

Children's Special Health Care Services (CSHCS)  
Guidance Manual for Local Health Departments

Appendix B  
MDCH Directory

This directory provides contact information referenced in the CSHCS Guidance Manual for Local Health Departments, and is divided into the following topic areas:

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| Provider Assistance<br>Client Assistance<br>Eligibility Verification<br>Prior Authorization<br>Billing Resources<br>Claim Submission/Payment<br>Policy/Forms/Publications | Appeals<br>Health Plan Information<br>Pharmacy Resources<br>Vision Services Resources<br>Reporting Fraud, Abuse, or Misuse of Services<br>Other Health Care Resources/Programs<br>Miscellaneous Contact Information |
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| Contact/Topic   | Phone # &/or Fax #               | Mailing/Email/ Web Address   | Information Available/Purpose   |
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| <b>Provider Assistance</b>  |                                  |  |   |
| Provider Inquiry<br>M-F 8am to 5pm EST                                | 800-292-2550                     | MDCH/ Provider Inquiry<br>PO Box 30731<br>Lansing, MI 48909-8231<br><a href="mailto:Providersupport@michigna.gov">Providersupport@michigna.gov</a>   | Provider resource for policy clarification, billing assistance  |
| CHAMPS Provider Enrollment On-line System                             | 1-888-643-2408                   | <a href="mailto:CHAMPS@michigan.gov">CHAMPS@michigan.gov</a>   | On-line provider enrollment application and information, on-line update of provider information, billing agent authorizations, etc. |
| Provider Enrollment   | 517-335-5492<br>fax 517-241-8233 | MDCH/Medicaid Payments Division<br>Provider Enrollment Unit<br>PO Box 30238<br>Lansing, MI 48909<br><a href="mailto:Providerenrollment@michigna.gov">Providerenrollment@michigna.gov</a>                                       | Change provider "Pay To" address. Use CHAMPS contact information above for all other questions related to the enrollment process.   |
| <b>Client Assistance</b>  |                                  |  |   |
| Beneficiary Helpline<br>M-W 8 am to 7 pm<br>Th-F 9 am to 6 pm         | 800-642-3195                     | MDCH Enrollment Services Section<br>320 S. Walnut Street<br>Lansing, MI 48913-7979   | Client resource for all programs administered by the MDCH, billing problems, <b>mihealth</b> card replacements, etc.                |
| Beneficiary Helpline (Pharmacy)                                       | 877-681-7540                     | First Health Services Corporation  | Client can receive answers to general pharmacy questions  |
| MIEnrolls (Michigan Enrolls)<br>M-W 8 am to 7 pm<br>Th-F 8 am to 6 pm | 888-367-6557<br>TTY 888-263-5897 | Michigan Enrolls<br>PO Box 30412<br>Lansing, MI 48909  | Health plan enrollment, provider participation information, and health plan change  |
| MIChild/Healthy Kids  | 888-988-6300 or<br>888-858-5929  | DHS Office Services Division<br>Grand Tower, Suite 203<br>PO Box 30037<br>Lansing, MI 48909<br>On-line application:<br><a href="https://eform.state.mi.us/michild/intro1.htm">https://eform.state.mi.us/michild/intro1.htm</a> | Applications and eligibility information  |
| Healthy Kids Dental   | 800-482-8915                     | Delta Dental Customer Services   | Information related to Healthy Kids Dental enrollees and services   |
| 4D Pharmacy Management Systems  | 888-274-2031                     |  | Resolution of mail order pharmacy co-payments and bills   |

| Eligibility Verification  |   |   |  |
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| Eligibility Verification System (EVS) – Automated Voice Response System (AVRS)    | 888-696-3510  | For more information on the EVS and/or to obtain an AVRS user manual:<br><a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a> >>Providers<br>>>Information for Medicaid Providers<br>>>The MI Eligibility Verification System | Toll-free number for MI Medicaid providers to call and verify eligibility for Medicaid, CSHCS, MOMS, and ABW within 12 months of the date of query. There is no cost to use the AVRS.  |
| MediFAX Electronic Data Interchange (EDI) – EVS products Eligibility Verification | 800-819-5003  | MediFAX EDI<br><a href="mailto:marketing@medifax.com">marketing@medifax.com</a><br><a href="http://www.medifax.com">www.medifax.com</a><br>(Information and EDI user manual)  | MediFAX offers EDI products for providers to purchase for verifying Medicaid, CSHCS, MOMS, and ABW eligibility. These products are easy to use, have quick response time, batch processing, date of service span, and the ability to print the eligibility response. There is a charge to the provider for these EDI products. |
| Eligibility Verification (out-of-state providers)                                 | 517-335-5477  |   | For out-of-state providers to verify eligibility for Medicaid, CSHCS, MOMS, and ABW within the last 12 months  |
| MediFAX EDI Customer Support  | 800-333-0263  | <a href="mailto:Customer.service@medifax.com">Customer.service@medifax.com</a>  | Providers can contact Customer Support if they are experiencing technical problems with the AVRS and/or a MediFAX EDI product  |
| WebDENIS  | 877-BLUE-WEB<br>(877-258-3932<br>fax 248-486-2214   | Blue Cross Blue Shield of MI<br>Electronic Business Interchange<br>Group, L830<br>53200 Grand River<br>New Hudson, MI 48165<br><a href="http://www.bcbsm.com/providers">www.bcbsm.com/providers</a>                                       |  |
| Prior Authorization (Authorization of Services)                                   |   |   |  |
| Prior Authorization Division (FFS Medicaid & CSHCS)                               | 800-622-0276<br>fax 517-335-0075                    | MDCH Prior Authorization Division<br>PO Box 30170<br>Lansing, MI 48909  | Prior authorization for all services except dental, hospital, and pharmacy   |
| Prior Authorization (CHP or MHP)  | See Health Plan list on MDCH website                | Obtain specific health plan contact information at: <a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a><br>>>Health Care Coverage >>Medicaid, Michigan Medicaid Health Plans   | For beneficiaries enrolled in a health plan, providers are to contact the plan for authorization of services   |
| Prior Authorization – Dental  | 800-622-0276 or<br>517-335-5090<br>fax 517-335-0075 | MDCH<br>Dental Prior Authorization<br>PO Box 30154<br>Lansing, MI 48909   | Prior authorization of dental services for Medicaid and CSHCS  |
| Prior Authorization – Pharmacy<br>24/7/365  | 877-624-5204<br>fax 887-888-6370                    | First Health Services Corp.<br>4300 Cox Rd.<br>Glen Allen, VA 23060   | PBM Technical Call Center for Pharmacies   |
| Pharmacy Clinical Call Center<br>M-F 8 am to 5 pm EST                             | 877-864-9014<br>fax 888-603-7696                    | First Health Services Corp.<br>4300 Cox Rd.<br>Glen Allen, VA 23060   | PMB Clinical Call Center for Prescribers   |
| Billing Resources   |   |   |  |
| MDCH Procedure Code Databases/Fee Screens,  | 5177-241-7903<br>fax 517-335-5136                   | <a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a><br>click on Providers, Information for Medicaid Providers, Provider Specific Information   | MDCH-covered procedure codes, parameters, and fee screens for each provider type available on-line   |

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| MDCH Sanctioned Provider List                           |   | <a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a><br>>>Providers >>Information for Medicaid Providers >>List of Sanctioned Providers  | List of providers that are excluded from participation in the Michigan Medicaid Program   |
| Other Insurance Carrier List                            |   | <a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a><br>click on Providers, Information for Medicaid Providers, Third Party Liability  | List of insurance carriers  |
| Claim Submission/Payment                                |   |  |   |
| Provider Inquiry<br>M-F 8am to 5pm EST                  | 800-292-2550  | MDCH/ Provider Inquiry<br>PO Box 30731<br>Lansing, MI 48909-8231<br><a href="mailto:Providersupport@michigan.gov">Providersupport@michigan.gov</a>   | Provider resource for policy clarification, billing assistance  |
| MDCH Cashier's Unit                                     |   | MDCH/Cashier's Unit<br>PO Box 30437<br>Lansing, MI 48909   | Refund payments to MDCH, purchase Medicaid manual subscription  |
| Third Party Liability Section                           | 800-292-2550<br>(option #4)<br>fax 517-346-9817     | MDCH/TPL<br>3423 N. Martin Luther King Jr., Blvd.<br>Suite 317<br>Lansing, MI 48909<br>TPL <a href="mailto:TPL_health@michigan.gov">TPL_health@michigan.gov</a>  | Coordination of benefits issues   |
| Policy/Forms/Publications                               |   |  |   |
| Draft Medicaid Policy                                   | 517-241-7903  | <a href="mailto:msadraftpolicy@michigan.gov">msadraftpolicy@michigan.gov</a>   | Proposed policies are distributed for a 30-day public comment period. Copies of proposed policies may be requested via e-mail or obtained from the MDCH website at <a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a><br>>>Providers >>Information for Medicaid Providers |
| Medicaid Forms Distribution                             | 517-373-6401<br>fax 517-241-1164                    | MDCH/Forms Distribution<br>Lewis Cass Bldg.<br>320 S. Walnut<br>Lansing, MI 48913  | Many required forms are available in the Forms Appendix of this manual and on-line at:<br><a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a><br>>>Providers >>Information for Medicaid Providers<br>>>Medicaid Provider Forms and Other Resources                         |
| Medicaid Policy Manuals, Bulletins and Numbered Letters | 517-241-7903<br>fax 517-335-5136                    | <a href="mailto:msapolicy@michigan.gov">msapolicy@michigan.gov</a>   | Copies of policy bulletins and numbered letters. This information is also available on-line at:<br><a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a><br>>>Providers >>Information for Medicaid Providers   |
| Medicaid Publications                                   |   | MDCH/Health Promotions & Publications<br>320 S. Walnut<br>Lansing, MI 48933<br><a href="http://www.michigan.gov/medh">www.michigan.gov/medh</a> >>Providers<br>>>Information for Medicaid Providers<br>>>Ordering Publications | Medicaid brochures and other publications   |
| Appeals   |   |  |   |
| Appeals (Beneficiary)                                   | 887-833-0870<br>or 517-334-9500<br>fax 517-334-9505 | MDCH Administrative Tribunal & Appeals Division<br>PO Box 30763<br>Lansing, MI 48909   | Beneficiaries may request a hearing on benefit denial or placement in the Beneficiary Monitoring Program  |

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| Appeals (Provider)                                       | 517-335-9500                     | MDCH Administrative Tribunal & Appeals<br>Division<br>PO Box 30763<br>Lansing, MI 48909  | Ambulatory, hospital, and<br>nursing facility appeals  |
| <b>Health Plan Information</b>                           |                                  |  |  |
| Medicaid Health Plan &<br>County Health Plans            | 517-335-5500                     | <a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a> >>Health Care<br>Coverage >>Medicaid  | Information regarding<br>Medicaid Health Plans and<br>County (ABW) Health Plans,<br>and contract managers  |
| Delta Dental Customer<br>& Claims Services<br>Department | 800-482-8915                     |  | Information related to<br>Healthy Kids Dental<br>enrollees, services, and<br>claims  |
| <b>Provider Resources</b>                                |                                  |  |  |
| MDCH Diaper &<br>Incontinence Supply<br>Contract         | 800-737-0045<br>fax 800-737-0012 | J & B Medical<br>50496 W. Pontiac Trail<br>Wixom, MI 48393   | Volume purchase contract for<br>select incontinence supplies.<br>Refer to the Medical Supplier<br>Chapter for additional<br>information  |
| MDCH Blood Lead<br>Laboratory                            |                                  | MDCH Blood Lead Laboratory<br>PO Box 30035<br>Lansing, MI 48909  | Submit samples for blood<br>lead testing   |
| MDCH Childhood Lead<br>Poisoning Prevention<br>Project   |                                  | PO Box 30195<br>Lansing, MI 48909  | Education and outreach<br>related to blood lead<br>poisoning   |
| MDCH Division of Family<br>and Community Health          | fax 517-335-8294                 | MDCH<br>Division of Family & Community Health<br>PO Box 30195<br>Lansing, MI 48909   | Certification/accreditation for<br>MIHP program providers  |
| MDCH Lead Hazard<br>Remediation Program                  | 517-335-9390                     | PO Box 30195<br>Lansing, MI 48909  | Obtain protocol for<br>environmental investigations<br>for children with elevated<br>blood lead levels, a list of<br>certified risk assessors,<br>applications for training &<br>certification, & education<br>materials |
| Office of Medical Affairs                                | 517-335-5181                     | MDCH/Office of Medical Affairs<br>PO Box 30479<br>Lansing, MI 48909  |  |
| <b>Pharmacy Resources</b>                                |                                  |  |  |
| MDCH Pharmacy Benefit<br>Manager (PMB)                   | 887-624-5204                     | First Health Services Corporation<br>4300 Cox Road<br>Glen Allen, VA 23060<br><a href="http://www.michigan.fhsc.com">www.michigan.fhsc.com</a> | General information. See<br>Prior Authorization Section of<br>this Directory for additional<br>PBM contact information   |
| MDCH PMB<br>M-F 8:15 am to 4:45<br>pm EST                | 804-965-7729                     | First Health Services Corporation<br>4300 Cox Road<br>Glen Allen, VA 23060<br><a href="http://www.michigan.fhsc.com">www.michigan.fhsc.com</a> | Pharmacy enrollment  |
| <b>Private Duty Nursing Resources</b>                    |                                  |  |  |
| MI AuthentiCare  |                                  | <a href="http://www.michigan.gov/medh">www.michigan.gov/medh</a> >>Providers<br>>>Information for Medicaid Providers<br>>>MI AuthentiCare      | MI AuthentiCare manual,<br>Fact Sheet, & Frequently<br>Asked Questions. Also<br>access provider reports,<br>worker information, &<br>manage users of MI<br>AuthentiCare  |

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| Other Insurance for PDN  | fax 517-335-8868<br>or 517-335-9272 |  | Submit letters of explanation or EOB when required  |
| <b>Vision Services Resources</b>   |                                     |  |   |
| Vision Contract Manager  |                                     | Vision Contract Manager<br>MDCH/Prior Authorization Division<br>PO Box 30170<br>Lansing, MI 48909  | Submit copy of DCH-0893   |
| Vision Contractor<br>(Classic Optical Laboratories)                      | 888-533-2020<br>fax 330-759-8300    | Classic Optical<br>3710 Belmont Ave.<br>PO Box 1341<br>Youngstown, OH 44501-1341   | Contractor for provision of eyewear frames and lens   |
| <b>Reporting Fraud, Abuse, or Misuse of Services</b>                     |                                     |  |   |
| Beneficiary Monitoring Program   | 517-335-5239<br>fax 517-241-9087    | MDCH Program Investigation Section<br>PO Box 30479<br>Lansing, MI 48909-7979   | Report <b>beneficiary</b> fraudulent, overuse, or misuse of Medicaid services                                 |
| MDCH Program Investigation Section                                       | 866-428-0005<br>517-335-5239        | MDCH/Program Investigation Section<br>PO Box 30479<br>Lansing, MI 48909-7979<br><a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a> >> Inside Community Health, Fraud & Abuse           | Report suspected Medicaid provider fraud and/or abuse   |
| Health Care Fraud Unit   | 800-242-2873<br>fax 517-241-6515    | Health Care Fraud Division<br>Department of the Attorney General<br>Medicaid Fraud Control Unit<br>PO Box 30218<br>Lansing, MI 48909<br><a href="mailto:hcf@ag.michigan.gov">hcf@ag.michigan.gov</a> | Report Medicaid provide fraud   |
| Health Facility Complaint Line   | 800-882-6006                        |  | Complaints on quality of care by nursing facilities, hospitals, home health agencies                          |
| MDCH OBRA Office   | 517-373-8091                        | MDCH/OBRA Office<br>5 <sup>th</sup> Floor Lewis Cass Building<br>320 S. Walnut<br>Lansing, MI 48933  | Complaints/concerns about local CMHSP services to nursing facility residents                                  |
| Bureau of Health Services, Allegations Section                           | 517-373-9196                        |  | Complaints about licensed health care professionals (e.g., physicians, nurses, therapists, NF administrators) |
| Michigan Department of Civil Rights                                      | 800-482-3604                        |  | Report violations of handicapper rights   |
| <b>Other Health Care Resources/Programs</b>                              |                                     |  |   |
| Children's Waiver Program  | 517-241-5757                        | MDCH/Division of Mental Health Services to Children & Families<br>Mental Health & Substance Abuse Administration<br>320 S. Walnut Street<br>Lansing, MI 48913  | Information regarding the Children's Waiver program   |
| Freedom to Work  | Local DHS office                    | Local DHS office   | Information regarding program services, eligibility   |
| Habilitation Supports Waiver for Persons with Developmental Disabilities | 517-241-3044                        | MDCH/Bureau of Community Mental Health Services<br>Mental Health & Substance Abuse Administration<br>320 S. Walnut Street<br>Lansing, MI 48913   | Information regarding certification and re-certification of HSW enrollees; and HSW coverages                  |
| Medicare Savings Program   | Local DHS office                    |  | Information regarding program eligibility and enrollment  |

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| Mental Health Home-based Program           | 517-241-5772     | MDCH/Division of Mental Health Services to Children & Families<br>Mental Health & Substance Abuse Administration<br>320 S. Walnut Street<br>Lansing, MI 48913 | Information regarding how to obtain approval of new Mental Health Home-based programs for children and families |
| MI Choice Waiver                           |                  | <a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a> >>Healthcare Coverage >>Services for Seniors >>MI Choice Waiver Program                      | Information regarding waiver services & regional contact information  |
| MIChild                                    | 888-988-5300     | Local DHS or Health Department<br><a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a> >>Health Care Coverage >>Children & Teens                  | Apply at local DHS or LHD, or apply on-line at MDCH website   |
| Supplemental Security Income (SSI)         | Local DHS office | Local DHS office  | Information regarding program eligibility & enrollment  |
| Transitional Medical Assistance            | Local DHS office | Local DHS office  | Information regarding program eligibility & enrollment  |
| Traumatic Brain Injury Programs            | 800-642-3195     | Local DHS office  | Information regarding program eligibility & enrollment  |
| <b>Miscellaneous Contact Information</b>   |                  |   |   |
| CDC website (growth charts)                |                  | <a href="http://www.cdc.gov/growthcharts">www.cdc.gov/growthcharts</a>  |   |
| MI Choice Waiver – regional maps           |                  | <a href="http://www.miseniors.net/search">www.miseniors.net/search</a> >>Caregivers Corner >>MI Choice Waiver   |   |
| Sickle Cell Detection & Information Center | 313-864-4406     | 19516 James Couzens<br>Detroit, MI 48235  | Obtain sickle cell tests, tubes, forms, & envelopes   |
| SS & SSI Information Line                  | 800-772-1213     |   |   |
| State of Michigan Operator                 |                  | <a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a> >>Providers >>Information for Medicaid Providers >>Provider Liaison Meetings                 | Telephone numbers for State of Michigan offices/employees   |