



Michigan Department of Health & Human Services

MI Health Link

Quarterly Public Information Forums
Greater Grace Temple and
Macomb Oakland Regional Center
June 18, 2015

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

Today's Agenda

- MI Health Link Video
- History and Goals of MI Health Link
- Who, Where, When
- Enrollee Protections
- Benefits and Services
- Enrollment and Beyond
- Stakeholder Involvement
- Where to Get More Information

MI Health Link

Have you heard of this new option for receiving your Medicare and Medicaid services?

Here's a short video to give you a quick overview

<https://www.youtube.com/watch?v=pYT1PiiCbSU>

History

- Demonstration in Partnership with CMS
- One of 12 states with a three way contract
- All Medicare and Medicaid benefits included
- Different from all other state demonstrations
- Implemented in four regions of Michigan

Goals

- Seamless access to all services and supports
- Person-centered care coordination model
- Streamlined administrative processes
- Elimination of barriers to home and community based services
- Quality services with focus on enrollee satisfaction
- Realignment of financial incentives

Who is Eligible?

- People may be eligible for MI Health Link if they
 - Live in one of the four demonstration regions
 - Are age 21 or over
 - Are eligible for full benefits under both Medicare and Medicaid **and**
 - Are not enrolled in hospice

Adults age 21 or over who are enrolled in the Children's Special Health Care Services program are not eligible for MI Health Link

Where is MI Health Link Available?

- **Region 1** Entire Upper Peninsula
- **Region 4** Southwest Michigan
(Barry, Berrien, Branch, Calhoun,
Cass, Kalamazoo, St. Joseph
and Van Buren counties)
- **Region 7** Wayne County
- **Region 9** Macomb County

Timeline - Program Rollout

Phase I – UP & Southwest MI

- **March 1, 2015**
 - Services began for voluntary enrollees
- **May 1, 2015**
 - Services began for first wave of passive enrollees
- **June 1, 2015**
 - Services began for second wave of passive enrollees

Phase II – Macomb & Wayne

- **May 1, 2015**
 - Services began for voluntary enrollees
- **Starting in April 2015**
 - Eligible individuals receive 60 and 30 day notices for passive enrollment
- **July, August, September 2015**
 - Services begin for individuals who are passively enrolled

Benefits

- Care Coordinator
- Person-Centered Planning
- Network of Providers
- 24/7 Hour Nurse Hotline
- No Co-pays for Pharmacy or In-network Services
- One Card for **ALL** Services

Services

- Medicare and Medicaid services
 - Pharmacy (Part D)
 - Personal Care
 - Services to support people staying in the community
 - Dental
 - Transportation
 - Nursing Home Care (short and long term)

Enrollment

- On a monthly basis
- Phone call to Michigan ENROLLS
- Authorized representative

What to Expect When You Join

- Enrollees receive member materials
 - A new MI Health Link card
 - Provider directory
 - Summary of benefits
 - Member handbook
 - Drug formulary
 - Welcome letter

What to Expect When You Join

- Contact from the health plan
- Assessments
- Care Coordinator
- Person-Centered Planning

What Stays the Same?

- MI Health Link **does not** disrupt existing
 - Services provided by Medicare and Medicaid
 - Person-Centered Planning
 - Enrollee Protections
 - Medicaid Payments to the PIHPs
 - Medicaid Covered Services for BH/SUD/IDD
 - Enrollment in Habilitation Supports Waiver

What's New?

- MI Health Link includes
 - Care coordination of all services for all enrollees
 - Health Information Exchange
 - 24/7 Nurse Advice Line
 - A new Ombudsman Program
 - One plan for all services
 - Home and Community Based Services waiver

What Changes?

- MI Health Link changes
 - Personal Care will be provided by health plans and not through the DHHS Home Help program
 - Medicare BH services provided by PIHP and not the health plans
 - Integrated Denial Notice

Enrollee Protections

- MI Health Link Ombudsman Program
- Choice of providers must be offered
- Continuity of Care
- Quality assurance
- Right to file appeals and grievances
- MI Health Link Advisory Committee
- Health Plan Advisory Councils

Stakeholder Involvement

- Quarterly Regional Forums
- Participation in Health Plan Advisory Council
- MI Health Link Advisory Committee

Where to Get More Information

- Specialized Outreach
 - Michigan Disability Rights Coalition
 - Michigan Voices for Better Health
- Michigan ENROLLS
- Michigan Medicare/Medicaid Assistance Program (MMAP)
- Health Plans

Where to Get More Information

- Medicare
 - 1-800-Medicare
- E-mail
 - MSA-MHL-Feedback@Michigan.gov
 - INTEGRATEDCARE@Michigan.gov
- Website
 - www.michigan.gov/mihealthlink

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What is MI Health Link?

MI Health Link is a new health care option for Michigan adults, ages 21 or over, who are enrolled in both Medicare and Medicaid, and live in the counties of Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, Macomb, St. Joseph, Van Buren, Wayne or any county in the Upper Peninsula.

MI Health Link offers a broad range of medical and behavioral health services, pharmacy, home and community-based services and nursing home care, all in a single program designed to meet individual needs.

Those who are eligible for both Medicare and Medicaid and qualify for MI Health Link will be given their enrollment options through a letter from Michigan ENROLLS.



Spotlight

- [MI Health Link Resources Toolkit](#)
- [Important MI Health Link Phone Numbers](#)
- [MI Health Link Health Plan Contact Information](#)
- [MI Health Link Enrollee Letter Release Schedule](#)
- [Federal MI Health Link Resources](#)
- [MI Health Link Informational Video](#)



Questions

- [What are the benefits of this new MI Health Link Program?](#)
- [How do I continue with my current personal care \(home help\) provider?](#)
- [How do I enroll, disenroll or change health plans?](#)
- [How do I allow someone to speak on my behalf to Michigan ENROLLS?](#)
- [What happens if I don't enroll? When will I be enrolled in MI Health Link?](#)
- [Why did I get a cancellation letter from my Medicare Part D Drug Coverage Plan?](#)

www.michigan.gov/mihealthlink



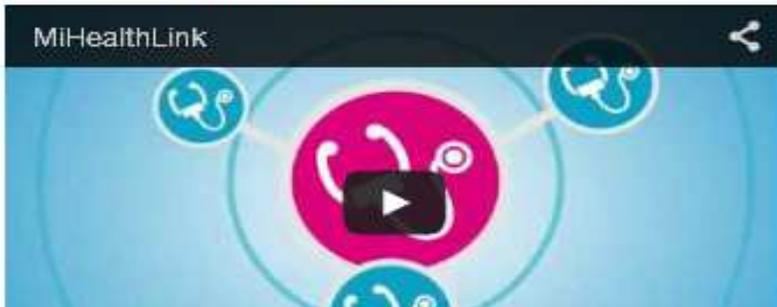
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MIHealthLink



- [How MI Health Link Program?](#)
- [Do I need personal care \(home help\) provider?](#)
- [Can I change health plans?](#)
- [Can you speak on my behalf to Michigan ENROLLS?](#)
- [When will I be enrolled in MI Health Link?](#)
- [How do I get coverage from my Medicare Part D Drug Coverage?](#)

Questions

