

"WHO TO CALL" FREQUENTLY CALLED NUMBERS

Program Review Division (PRD) Prior Authorization Inquiry Dental/Special Services Medical Supplier (87) Special In Home Services: OT, PT, ST	800-622-0276 FAX# 517-335-0075	Michigan Enrolls Medicaid Health Plan Choices MI Child	888-367-6557 888-988-6300
Family Phone Line	800-359-3722	MI Enrolls/CSHCS	877-274-2737
J & B Medical	800-737-0045	Magellan (DCH Pharmacy Benefits Manager) Beneficiary Helpline (family only) Pharmacy Claim Assistance (pharmacy only) Clinical Call Center for PA (prescribing physician) Pharmacy Provider Enrollment and Inquiries	 877-681-7540 877-624-5204 877-864-9014 888-868-9219
Provider Inquiry Email: providersupport@michigan.gov	800-292-2550	Covisint Help Desk (EZ Link)	866-373-0878
Beneficiary Helpline	800-642-3195		

Lonnie Barnett, Director Children's Special Health Care Services Division		
Children with Special Needs Fund (CSN) Rebecca Start, Manager Provides services and equipment to children with special health care needs that no other resource provides.	Customer Support Section (CSS) Sandy Lane, Manager Initial medical eligibility process: Application and enrollment process: Income Review/Payment Agreement, authorize providers, address changes. Medical and financial renewal process.	Family Center for Children and Youth With Special Health Care Needs (FC) Candi Bush, Director Provide for consumer participation and consultation to the CSHCS program. Consumer liaison with other agencies.
Policy & Program Development Section (PPD) Karla McCandless, Manager Initiates, implements and interprets CSHCS policy; Provides interpretation of Medicaid policies, staff appeals/hearings. Support LHDs and families re: Transition; Collects and analyzes data; Troubleshoots for extra-ordinary billing problems; Performs CSHCS contract management. Determines Respite and Hospice eligibility.	Quality & Program Services Section (QPS) Rebecca Start, Manager Quality Improvement planning, implementation, and monitoring for LHDs; consumer satisfaction surveys. LHD liaison, insurance premium payment program, and transportation.	

ISSUE/TOPIC	CONTACT PERSON & PHONE NUMBER	INFORMATION TO HAVE IN FRONT OF YOU	COMMENTS
Accreditation	Courtney Pendleton 517-241-7189		
Annual Narrative Reports - LHD	Courtney Adams 517-241-7182		
Billing Problems/ Providers Billing Problems/Client Billing problems (after Provider Inquiry has been used and problem still not resolved).	PROVIDER INQUIRY 800-292-2550 Beneficiary Helpline 800-642-3195 Pat McNutt 517-241-8202	Provider name and address, NPI number, provider type, and DOS. Client name, ID number, remittance advice. Same as above.	Direct provider to contact Provider Inquiry for assistance. Before contacting anyone determine if: 1) Provider needs to be authorized. 2) If so have them rebill after completed. 3) Make sure insurance is correct.
Children's Multidisciplinary Specialty (CMS) Clinics	<i>Karla McCandless</i> 517-241-7511	Questions about what clinics are approved, application process, re-approval of clinics, CMS policy	
Children with Special Needs Fund (CSN Fund)	CSN Fund 517-241-7420	Client name, ID number, information on requested item, date request was submitted, other information related to request.	Questions concerning CSN Fund requests, status inquiries or other comments or concerns should be directed to this office.
Client record changes: adds, deletes, other changes, status of application	Analyst for the Appropriate County CSS	Copies of what was sent to make the changes, client name, client ID number, information on care needs.	Be prepared to discuss: what information was submitted on NOA, when it was submitted, and any response you have seen from the Analyst.
Cochlear Implants	Program Review Division 800-622-0276	Client name, ID number, provider number, and procedure code(s)	
Complaints, Concerns with Program	Lonnie Barnett, Director CSHCS Division 517-241-7186	Client and family demographic information, phone numbers, particular people to contact regarding the issues.	Be prepared to discuss what you have done to resolve the problem, who you have talked to, and the current status of the situation.
Comprehensive Planning, Budgeting, and Contracting (CPBC) Agreement (LHDs)	Courtney Adams 517-241-7182		
Dental Care & Orthodontia	<i>Office of Medical Affairs</i> <i>(517) 335-5181</i> <i>Dietrich Roloff, M.D.</i> <i>Nina Mattarella, M.D.</i> 517-335-8995	Client name, ID number, information on care needs, eligible CSHCS diagnosis, provider suggested, and date of service.	Note orthodontia is not covered for all diagnoses, only those where orthognathic surgery is required, or for limited diagnoses.
Departmental Reviews/ Administrative Hearings	Family Phone Line 800-359-3722	Details of specific situation and why decision should be reviewed.	Note type of eligibility: V only, XIX only, dually eligible (V/XIX), in the process of applying; type of coverage-FFS, MHP.

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Diagnostic Evaluation:	Regional Nurse Consultant for County	Specific questions and issues to be discussed.	
Duplicate Client ID Numbers	Analyst for the Appropriate County CSS	Client name, ID numbers, Client birth date.	
Evaluation of birth defects, genetic syndromes, genetic counseling	<i>Janice Bach</i> MDCH Community Living, Children and Families; Hereditary Diseases 517-335-8887	Indications for referral to genetic centers for counseling or other testing.	Have you discussed the situation with the genetics counselor at the center? Note: Genetic Centers are not a part of CSHCS nor Medicaid. E-mail birth defect questions to: BDRfollowup@michigan.gov
Expenditure Reports (Client Specific)	<i>Amy Chapko</i> PPD 517-241-8998	Client name, ID numbers, Client birth date.	
Family Center for CYSHCN Family Referral	Family Phone Line 800-359-3722		Family Phone Line is for families only, do not refer providers to this number.
Forms- Appendix D in Guidance Manual	FAX REQUEST FOR HARD COPIES TO: Joshua Hall 517-241-1164 or mail: MDCH <i>Attn: Joshua Hall</i> 320 S. Walnut St. Lansing, MI 48913 DOWNLOADABLE ELECTRONIC FORMS ARE AVAILABLE ON THE CSHCS WEBSITE (certain forms available only via LHD Forms Download in the CSHCS database)	Using letterhead, include a contact name and phone number, the delivery address for order, list the form name and number (i.e., MSA-4114) and amount needed.	
Formula, Dietary Prior Authorization	Michigan Peer Review Organization (MPRO) 800-727-7223 22670 Haggerty Rd., Ste. 100 Farmington Hills, MI 48335-2611	Client name, ID number, diagnosis, procedure code(s), provider name and phone number. Current ht/wt., alternatives tried.	Prior authorization of dietary formula (applies to applicable procedure codes requiring prior authorization noted on the MDCH Medical Supplier/DME/Prosthetics and Orthotics Database on the MDCH).
Health Savings Accounts/Health Reimbursement Accounts/Flexible Spending Accounts	<i>Amy Chapko</i> , PPD 517-241-8998		

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Hearing Eligibility	<i>Lorie Lang, MA, CCC-A</i> Audiology Consultant MDCH Medical Services Administration Email: LangL1@michigan.gov	Client name, ID number, procedure code(s), provider ID number.	May also be called upon to assist in resolution of questions regarding eligibility determinations for hearing.
Hospice	<i>Matt Richardson, R.N.</i> QPS 517-335-8994	What is needed and how does it reflect the need for a nurse to provide the care.	
Insurance Premium Payment Benefit	<i>Amy Chapko,</i> PPD 517-241-8998	Client name, ID number, and information on client/family service needs.	Premium payment benefit includes COBRA, private insurance, Medicare Part B, and Medicare Part D.
Medical Eligibility <i>Clinical Questions</i>	<i>Nina Mattarella, M.D.</i> 517-335-8995 Office of Medical Affairs 517-335-5181	Questions about covered diagnosis are directed to medical consultants.	
Medical Eligibility <i>Policy & Procedure</i>	<i>Sandy Lane</i> CSS 517-335-8730	General clarification on policy & procedure of eligibility enrollment process.	Direct client-specific questions to Analyst
Out-of-State Care	Regional Nurse Consultant		
Payment Agreements	<i>Sandy Lane</i> CSS 517-335-8730	General clarification and financial information used to make decisions.	Direct client-specific questions to Analyst
Payment Agreements: Client Specific	<i>Analyst for the appropriate County</i> CSS	Client Name and ID number, coverage year(s) and relevant information	Questions concerning payment agreement audits, bills or refunds. Request for how much CSHCS has spent on a specific child goes to Pat McNutt at 517-241-8202.
Manual payments, field clinics, diagnostics, respite.	Provider Enrollment & Special Payments Section 517-335-5478	Date bill was submitted to the system.	Note: providers are advised it will take 6-8 weeks to process manual payments.
Pharmacy Medicare Part D Problems and co-pay reimbursement	<i>Pat McNutt</i> PPD 517-241-8202	Standard client info and Medicare Part D information available.	
Policy Questions	<i>Karla McCandless</i> PPD 517-241-7511		
Private Duty Nursing	Program Review Division <i>Debbie Long, Analyst</i> 517-335-5227	Beneficiary name, ID number, information on nursing care needs.	Important to distinguish what are the nursing services being requested.
Prior Authorization: DME/supplies, hearing aids, dental and any service/equipment needing PA, checks on status of the PA.	Program Review Division 800-622-0276	Provider name and address, date of service, procedure code(s) or other identifying information.	Note: PRD has 15 days to respond to PAs and may request additional information from providers if necessary.

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Prior Authorization: <i>Emergent or Urgent Provider Complaints; PA Request (verbal)</i>	Program Review Division 800-622-0276	As above, plus description of provider complaint or request.	Urgent is when there may be a detrimental effect if not provided soon. Emergent is when death or extreme detrimental effect if not provided immediately.
Prior Authorization: Transplant initial requests, (in and out-of-state)	<i>Marla McArdle</i> CSS 517-335-8983 FAX# 517-335-9491	Client name, ID number, information on care needs, location, and procedure recommended. Referring physician may fax information.	All out of state care must be prior approved. Emergency care situations should contact the Office of Medical Affairs as soon as possible. Office of Medical Affairs 517-335-5181
Prior Authorization: Genetics testing out-of-state lab.	<i>Rachel Brown</i> Program Review Division 517-335-5190 FAX# 517-335-0075	Client name, ID number, information on care needs, location, and procedure recommended. Referring physician may fax information.	All out of state care must be prior approved. Emergency care situations should contact the Office of Medical Affairs as soon as possible. Office of Medical Affairs 517-335-5181
Prior Authorization: <i>All other calls and consumer inquiries.</i>	<i>Program Review Division</i> 800-622-0276	As above, with specific concerns regarding situation.	
Quarterly Care Coordination/Case Management Logs	Courtney Adams 517-241-7182		
Respite Care	<i>Matt Richardson, R.N.</i> QPS 517-335-8994	What is needed and how does it reflect the need for a nurse to provide the care.	Respite is authorized based on eligibility periods.
Single Sign On (SSO) Password Reset	Michigan DTMB Client Service Center 800-968-2644	Your SSO User ID and e-mail address	To re-set your SSO password, contact the DTMB Client Service Center at 800-968-2644 (press 0, 1, 4). Request a password re-set for the Single Sign On (SSO) portal. You will need your SSO User ID and e-mail address.
Transition Policy and Resources	PPD 517-241-8385	Transition materials.	
Transportation Assistance requests & status of payment	<i>Courtney Pendleton</i> 517-241-7189	Date invoice submitted, date of service, clients name, ID number, LHD authorization letter, and information regarding trip	Advise parents it is taking 6-8 weeks to process payments for travel.
Transportation, Medical (Emergent)	<i>Courtney Pendleton</i> 517-241-7189	No prior authorization required in emergency or life threatening situations.	Refers to ambulance, fixed wing, helicopter services. Medical documentation required when submitting invoice.
Urgent TPL Insurance Changes	<i>Amy Chapko</i> PPD 517-241-8998	Client name, ID number, insurance information, name of insurance carrier and date insurance was added or terminated.	For access to care issues only.

Children's Special Health Care Services Lonnie Barnett, Director Executive Secretary: Laura Kach	517-335-5008 517-241-7186	BarnettL@michigan.gov
Children with Special Needs Fund Sherry Kertesz	517-241-7420	KerteszS@michigan.gov
Customer Support Section Sandy Lane, Section Manager Secretary: Marla McArdle	517-335-8730 517-335-8986	Lanes1@michigan.gov
Region 1 Vickie Price, Acting Supervisor	517-335-8730	PriceV@michigan.gov
Region 2 Jim Beaver, Supervisor	517-335-8992	BeaverJ@michigan.gov
Family Center Candi Bush, Director Secretary: Amanda Larraga	517-241-7197 517-373-4380	BushC9@michigan.gov
Insurance Specialist Amy Chapko	517-241-8998	ChapkoA@michigan.gov
Nurse Consultants Matt Richardson, R.N., CPNA	517-335-8994	RichardsonM@michigan.gov
Policy & Program Development Section Karla McCandless, Section Manager Secretary: Julie Kessler	517-241-7511 517-241-8207	McCandlessK@michigan.gov
Quality & Program Services Section Rebecca Start, Section Manager Secretary: Anita Wilson	517-241-8869 517-241-8996	StartR@michigan.gov
Reimbursement (extraordinary situation) Specialist Pat McNutt	517-241-8202	McNuttP1@michigan.gov
Transportation Courtney Pendleton	517-241-7189	PendletonC@michigan.gov
Appeals Family Phone Line	800-359-3722	

Medical Services Administration, Office of Medical Affairs (*available as medical consultants to CSHCS)		
Jane Turner, M.D.	517-373-7335	TurnerJ1@michigan.gov
Nina Mattarella, M.D, Ph.D.	517-335-8995	Mattarella@michigan.gov
Dietrich Roloff, M.D.	517-335-8234	RoloffD@michigan.gov

Address and FAX Numbers

CSHCS

Lewis Cass Building- 6th Floor
320 S. Walnut Street
Lansing, MI 48913

FAX: 517-241-8970

(Use for Director, PPD, QPS and Family Center for CYSHCN)

FAX NUMBERS:

517-335-9491
517-335-0075
517-335-8055

CSS Medical Reports, Applications/IRPAs, Transplant Request (in-state & out-of-state)
Program Review Division, Prior Authorization Requests
CSN Fund

CSHCS Customer Support Section (CSS)

Lewis Cass Building – 6th Floor
320 S. Walnut Street
PO Box 30734
Lansing, MI 48909

CHILDREN'S MULTIDISCIPLINARY SPECIALTY CLINICS

<p>WMed/Bronson Methodist Hospital Marlene Pryson, Clinic Coordinator 1000 Oakland Drive Kalamazoo, MI 49008 269-337-6437 Fax: 269-337-6427</p> <p>Lori Campbell – Contracts 269-341-8974</p> <p>Dorothy Bennett – Administrative 269-337-6313</p> <p>Cardiology, Cleft Lip/Palate/Facial, Cystic Fibrosis, Diabetes, Endocrinology, Hematology/Oncology, Hemophilia, Multiple Handicap/Disability/Chronic Disease, Sickle Cell, Myelodysplasia/Spina Bifida and Pulmonary/Severe Asthma</p>	<p>Covenant Medical Center/Health Care Jackie Tinnin, Director 1447 N. Harrison Saginaw, MI 48602 989-583-5190</p> <p>Kelly Weiss, Coordinator 989-583-5190</p> <p>Diabetes and Endocrinology</p>	<p>E.W. Sparrow Hospital Jessica Yauch, Contract Administration Jessica.yauch@sparrow.org 1200 E. Michigan Avenue Lansing, MI 48909 517-364-6209</p> <p>Apnea, Cleft Lip/Palate/Facial and Myelodysplasia/Spina Bifida</p>
<p>Helen DeVos Children's Hospital Harmony Van Valkenberg, Director Harmony.vanvalkenberg@spectrumhealth.org 100 Michigan Street NE, MC-38 Grand Rapids, MI 49503 616-486-2049</p> <p>Cleft Lip/Palate/Facial, Cystic Fibrosis, Hematology/Oncology, Hemophilia, Lead Toxicity, Sickle Cell Disease</p>	<p>Hurley Children's Clinic Annett Napier, Service Line Administrator 1 Hurley Plaza Flint, MI 48503 810-262-6113</p> <p>Bill McGregor – Contracts Phone 810-262-9905</p> <p>Apnea, Cleft Lip/Palate/Facial, Cystic Fibrosis and Hemophilia</p>	<p>Marquette General-A Duke Lifepoint Hospital Elaine Taylor, RN – Clinic Manager 906-225-3141 580 W. College Avenue Marquette, MI 49855 General Info: 906-225-4777 Fax: 906-225-4830</p> <p>Cardiology, Cleft Lip/Palate/Facial, Hematology/Oncology, Hemophilia, Multiple Handicap/Chronic Disease, Neurology, Neuromuscular/Spina Bifida, Diabetes & Genetics</p>
<p>Mary Free Bed Hospital Connie Brown-Olds, Clinic Manager 235 Wealthy Street SE Grand Rapids, MI 49503 616-356-1900 Fax: 616-493-9639</p> <p>Randy DeNeff, Financial Officer Randy.deneff@maryfreebed.com 616-242-0300</p> <p>Amputee/Limb Deficiency, Multiple Handicap/Chronic Disease and Myelodysplasia/Spina Bifida</p>	<p>Oakwood Center for Exceptional Families Susan Young, M.D., Clinic Director Tammy Morris, Clinic Program Manager 18501 Rotunda Drive Dearborn, MI 48124 313-996-1969 Fax: 313-996-1965</p> <p>Apnea and Multiple Handicap/Chronic Disease Send copy of contract to Gregory Witbeck</p>	<p>William Beaumont Hospital Gretchen Hofmann, Practice Manager 3577 West 13 Mile Road Suite 206 Royal Oak, MI 48073 248-898-0181 Fax: 248-551-7561</p> <p>Jacqueline Kirejczyk, Contract and Enrollment 248-577-3445</p> <p>Cleft Lip/Palate/Facial</p>
<p>Michigan State University Pediatrics and Human Development Lisa Dileria, Clinic Manager 1355 Bogue Street B240 Life Sciences East Lansing, MI 48824-1317 517-353-5042 Lisa.Dileria@hc.msu.edu</p> <p>Karen Ross – Contracts 517-353-8887 Julie Lowman – Finance 517-355-7255</p> <p>Chronic Illness, Cystic Fibrosis, Diabetes, Endocrinology, Genetics, Hematology, Hemophilia, Immunology/ Rheumatology and Pulmonary/Severe Asthma, Medical Home Model</p>	<p>University of MI Medical Center Ilene G. Phillips, Associate Director 1500 East Medical Center Drive Ann Arbor, MI 48109-0244 734-764-2092 Hosp. Pager – X8606</p> <p>AIDS, Cleft Lip/Palate/Facial, Chronic Illness, Diabetes, Gastroenterology/Nutritional Deficiencies, Hematology/Oncology, Hemophilia, Metabolic Disease and Pulmonary/Severe Asthma, Weight Management</p>	

CSHCS Local Advisory Council (CLAC)

This committee was formed in 2003 by the CSHCS Director. It is comprised solely of staff members from local health departments. The members represent various geographic areas of the state, as well as rural, urban, small and large. This committee meets every other month via teleconference.

<p>Chris Buczek Kent County Health Department 616-632-7055 Chris.buczek@kentcountymi.gov</p>	<p>Sandy Nicholas Van Buren/Cass Dist. Health Department 269-621-3143 ext.347 sandyn@vbcasshd.org</p>
<p>Janine Chittenden Ottawa County Health Department 616-844-2399 jchittenden@miottawa.org</p>	<p>Margaret Sherlund Oakland County Health Division 248-858-0726 sherlundm@oakgov.com</p>
<p>Melanie Dunsmore St. Clair County Health Department 810-987-6102 mdunsmore@hd.stclaircounty.org</p>	<p>Beverly Pyles Midland County Health Department 989-832-6629 bpyles@co.midland.mi.us</p>
<p>Becky Johnson-Himes Central MI DHD 231-832-5532 ext. 8512 bjohnson@cmdhd.org</p>	<p>Peggy Taylor Jackson County Health Department 517-788-4422 ptaylor@co.jackson.mi.us</p>
<p>Bridget Huss Monroe County Health Department 734-240-7821 Bridget_Huss@monroemi.org</p>	<p>Roseanne Sanders District Health Department #10 231-316-8566 rsanders@dhd10.org</p>
<p>Mary Martinchek Northwest Michigan Community Health 231-347-5634 m.martinchek@nwhealth.org</p>	<p>Joyce Ziegler Dickinson-Iron Health Department 906-265-4156 jziegler@hline.org</p>
<p>Valarie Newton Branch-Hillsdale-St. Joe Community Health Agency 517-279-9561 newtonv@bhsj.org</p>	

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