

MI Health Link: Rights and Choices



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UP MI Health Link Forum
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A MI Health Link Project

....introducing....

Michigan Voices for Better Health ... a project to ensure strong and meaningful real persons' voices and presence in MI Health Link implementation and MI Health Link policies and practices to support inclusion, choice and quality.

PROTECTIONS

Kinds of Protections

- **Rights of beneficiaries to:**
 - **choice of plans in three regions**
 - **choose to opt in and get services sooner**
 - **be passively enrolled, or**
 - **opt out at any point.**
- **Choice of providers – Once enrolled in a plan, person will have choice within the “network” of doctors, specialists, home care aides, and others.**

Kinds of Protections

- Ability to choose self-determination arrangements and the ability to choose who provides your home care and who does not.
- Person-Centered Planning process
- Continuity of Care: the ability to keep your current provider (s) not in-network for a transition period of time usually anywhere from 90 to 180 days to meet needs. Remaining at a nursing facility may be indefinite.
- To receive enrollment assistance and options counseling.

Ombudsman Assistance

- **Almost all telephone assistance.
Ombudsman staff can refer enrollees to legal back-up if required.**
- **Ombudsman serve as troubleshooters, mediators, and advocates.**
- **Can help with a range of problems.**

Communications

- **Materials you can understand**
- **Access to Call-Centers at the MI Health Link Health Plan level that will have:**
 - **Toll-free number**
 - **Professionally and adequately staffed line**
 - **24/7 Nurse Advice Line**
 - **Interpreters available**
 - **Information on covered services and providers**
 - **Processes to get services, appeal service denials, contact Ombudsman and other assistance**

Appeal Rights

- Medicare or Medicaid or both processes
- MI Health Link Health Plan internal process
- Part D is a separate process
- Timelines or deadline with each process

Opportunities

Opportunities with MI Health Link

- **May eliminate co-pays and deductibles**
- **A care coordinator may help cut through bureaucracy, overcome barriers, and resolve problems**
- **Person-centered services starting with what the person wants for their life**
- **May have improved access to some services (home care, equipment)**
- **More opportunities to shape health care practice and some processes**

Other factors to consider

- **May want a trusted person to help you.**
- **Will need to figure out what plans your doctors, specialists, pharmacists, hospitals, equipment provider are with.**
- **How other long term supports and services are affected, such as DHS Home Help services, MI Choice, mental health, substance use, Intellectual or Developmental disabilities services, veterans health services.**

Opportunities for You

- Everyone has a story and experiences with health care, supports, and services. These stories have *power* if they are shared!
- Real experiences need to be shared. We want to find ways for you to feel comfortable giving input and feedback.

You may:

- Serve on an advisory committee
 - State level
 - Health Plan level
 - MVBH project level
- Tell us your story about what is working well with your healthcare services and what is not

Questions