



Health Coverage Training

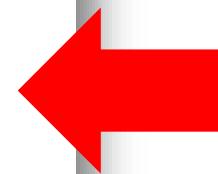
Michigan ENROLLS: Enrolling Into a Medicaid Health Plan

November 16, 2020 2:00 PM

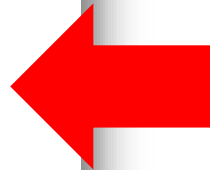


Putting people first, with the goal of helping all Michiganders lead healthier and more productive lives, no matter their stage in life.

The screenshot shows a GoToWebinar interface. On the left is a vertical sidebar with icons for navigation and controls. The main content area is divided into sections: 'Audio', 'Handouts: 1' (containing a document icon and 'CP Feedback.docx'), and 'Questions'. Below the sidebar, there is a text input field with the placeholder text '[Enter a question for staff]' and a 'Send' button. At the bottom, there is a 'Practice' section with the text 'Webinar ID: 918-218-115', a red dot icon followed by 'This session is being recorded.', and the GoToWebinar logo.



Where you can find handouts for today's webinar



Where you can make comments and ask questions

Agenda

- Welcome and Introductions
- Michigan ENROLLS
- Who Must Enroll into a Medicaid Health Plan
- Timeline, Enrollment Packets & How to Enroll
- Medicaid Health Plans and Primary Care Providers (PCPs)
- Medicaid Covered Services
- Resources
- Q&A

Michigan ENROLLS

Michigan ENROLLS

Michigan Enrolls is the Michigan Department of Health and Human Service's enrollment broker. They provide unbiased Medicaid health plan (MHP) choice counseling to beneficiaries.

Michigan Enrolls advises the caller about:

- MHP Required covered services
- How to access benefits

Michigan Enrolls also assists beneficiaries with their health plan and *initial* Primary Care Physician (PCP) choices.

Who Must Enroll into a Medicaid Health Plan

Who Must Enroll into a Medicaid Health Plan

Medicaid beneficiaries are either mandatory, voluntary or excluded from enrolling into a Medicaid health plan (MHP).

- **Voluntary** - beneficiaries may choose a health plan or stay in fee-for-service Medicaid.

Example: Native Americans/Alaska Natives, migrants.

- **Excluded** – beneficiaries cannot enroll into an MHP and stay in fee-for-service Medicaid.

Example: beneficiaries with other private or commercial HMOs.

- **Mandatory**- Most Medicaid beneficiaries are considered mandatory to enroll into an MHP.

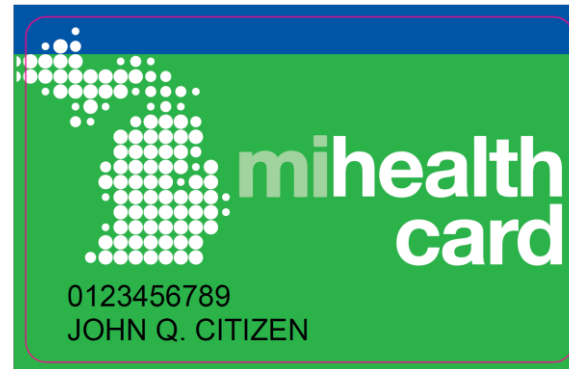
Timeline, Enrollment Packets & How to Enroll

Timeline

Day 1	Eligibility is determined by MDHHS
Day 2-3	Michigan ENROLLS enrollment packets are mailed
Day 11 - 17	A reminder letter is sent 11 to 17 days after the enrollment packet is mailed if no response has been received.
Day 20- 26	Beneficiary is auto-assigned to a health plan for the next available effective date if no choice was made

Also at Day 1, if the beneficiary never had Medicaid healthcare coverage previously, a mihealth card will be ordered and mailed.

*Replacement cards can be ordered through Michigan ENROLLS, but NOT on MI Bridges.



Enrollment Packets

Enrollment Packets: Mandatory beneficiaries are sent an enrollment packet containing:

- A letter on how enroll, what plans are available and the due date
- An enrollment form
- A postage paid business reply envelope
- *A Guide to Michigan Medicaid Health Plans* which shows the health plans ratings on performance areas
- Important facts if Pregnant flyer

How to Enroll

There are 3 ways beneficiaries may enroll :

1. Calling Michigan ENROLLS at 1-800-975-7630 or 1-888-367-6557, TTY number 1-888-263-5897. The office hours are Monday through Friday 8 AM to 7 PM.
2. Enrolling online at www.healthcare4mi.com. (There is a PIN number listed in the letter which must be used in the online process.)
3. Filling out and returning the enrollment form.

How to Enroll Continued

Plan Changes and Lock-In

- First three months: Once in a plan, beneficiaries have three months as of the effective date of their enrollment to switch to a different plan.
- After three months: The beneficiary is “locked in” to their MHP until their Open Enrollment period.

Open Enrollment

- A letter will be mailed to the beneficiary when it is their open enrollment period to let them know they can switch plans.

Medicaid Health Plans and Primary Care Providers (PCPs)

Medicaid Health Plans

- For mandatory beneficiaries, most Medicaid services are provided through the Medicaid health plan.
- Medicaid Health plans issue ID cards to beneficiaries.
- All health plans are required to provide the same basic services; however, the delivery of the services may differ from plan to plan.
- Below is a link for information on what Medicaid health plans are available in each county and their contact information.

https://www.michigan.gov/documents/mdch/MHP_Service_Area_Listing_326102_7.pdf

Primary Care Providers (PCPs)

- When enrolling, beneficiaries are encouraged to pick a PCP.
- Michigan Enrolls uses plan network information to assist callers.
 - *Example 1: If the caller wants a specific provider, they are given what plans the provider participates with.*
 - *Example 2: If the caller wants a specific health plan, they are given the PCPs or specialists in the caller's area, depending on the caller's needs.*
- If the caller doesn't choose a PCP, the plan will assign one.
- If a beneficiary is auto-assigned into a health plan, the plan will assign a PCP.

Medicaid Covered Services

Medicaid Covered Services

Services covered by MHPs:

MHP Medically Necessary Covered Services
Note: This is not a complete list and limitations may apply.
***Covered by MHP under specific circumstances.**

Ambulance	Home Health Care	Physical and Occupational Therapy
Check-ups	Immunizations	Podiatry
Chiropractic	Lab and X-Ray	Prenatal Care, Delivery, and post-partum services
Doctor Visits	Medical Supplies	Surgery
Emergency Care	Medicine	Tobacco Cessation Services
Family Planning	Mental Health Services*	Vision
Hearing and Speech Services	Non-Emergency Medical Transportation	

Medicaid Covered Services

Services covered by Fee-For-Service:

FFS Medically Necessary Covered Services

Note: This is not a complete list and limitations may apply.

*Covered by FFS or MHPs depending on Medicaid program requirements.

Dental*	Substance Use Disorder Treatment Services	Private Duty Nursing
Inpatient Hospital Psychiatric Services	Custodial Care in Nursing Facility	Carved out Drugs such as: Aids drugs, and drugs for Hemophilia
Outpatient Partial Hospitalization Psychiatric Services	Personal Care of Home Help Services	

Resources

Resources

- Medicaid Health Plan Service Area:
https://www.michigan.gov/documents/mdch/MHP_Service_Area_Listing_326102_7.pdf
- Michigan ENROLLS phone number: 1-800-975-7630 or 1-888-367-6557, TTY number 1-888-263-5897. The office hours are Monday through Friday 8 AM to 7 PM.
- Website for Medicaid health plan enrollment/picking initial PCP (need PIN from letter) OR ordering a replacement mihealth card: www.healthcare4mi.com

Upcoming Webinars

Renewals

- TBD; Tentatively planning for the week of November 30

Appeals

- TBD; Tentatively planning for the week of December 14

As the schedule is updated, it will be added along with registration information to Michigan.gov/MIbridgesPartners under the [Community Partner Training](#) section. MDHHS will also email an announcement to registered MI Bridges Community Partners.

What Questions Do You Have?



Thank You for Attending!

MICHIGAN ENROLLS
Your Health Plan ▶ Your Choice