



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

NICK LYON
DIRECTOR

MEMORANDUM

DATE October 17, 2017

TO: Executive Directors of Prepaid Inpatient Health Plans (PIHPs) and
Community Mental Health Services Programs (CMHSPs)
Home and Community Based Services (HCBS) Leads

FROM:  Thomas Renwick, Director
Bureau of Community Based Services

SUBJECT: Home and Community Based Services (HCBS) Surveys

As you are aware the Michigan Department of Health and Human Services/Behavioral Health and Developmental Disabilities Administration (MDHHS/BHDDA) began surveying individuals who receive Home and community Based Services (HCBS) and their providers in 2015. The HCBS rule emphasizes the importance of the experience of individuals which can only be determined by asking for their perspective on their services and living arrangements.

Surveying individuals who receive HCBS is one action that allows us to meet the Centers for Medicare and Medicaid's requirement that settings are assessed based in part upon how a setting is experienced by the individuals receiving services.

MDHHS/BHDDA values the perspectives of the individuals being served and will utilize the information provided through the surveys to improve the quality of services being delivered in our system. It is the expectation of MDHHS/BHDDA that those who are facilitating the completion of these surveys ensure that individuals being surveyed are an active participant, to the extent possible, in responding to these surveys.

It has come to the attention of MDHHS/BHDDA leadership that some of the participant surveys may have been completed without the direct involvement of the individual receiving services. This affects the integrity of the data we receive and fails to respect the importance of gathering these perspectives.

Please note that this is not an acceptable practice. The department will take steps to verify that surveys are legitimately completed with the individual and will take necessary follow-up action if needed.

Should you have any questions or concerns about how to ensure individuals are included, please contact the HCBS Transition team at HCBSTransition@michigan.gov