

CSHCS Info #30-2013 - Beneficiary Complaints

Thu 11/21/2013 7:45 AM

Colleagues,

Please be reminded that if a CSHCS/Medicaid beneficiary who is enrolled in a Medicaid Health Plan is experiencing an issue accessing needed services or equipment, we encourage the beneficiary to contact the Medicaid Health Plan to address the issue. If the beneficiary is unable to resolve the issue by working directly with the Medicaid Health Plan, the beneficiary can call the **Beneficiary Helpline** at **1-800-642-3195**. The Beneficiary Helpline will likely encourage the beneficiary to contact the Medicaid Health Plan, and hence the beneficiary may need to explain that s/he has already contacted the Health Plan but was not able to resolve the issue. The Beneficiary Helpline would then direct the person on ways to potentially resolve the issue.

Any CSHCS beneficiary (CSHCS only, CSHCS/Medicaid in Fee-For-Service, and CSHCS/Medicaid in Medicaid Health Plans) can utilize the Beneficiary Helpline (1-800-642-3195) if they are having problems receiving medical care or other benefits.

If you have questions, please contact Karla McCandless at McCandlessK@michigan.gov .

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