of facilitating customer input and advice into ongoing policy development. SWMBH staff will be responsible for assisting the Committee with maintaining such communication.
4. Each Committee member will have meaningful participation and one equal vote.
5. All recommendations will pass by simple majority of those present at the meeting, provided there is a quorum.
6. Committee members will receive a \$25 stipend for attending a meeting and mileage reimbursement as applicable.
7. If a member is unable to attend in person and calls in from a secure location, the \$25 stipend will be provided; however, mileage will not be provided.
8. Communications will occur through electronic delivery. (i.e. email, text, voice or video chat, etc.) Members are expected to have working knowledge of electronic devices and a means to accept the delivery of materials.
 - a. Member will provide consent for communications and materials to be sent via electronic delivery



- b. SWMBH may provide an electronic device in the form of a tablet for Committee members to utilize during the duration of their appointment if they have no other means to obtain materials/communications.
- c. Members will be expected to acquire their own Wi-Fi connection to retrieve electronic documentation.
- d. If member is unable to receive communications through electronic delivery, materials will be mailed to the member prior to the meeting.

E. Officers

1. Officers will be elected by the members to serve one term in the same position. Term length is up to twelve months.
2. SWMBH staff reserves the right to appoint officers, if needed.
3. Elections for Officers will occur annually in January.
4. Elected positions will not serve past January 31st and may not serve more than two consecutive terms in a designated position.
5. Officers will include:
 - a. Chairperson- Responsible for conducting the meetings, as well as its other activities and for interfacing with the designated SWMBH facilitator and others.
 - b. Vice Chairperson- Responsible for substituting for the Chairperson in his/her absence.
 - c. Secretary- Responsible for recording the meeting minutes and providing minutes to the SWMBH facilitator.
6. A SWMBH staff will serve as facilitator. This is a non-elected position. This facilitator is responsible for distributing and collecting agenda items and distributing relevant meeting documents.

F. Committee/Customer Support

1. SWMBH will provide certain support to customers participating in SWMBH functions such as:
 - a. Communication
 - b. Transportation
 - c. Reimbursement
 - d. Mentoring and Coaching
2. All support shall be delivered in accordance with SWMBH policy.

References:

- A. Medicaid Managed Care Regulations: 42CFR 438.110
- B. MDHHS/PIHP Contract: Attachment P.13.0.B, Customer Services 2.6

Attachments: None



Revision History

Revision #	Revision Date	Revision Location	Revision Summary	Revisor
1	1/8/15	SWMBH		
2	2/2/15	SWMBH		
3	4/24/15	SWMBH		
4	11/23/16	SWMBH		
5	1/10/17	SWMBH		
6	4/1/19	Definitions, Standards and Guidelines: A2, A4-6, B, C2, D1, D8, E2-6	Updated language	Heather Woods
7	4/1/20	References, Standards and Guidelines: D-E	Updated references and fixing typos.	Heather Woods






06.06 Customer Advisory Committee

Final Audit Report

2020-06-24

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