

***Michigan Voices for Better Health:***  
*A Consumer Perspective on Integrated Care  
for People Eligible for Medicaid and Medicare*

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# One consumer's story: Francine

- Francine—a 65 year old African American woman who was a respected community organizer, a long time employee at a social services agency, and a great advocate for herself and others. She lived alone in a small apartment.



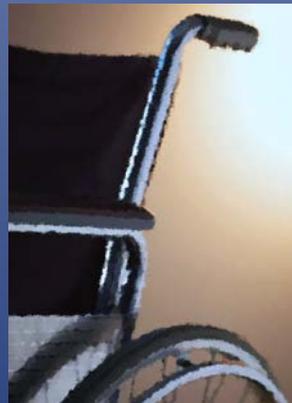
# Francine's health challenges

- Mobility limitations so that she depended on a wheelchair
- Overweight
- Cataracts
- Asthma
- End stage renal disease
- Depression



# How the health system failed Francine

- The hospital bed Medicare provided was too narrow for her large frame. She frequently fell out of bed at night and had to call 911 to have the paramedics help her back into bed.
- She had a manual wheelchair but was not strong enough to propel it any distance by herself.
- She had cataracts but the doctor told her he could not operate on them because she could not get on the exam table.



# How the health system failed Francine

- Francine's cataracts prevented her from reading, a hobby she had enjoyed her entire life.
- Francine's mobility issues prevented her from getting out into the community where she had many friends and family members. She felt like a prisoner in her house.
- Francine couldn't learn to transfer herself from her bed to her wheelchair because Medicare had not approved an automatic bed which could be adjusted to the right height. Instead, her narrow bed required hand cranking, a task she could not perform herself while she was in the bed.
- Francine was disappointed that the aides the agency sent were not adequately trained to meet her needs.

# What opportunities may MI Health Link offer Francine?

- A care coordinator who can help cut through bureaucracy, overcome barriers, and resolve problems
- Person-centered services that start with what Francine wants and focus on both her health and her quality of life
- Increased efficiency and quality
- Flexibility for providers to use both Medicare and Medicaid funding to meet Francine's needs
- Improved access to home and community based care
- Coordination of all the services in acute care, primary care, long term services and supports, and behavioral health care.
- An opportunity to shape health care policy and practice

# How can consumers get the maximum benefits from MI Health Link?

- Be energetic in reviewing all your health care options. Which plan or program do most of your providers participate in? Which plan or program offers you the best array of services and supports to meet your needs?



# Can consumers have a voice in shaping MI Health Link?

- YES! Every consumer has a story and those stories have power! Tell your story! You can:
  - Participate in the MI Health Link Advisory Committee
  - Serve on an Advisory Council for a health plan
  - Join the **Michigan Voices for Better Health Coalition** and serve on our regional consumer council!

# What is the MVBH Coalition?

- **MVBH** is a collaboration of three advocacy organizations: **Michigan Consumers for Healthcare, Michigan Disabilities Rights Coalition, and the Michigan Poverty Law Program**
- We are:
  - Engaging in policy advocacy with the state and federal government
  - Supporting consumers who want to advocate for a health care system that works for them and others by forming Consumer Advisory Councils in the MI Health Link demonstration regions
  - Working with health plans, advocacy groups, and provider networks to make MI Health Link a success!

# Join us!

- For more information, please contact:



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