



Michigan Department of Health & Human Services



## **Public Input Forum**

**Joseph Heirman University Center - Bay College**

**Escanaba, MI    October 20, 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

- Welcome & Update
- CMS Perspective
- The MI Health Link Program Video
- MI Health Link Goals
- How MI Health Link Provides Behavioral Health Services
- Input about MI Health Link
- Resources

# MI Health Link

Welcome and Overview of  
our journey to MI Health Link

Richard Miles, Director

Bureau of Medicaid Policy and Health System Innovation

# MI Health Link

## CMS Perspective

Gretchen Nye, State Lead  
Medicare and Medicaid Coordination Office

# MI Health Link

A quick overview of MI Health Link

<https://youtu.be/pYT1PiiCbSU>

# Goals

## MI Health Link Goals and Open Enrollment Information

Roxanne Perry, Manager  
Integrated Programs Management Section

# Goals

- Seamless access to all services and supports
- Person-centered care coordination model
- Streamlined administrative processes
- Emphasis on home and community based services
- Quality services with focus on enrollee satisfaction

# Open Enrollment

- Medicare Open Enrollment – happening now
  - MI Health Link is an available option for you
  - Consider all of your options
    - contact Michigan Medicare/Medicaid Assistance Program (MMAAP) for assistance at 1-800-803-7174
  - If you are already in MI Health Link you don't have to do anything to remain in MI Health Link



# Behavioral Health and MI Health Link

## Behavioral Health & MI Health Link

Jeffery L. Wieferich, Director

Division of Quality Management and Planning

Behavioral Health & Developmental Disabilities Administration

# Behavioral Health and MI Health Link

- Prepaid Inpatient Health Plans (PIHP) are partnering with MI Health Link health plans to provide support for enrollees
- You can continue on HAB waiver and have MI Health Link

# Facilitation

## Facilitated Input

April Callis

MDHHS Center for Shared Services

Operational Readiness and Change Management

# Activity

Greet someone at your table that you do NOT yet know and find out:

- Who are you?
- Why are you here?

2 minutes per person

# Activity

- List 3 things that you like about MI Health Link on Activity Sheet
- List 3 things you would like to change about MI Health Link on Activity Sheet
- Discuss at your table and come up with a table list of 3 things like, 3 things change

# Activity – Feedback during session

## **What do you like about MI Health Link?**

- Care Coordination
- Simplicity - ease of clients using one ID card
- Dental and vision services billed directly to the ICO
- Person-Centered planning
- Care coordinator— one person coordinating the care
- Agency collaboration
- Integration of health services
- Emphasis on home-based services

# Activity – Feedback during session

## What do you like about MI Health Link?

- People receiving services in Special Contract AFC Homes were able to continue to receive services
- The idea of coordinated care for elderly is commendable
- Increased access to care and expanded services
- Continuing education
- The ultimate goal of integrated care

# Activity – Feedback during session

## What would you like to change about MI Health Link?

- Passive enrollment – people should be signing up by merit of the program, not forced
- Cleaner process for opt-outs AND enrollment discrepancies
- Build hearing aid/services into plan
- Change enrollment process
- Better communication between state & providers
- Care Bridge



# Activity – Feedback during session

## **What would you like to change about MI Health Link?**

- Confusion about medication formularies and current medications and dosages
- Better communication between Supports Coordinators for Behavioral Health and Care Coordinators
- Workload of care coordinators
- Eliminate passive enrollment

# Customer Experience

Actual UPHP Customer Experiences reported  
to MI Health Link Health Plans

Cameron McKenney

Integrated Care Contract Management

Jerin Philip

Integrated Care Quality Assurance

# Customer Experience



**Vera** – *Brimley, MI*

A 99 year old MI Health Link member, Vera, was living alone and managing pretty well, but was bordering on needing nursing facility care.

The MI Health Link care coordinator spoke to her about having a personal care assessment and she agreed. Vera is now getting bathing assistance, homemaking and medication set up through MI Health Link personal care.

She's now 100 years old and her family member reports, "Vera is doing wonderful, with the extra help and family support she will be able to stay in her home and enjoy cooking and spending time with family."

# Customer Experience



**Lorraine** – Calumet, MI

Lorraine called her MI Health Link Care Coordinator at UPHP to report how good she feels about her life now, because of the MI Health Link program care coordination. She shared that previously she was “feeling depressed, like nothing in life could change and get better”. She agreed to work with her MI Health Link care coordinator who offered a listening ear and positive reinforcement.

Many of Lorraine’s concerns were related to her financial status. Her care coordinator researched community resources to assist with home repairs and community support.

The care coordinator was able to link her to the needed supports and services in her local area and now repairs are being done and services are being provided. Lorraine shared that the MI Health Link care coordinator was a “stepping stone” in her life, and now she feels she has a purpose.

# Customer Experience



**Bob** – *Crystal Falls, MI*

Another MI Health Link member, Bob, said that this program was one of the best things that had ever happened to him, and that he didn't know that there were still caring people out there.

When he initially started in care coordination with MI Health Link, he was not feeling well, and was not taking care of himself. The care coordinator offered encouragement and educated Bob about services that could help him both mentally and physically. The care coordinator also encouraged him to attend some senior community activities.

Bob has also made a dentist appointment and is in the process of getting dentures. He reported to the care coordinator, "I have never felt so good about myself thanks to the MI Health Link Program."

# Some benefits these customers experienced

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

# Activity

- Identify 3 ways to share MI Health Link customer experiences with others
- Share your 3 ideas with your group and record your ideas on the paper strips

# Activity - Feedback

## **How can we spread awareness of MI Health Link to the Public?**

- PSA/Radio/TV spots of success stories/testimonials
- Awareness media
- Network of senior centers, particularly their newsletters
- Senior Centers



# Activity - Feedback

## **How can we spread awareness of MI Health Link to the Public?**

- Submitting nursing facility newsletter stories
- Information about testimonials on web site
- Not mailing
- YouTube & Facebook Video w/ real people
- Care Coordinators soliciting input at integrated care team meetings
- UPHP newsletter

# Input about MI Health Link

- What input do you have to share with us?
- Any clarifications or questions about MI Health Link?

# Where to Get More Information

- Email
  - MSA-MHL-Feedback@Michigan.gov
  - INTEGRATEDCARE@Michigan.gov
- CMS 1-800-Medicare
- [www.michigan.gov/mihealthlink](http://www.michigan.gov/mihealthlink)

# Resources

# www.michigan.gov/mihealthlink



## Doing Business with MDHHS

[Bridge Card Participation](#)

[Boards and Commissions](#)

[Child & Adult Provider Payments](#)

[Requests for Proposals](#)

[Birth, Death, Marriage and Divorce Records](#)

### Health Care Providers

[High Utilizers](#)

[HIPAA](#)

[Health Professional Shortage Area](#)

[State Innovation Model](#)

### MI Health Link

[Institutional Review Board](#)

[International Medical](#)

[MDHHS](#) > [DOING BUSINESS WITH MDHHS](#) > [HEALTH CARE PROVIDERS](#) > [MI HEALTH LINK](#)

## 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](#)
- **NEW** - [Enrollment Dashboard](#) 
- **NEW** - [October 20th Public Forum in Escanaba](#)
- **NEW** - [Advocate's Guide](#) 
- [Health Plan Websites and Phone Numbers](#)
- [Important Phone Numbers](#)

## 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, and what happens if I do nothing?](#)
- [How do I allow someone to speak on my](#)

# Thank You

- Thank you for joining us today, we look forward to your input and feedback
- Thank you for helping to link this information to those who may benefit from MI Health Link