

Dear LHD Partners,

Please read this email in its entirety. **Please contact Courtney Pendleton at 517/241-7189 or PendletonC@michigan.gov if you have any questions regarding the information within this email.**

I wanted to bring your attention to two different transportation items. Please see below for more information.

- ★ Please know we have changed how we process transportation authorization reimbursement payments to families and hotels. The audit portion of the invoices is being done within CSHCS, rather than at the Accounting office.
 - We are able to do this improved process thanks to our new QPS Tech, Sherry Kertesz. We are happy to have Sherry join us!
 - CSHCS reviews the invoices to ensure they were authorized correctly and follow CSHCS transportation policies and procedures, all providers are authorized, the family completed the invoices, the invoice was submitted within 90 days, etc.
 - Once the audit process is complete, a note is added to the CSHCS database with information about the invoice, the date it was received and what was done with it. Please be sure to check the CSHCS database before calling for an invoice/payment status.
 - Approved invoices are taken to the Accounting office for payment processing. Accounting will mail a reimbursement check to the family, usually within two weeks from when we processed the invoice.
 - Please remind clients/families that normal processing time for reimbursement is 6-8 weeks from when we receive the invoice.

We appreciate your understanding during this time of change regarding transportation invoice processing.

- ★ If you are in contact with a family who is having problems with transportation assistance (including lodging) from their Medicaid Health Plan (MHP), please remember to do the following:
 1. You, as the LHD, should call your contact person at the MHP to advocate for the family.
 2. If that does not resolve the issue, have the family call their case manager at the MHP.

3. If that does not resolve the issue, then have the family call the MHP to file a complaint/appeal for the transportation assistance.
4. If that does not resolve the issue, have the family call the Beneficiary Help Line to file a complaint. The Beneficiary Help Line number is 1-800-642-3195.
5. If that does not resolve the issue, please send me a message in EZ Link with all of the client information, and a summary of the situation and the steps completed to advocate for family. I will send your information onto the MDCH CSHCS Managers for assessment. If necessary, and appropriate, the Managers will pass the client information and summary to the Managed Care Section.

Please remember we cannot work to resolve issues if we are not made aware of those issues. We do realize this is not a perfect system, but we are willing to try to help break down communication barriers for all parties involved.

Thank you,

Courtney Pendleton

Transportation & LHD Improvement Efforts Coordinator

PendletonC@michigan.gov

Michigan Department of Community Health
Children's Special Health Care Services (CSHCS)

320 S Walnut - 6th Floor

Lansing, MI 48913

Family Phone Line 1-800-359-3722

517/241-7189

www.michigan.gov/cshcs

For the protection of all parties, please do not email sensitive or protected health information.

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"Love one another and you will be happy. It's as simple and as difficult as that."

-Michael Leunig