



STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

RICK SNYDER
GOVERNOR

NICK LYON
DIRECTOR

July 15, 2015

The Honorable Peter MacGregor, Chair
Senate Appropriations Subcommittee on DHS
Michigan State Senate
Lansing, Michigan 48933

The Honorable Earl Poleski, Chair
House Appropriations Subcommittee on DHS
Michigan House of Representatives
Lansing, Michigan 48933

Dear Senator MacGregor and Representative Poleski:

Section 751(2) of 2014 Public Act No. 252 requires the Michigan Department of Health and Human Services (MDHHS) to submit a quarterly report on the implementation status of the Healthy Michigan Call Center that includes:

1. *Call volume during the prior quarter.*
2. *Percentage of calls resolved through the Healthy Michigan Plan Call Center.*
3. *Percentage of calls transferred to local department office or other office for resolution.*
4. *Number of Medicaid applications completed by the Healthy Michigan Call Center staff and submitted on behalf of clients.*

MDHHS is still in the planning stages for this call center. An implementation work group is exploring additional options for the call center due to certain federal regulations which restrict the department's ability to contract for these services. The department intends to engage in further negotiations with federal officials to try to resolve these issues. As the call center is not operational at this time, we do not have the requested data for the third quarter of Fiscal Year 2015.

If you have questions regarding this information, please contact Terrence M. Beurer, director, Field Operations Administration, at (517) 335-3570.

Sincerely,

A handwritten signature in blue ink, appearing to read "Nick Lyon".

Nick Lyon

CC: Senate and House Appropriations Subcommittees on DHS
Senate and House Standing Committees on Families and Human Services
Senate and House Fiscal Agencies
Senate and House Policy Offices