

CSHCS Alert #18-2012: Customer Support Section Procedures and Michigan Enrolls mailing schedule  
Fri 10/5/2012

Colleagues,

1) Attached please find the MDCH CSHCS Customer Support Section PROCEDURES FOR APPLICATIONS AND MEDICALS. These procedures became effective on 10/1/12. Note that we have included a column for "LHD Action" to guide local health departments in each of the circumstances addressed in this procedure document, including the processing of Look Alike enrollments and existing MHP member enrollment into CSHCS. Please contact Rebecca Start ([StartR@michigan.gov](mailto:StartR@michigan.gov)) or myself if you have questions on these procedures.

2) Attached is the Michigan Enrolls TENTATIVE mailing scheduled for the MHP enrollment packets being sent to the Medicaid/CSHCS dual enrollees. Extra time was built in to assure that the enrollment counselors at Michigan Enrolls had adequate time if selections were difficult/took longer than usual. Should enrollment go smoothly as expected, it is likely that the schedule will be condensed and the latter letters will be mailed earlier than indicated on the schedule. We continue to strongly encourage clients to call Michigan Enrolls with questions about enrollment to assure the most accurate, up-to-date information is provided.

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