

## CSHCS INFO #11-2020 -Maximus call center

Fri 3/20/2020 8:56 AM

The MAXIMUS East Lansing facility will be closed on Friday, March 20th. We expect it to re-open on Monday, March 23rd, but if that changes we will let you know as soon as possible. The Flint Facility will be open, however there are only a handful of staff at that facility who have completed the full Michigan ENROLLS training at this time. Therefore, the one phone line that will remain open on Friday is the Healthy Michigan Plan Work Requirements and Exemption Reporting Line.

The following phone lines will be impacted/shut down for the day.

Phone Lines	Recorded Message
<ul style="list-style-type: none"><li>• MI ENROLLS</li><li>• Beneficiary Help Line</li><li>• MICHild</li><li>• Phone Application Help Line</li><li>• MI Health Care Help Line</li></ul>	<p>“Our office is temporarily closed. We expect to re-open on Monday, March 23rd. If you have an urgent access to care issue you can email Beneficiary Support at <a href="mailto:BeneficiarySupport@michigan.gov">BeneficiarySupport@michigan.gov</a>. You can enroll into a health plan with the information in your letter by going online to <a href="http://www.healthcare4mi.com">www.healthcare4mi.com</a>”</p>
<ul style="list-style-type: none"><li>• Customer Service Call Center (CSCC)</li><li>• Provider Support Services (PSS)</li><li>• Atypical Provider Call Center (APCC)</li><li>• MiRx</li><li>• MI Bridges Support Help Desk (MBSH)</li></ul>	<p>“Our office is temporarily closed. We expect to re-open on Monday, March 23rd. Please call back on Monday. &lt;then there will be 1 minute of silence. If the caller does not hang up, the normal options will play, but if one is picked it will then play the office is closed for an emergency message and hang up.&gt;</p>

The Atypical and Provider lines will also include a referral to the Provider Support mailbox.

*There is a good chance that Medicaid Health Plans will see an increase in calls to their member services lines. Please update the appropriate staff within your organization.*

Thank you,

*Danielle Pitchford*

Executive Secretary

Children’s Special Health Care Services Division

Medical Services Administration