

"WHO TO CALL" FREQUENTLY CALLED NUMBERS

<p>Family Center / CSHCS Family Phone Line</p>	<p>800-359-3722</p>	<p>Michigan Enrolls Medicaid (MA) Health Plan Choices</p>	<p>800-975-7630 888-367-6557 TTY 888-263-5897</p>
<p>Program Review Division (PRD) Prior Authorization Inquiry Dental/Special Services Medical Supplier Out of State Medical Care Practitioner Services Special In Home Services: OT, PT, ST</p>	<p>800-622-0276 FAX# 517-335-0075</p>	<p>Medicaid Health Plan Choices for persons with MA and CSHCS</p>	<p>877-274-2737 TTY 888-263-5897</p>
<p>Beneficiary Helpline</p>	<p>800-642-3195 TTY 866-501-5656</p>	<p>Magellan (DCH Pharmacy Benefits Manager) Beneficiary Helpline (family only)</p>	<p>877-681-7540</p>
<p>Provider Inquiry Helpline Email: providersupport@michigan.gov</p>	<p>800-292-2550</p>	<p>Pharmacy Claim Help (pharmacy only)</p>	<p>877-624-5204</p>
<p>DTMB Client Service Center (HelpDesk)</p>	<p>800-968-2644</p>	<p>Clinical Call Center for PA (prescribing Dr)</p>	<p>877-864-9014</p>
<p>J & B Medical</p>	<p>800-737-0045</p>	<p>Pharmacy Provider Enrollment & Inquiries</p>	<p>888-868-9219</p>

Lonnie Barnett, Director Children's Special Health Care Services Division

<p>Children with Special Needs Fund (CSN) Jim Beaver, Specialist</p> <p>Grants funding for equipment and supports, which no other resource provides, to children with special health care needs.</p>	<p>Family Center for Children and Youth with Special Health Care Needs (FC) Candi Bush, Director</p> <p>Offers emotional support, information and connections to community-based resources for families of children and youth with special health care needs, including those who have or are at an increased risk for: physical, developmental, behavioral or emotional conditions; Helps families navigate medical, educational, behavioral and social service systems; Parent Mentor Trainings; Conference scholarships for parents and youth; Children are not required to be enrolled in CSHCS to receive services from the Family Center; Provides consumer participation and consultation to the CSHCS program; Consumer liaison with other agencies.</p>	<p>Customer Support Section (CSS) Sandy Lane, Manager</p> <p>Initial medical eligibility process; Application and enrollment process; Income Review / Payment Agreement, authorize providers, address changes; Medical and financial renewal process; Transplant prior authorization, in or out of state, T5 only and T5/19.</p>
<p>Policy & Program Development Section (PPD) Karla McCandless, Manager</p> <p>Initiates, implements and interprets CSHCS policy; Interprets Medicaid policy; Staffs appeals/hearings; Supports LHDs and families re transition; Collects and analyzes data; Trouble-shoots for extra-ordinary billing problems; CSHCS contract management; Determines Insurance premium Payment benefit eligibility.</p>		<p>Quality & Program Services Section (QPS) Rebecca Start, Manager</p> <p>Quality Improvement planning, training, and monitoring; LHD Accreditation; consumer satisfaction surveys; CPBC management; CSHCS care coordination / case management, respite, hospice and transportation benefits; medical eligibility for Medicaid's Home Care Children's Program (TEFRA).</p>

ISSUE/TOPIC	CONTACT PERSON & PHONE NUMBER	INFORMATION TO HAVE IN FRONT OF YOU	COMMENTS
Accreditation	Amanda Larraga (QPS) 517-241-7189		
Annual Narrative Reports - LHD	Courtney Adams (QPS) 517-241-7182		
Appeals/Departmental Reviews/ Administrative Hearings	Family Phone Line 800-359-3722	Details of specific situation and why decision should be reviewed.	Note type of eligibility: V only, XIX only, dually eligible (V/XIX), in the process of applying; type of coverage- FFS, MHP.
Billing Problems/Providers	PROVIDER INQUIRY 800-292-2550 Email: providersupport@michigan.gov	Provider name and address, NPI number, provider type, and DOS. Client name, ID number, remittance advice.	Before contacting anyone determine if: 1) Provider needs to be authorized. 2) If so have them rebill after completed. 3) Make sure insurance is correct. <i>If provider wants to be added to a client file but cannot reach LHD, provider may call CSS Main PH# 517-335-8983 to reach an Analyst</i>
Billing Problems/Client	Beneficiary Helpline 800-642-3195	Same as above.	
Billing problems (after LHD research and Provider Inquiry have been used and problem still not resolved).	Micki Smith 517-241-8202 FAX: 517-241-0796		
Care Coordination/Case Management Quarterly Logs	Courtney Adams (QPS) 517-241-7182		
Care Coordination/Case Management – <i>guidance</i>	Matt Richardson, R.N. QPS 517-335-8994		
Children’s Multidisciplinary Specialty (CMDs) Clinics	Karla McCandless PPD 517-241-7511		Questions about what clinics are approved, application process, re-approval of clinics, CMDs policy
Children with Special Needs Fund (CSN Fund)	CSN Fund 517-241-7420 FAX: 517-335-8055 Web page: Michigan.gov/csnfund	Client name, ID number, information on requested item, date request was submitted, other information related to request.	Questions concerning CSN Fund requests, status inquiries or other comments or concerns should be directed to this office.
Client record changes: adds, deletes, other changes, status of application	CSS Analyst for the Appropriate County	Copies of what was sent to make the changes, client name, client ID number, information on care needs.	Be prepared to discuss: what information was submitted on NOA, when it was submitted, and any response you have seen from the Analyst.
Cochlear Implants	Program Review Division PRD 800-622-0276	Client name, ID number, provider number, and procedure code(s)	
Complaints, Concerns with Program	Lonnie Barnett, Director CSHCS Division 517-241-7186	Client and family demographic information, phone numbers, particular people to contact regarding the issues.	Be prepared to discuss what you have done to resolve the problem, who you have talked to, and the current status of the situation.
Comprehensive Planning, Budgeting, and Contracting (CPBC) Agreement (LHDs)	Courtney Adams (QPS) 517-241-7182		
CSHCS database reports	CSS Analyst for the Appropriate County		

ISSUE/TOPIC	CONTACT PERSON & PHONE NUMBER	INFORMATION TO HAVE IN FRONT OF YOU	COMMENTS
Dental Care & Orthodontia	Send request/question via DMP. Typically routed to OMA Medical or Dental Consultant	Client name, ID number, information on care needed, eligible CSHCS diagnosis, suggested provider, and date of service.	Note orthodontia is not covered for all diagnoses, only those where orthognathic surgery is required, or for limited diagnoses.
Diagnostic Referral: <i>clinical guidance</i>	Matt Richardson, R.N. QPS 517-335-8994	Specific questions and issues to be discussed.	
Diagnostic Referral: <i>billing</i>	See Manual Payments		
Duplicate Client ID Numbers	CSS Analyst for the Appropriate County	Client name, ID numbers, Client birth date.	
Expenditure Reports (Client Specific)	Amy Chapko PPD 517-241-8998	Client name, ID numbers, Client birth date.	LHD runs expenditure report in CSHCS database. Call Amy if questions.
Family Center for CYSHCN	Family Phone Line (FPL) 800-359-3722		Family Phone Line is for families only, do not refer providers to this number.
Forms- Appendix D in Guidance Manual	FAX REQUEST FOR HARD COPIES TO: 517-241-1164 or mail: MDHHS Forms Request 320 S. Walnut St. Lansing, MI 48913	Using letterhead, include a contact name and phone number, the delivery address for order, list the form name and number (i.e., MSA-4114) and amount needed.	DOWNLOADABLE ELECTRONIC FORMS ARE AVAILABLE ON THE CSHCS WEBSITE (certain electronic forms are available only via LHD Forms Download in the CSHCS database)
Formula, Dietary Prior Authorization	Michigan Peer Review Organization (MPRO) 800-727-7223 22670 Haggerty Rd., Ste. 100 Farmington Hills, MI 48335-2611	Client name, ID number, diagnosis, procedure code(s), provider name and phone number. Current ht/wt., alternatives tried.	Prior authorization of dietary formula (applies to applicable procedure codes requiring prior authorization noted on the MDHHS Medical Supplier / DME / Prosthetics and Orthotics Database on website: michigan.gov/medicaidproviders)
Genetics: Evaluation of birth defects, genetic syndromes, genetic counseling	Janice Bach MDCH Community Living, Children and Families; Hereditary Diseases 517-335-8887	Indications for referral to genetic centers for counseling or other testing.	Have you discussed the situation with the genetics counselor at the center? Note: Genetic Centers are not a part of CSHCS nor Medicaid. E-mail birth defect questions to: BDRfollowup@michigan.gov
Health Savings Accounts/Health Reimbursement Accounts/Flexible Spending Accounts	Amy Chapko, PPD 517-241-8998		

ISSUE/TOPIC	CONTACT PERSON & PHONE NUMBER	INFORMATION TO HAVE IN FRONT OF YOU	COMMENTS
Hearing Eligibility/Covered Services	Lorie Lang, MA, CCC-A Audiology Consultant Medical Services Administration (MSA) Office of Medical Affairs Email: LangL1@michigan.gov	Client name, ID number, procedure code(s), provider ID number.	May also contact via Document Management Portal (DMP). Enter 'ATTN Lorie Lang' in the document name field or Message.
Hospice (<i>CSHCS-only</i>)	Matt Richardson, R.N. QPS 517-335-8994	What is needed and how does it reflect the need for a nurse to provide the care.	
Insurance Premium Payment Benefit	Amy Chapko, PPD 517-241-8998 FAX: 517-241-8970	Client name, ID number, and information on client/family service needs.	Premium payment benefit includes COBRA, private insurance, Medicare Part B, and Medicare Part D.
Manual payments - field clinic, diagnostic evaluation if client not enrolled, respite.	MSA Manual Payments Debbie Blaine 517-335-5503	Date bill was submitted to MDHHS.	Note: providers are advised it will take 6-8 weeks to process manual payments.
Medical Eligibility <i>Clinical Questions</i>	Send via DMP Office of Medical Affairs OMA 517-335-5181	Questions about covered diagnosis are typically directed to medical consultants.	
Medical Eligibility <i>Policy & Procedure</i>	Sandy Lane CSS 517-335-8730	General clarification on policy & procedure of eligibility enrollment process.	Direct client-specific questions to Analyst
Out-of-State Care – <i>status of request (except Transplants)</i>	Analyst for the appropriate County CSS		All out of state care must be prior approved. Emergency care situations should contact the Office of Medical Affairs as soon as possible. 517-335-5181
Out-of-State Care – <i>transportation assistance</i>	Sherry Kertesz 517-335-9408		MHP Members must contact the MHP; MA ffs clients must contact their local DHHS specialist
Payment Agreements <i>General Information</i>	Sandy Lane CSS 517-335-8730	General clarification and financial information used to make decisions.	Direct client-specific questions to Analyst
Payment Agreements: <i>Client Specific</i>	Analyst for the appropriate County CSS	Client Name and ID number, coverage year(s) and relevant information	Questions concerning payment agreement audits, bills or refunds.
Pharmacy Medicare Part D Problems and co-pay reimbursement	Micki Smith PPD 517-241-8202 FAX: 517-241-0796	Standard client info and Medicare Part D information available.	
Policy Questions	Lori Simon PPD 517-241-8862		
Private Duty Nursing (PDN) <i>Not a CSHCS benefit</i>	Debbie Long, Analyst PRD 517-335-5227	Beneficiary name, ID number, information on nursing care needs.	Important to distinguish what are the nursing services being requested.
Prior Authorization: DME/supplies, hearing aids, dental, any service or equipment that needs PA; status check on the PA.	Program Review Division (PRD) 800-622-0276 FAX# 517-335-0075	Provider name and address, date of service, procedure code(s) or other identifying information.	Note: PRD has 15 business days to respond to a PA. Time may increase when additional information from provider is necessary.

ISSUE/TOPIC	CONTACT PERSON & PHONE NUMBER	INFORMATION TO HAVE IN FRONT OF YOU	COMMENTS
Prior Authorization: <i>Emergent or Urgent Provider Complaints; PA 'verbal' approval request</i>	Program Review Division (PRD) 800-622-0276	As above, plus description of provider complaint or request.	Urgent is when there may be a detrimental effect if not provided soon. Emergent is when death or extreme detrimental effect if not provided immediately.
Prior Authorization: Transplant initial request, (in or out-of-state; T5 and T5/19)	Danielle Sanchez CSS 517-335-8753 FAX# 517-335-9491	Client name, ID number, information on care needs, location, and procedure recommended. Referring physician may fax information.	All out of state care must be prior approved. Emergency care situations should contact the Office of Medical Affairs as soon as possible. Office of Medical Affairs 517-335-5181
Prior Authorization: Out of State Care, Practitioner Services, Genetics testing out-of-state lab.	Program Review Division 517-373-0606 (Pat) Or 517-241-1861 (Eric) FAX# 517-335-0075	Client name, ID number, information on care needs, location, and procedure recommended. Referring physician may fax information with complete PA form MSA-6544-B.	Planned out of state care must be prior approved. Emergency care situations should contact the Office of Medical Affairs as soon as possible. Office of Medical Affairs 517-335-5181
Prior Authorization: <i>All other calls and consumer inquiries.</i>	Program Review Division (PRD) 800-622-0276	As above, with specific concerns regarding situation.	
Respite Care (CSHCS Respite)	Matt Richardson, R.N. QPS 517-335-8994	What is needed and how does it reflect the need for a nurse to provide the care.	Respite is authorized based on eligibility periods.
Single Sign On (MILogin) Password Reset	Michigan DTMB Client Service Center 800-968-2644	Your MILogin User ID and e-mail address	To re-set your password, contact the DTMB Client Service Center at 800-968-2644 (press 0, 1, 1). Request a password re-set for the MILogin Third Party portal. You will need your User ID and e-mail address.
Transition Policy and Resources	PPD Vacant position Call 517-241-8385	Transition materials.	
Transportation Assistance <i>Invoice receipt & status of payment</i>	Sherry Kertesz QPS 517-335-9408 FAX: 517-241-8970	Date invoice submitted, date of service, client name, ID number, LHD authorization and information regarding trip	Advise parents it may take 6 to 8 weeks to process payments for travel.
Transportation, Medical (Emergent)	Sherry Kertesz QPS 517-335-9408 FAX: 517-241-8970	No prior authorization required in emergency or life threatening situations.	Refers to ambulance, fixed wing, and helicopter services. Medical documentation required when submitting invoice.
Transportation – policy clarification and CSHCS out of state travel assistance	Sherry Kertesz QPS 517-335-9408 FAX: 517-241-8970		MHP Members must contact the MHP; MA ffs clients must contact their local DHHS specialist (Wayne, Oakland, Macomb contact Logisticare)
TPL Insurance – <i>Urgent Changes</i>	Amy Chapko PPD 517-241-8998	Client name & ID; insurance carrier name & policy info; date insurance was added or terminated.	For access to care issues only.

Children's Special Health Care Services (CSHCS) Lonnie Barnett, Director Executive Secretary: Laura Kach	517-335-5008 517-241-7186	BarnettL@michigan.gov KachL@michigan.gov
Children with Special Needs Fund (CSN Fund) Jim Beaver, Specialist Vacant Departmental Technician	517-241-7420 517-241-7420	BeaverJ@michigan.gov
Customer Support Section (CSS) Sandy Lane, Section Manager Secretary: Vacant Region 2 Supervisor - Vacant Region 1 Monica Sparks, Acting Supervisor	517-335-8730 517-335-8986 517-335-9302	Lanes1@michigan.gov SparksM@michigan.gov
Family Center (FC) Candi Bush, Director Secretary: Aleisha Leavitt	517-241-7197 517-373-4380	BushC9@michigan.gov
Insurance Specialist (PPD) Amy Chapko	517-241-8998	ChapkoA@michigan.gov
Nurse Consultant (QPS) Matt Richardson, R.N., CPNA	517-335-8994	RichardsonM@michigan.gov
Policy & Program Development Section (PPD) Karla McCandless, Section Manager Secretary: Vacant	517-241-7511 517-241-8207	McCandlessK@michigan.gov
Quality & Program Services Section (QPS) Rebecca Start, Section Manager Secretary: Anita Wilson	517-241-7198 517-241-8996	StartR@michigan.gov wilsona@michigan.gov
Reimbursement (extraordinary situation) Specialist (PPD) Micki Smith	517-241-8202	SmithM1@michigan.gov
Transportation (QPS) Sherry Kertesz, Analyst	517-335-9408	KerteszS@michigan.gov
Appeals (FC & PPD) Family Phone Line	800-359-3722	

Medical Services Administration, Office of Medical Affairs (available as medical consultants to CSHCS)

Jane Turner, M.D.	517-373-7335	TurnerJ1@michigan.gov
Dietrich Roloff, M.D.	517-335-8234	RoloffD@michigan.gov
Colleen Barry, M.D.	517-335-8995	BarryC@michigan.gov

Address and FAX Numbers

CSHCS

Lewis Cass Building- 6th Floor
320 S. Walnut Street
Lansing, MI 48913

CSHCS Customer Support Section (CSS)

Lewis Cass Building – 6th Floor
320 S. Walnut Street
PO Box 30734
Lansing, MI 48909

FAX NUMBERS:

517-335-9491 CSS for Medical Reports, Applications/IRPAs, Transplant Prior Authorization (PA)
517-241-8970 CSHCS Director, PPD, QPS and Family Center for CYSHCN
517-335-8055 CSN Fund
517-241-0796 Micki Smith, PPD
517-335-0075 Program Review Division, Prior Authorization Requests, In/Out of State (except transplant)

CHILDREN'S MULTIDISCIPLINARY SPECIALTY CLINICS

<p>WMed/Bronson Methodist Hospital Marlene Pryson, Clinic Coordinator 1000 Oakland Drive Kalamazoo, MI 49008 269-337-6437 Fax: 269-337-6427</p> <p>Lori Campbell – Contracts 269-341-8974</p> <p>Dorothy Bennett – Administrative 269-337-6313</p> <p>Cardiology, Cleft Lip/Palate/Facial, Cystic Fibrosis, Diabetes, Endocrinology, Hematology/Oncology, Hemophilia, Multiple Handicap/Disability/Chronic Disease, Sickle Cell, Myelodysplasia/Spina Bifida and Pulmonary/Severe Asthma</p>	<p>Covenant Medical Center/Health Care Jackie Tinnin, Director 1447 N. Harrison Saginaw, MI 48602 989-583-5190</p> <p>Kelly Weiss, Coordinator 989-583-5190</p> <p>Diabetes and Endocrinology</p>	<p>E.W. Sparrow Hospital Jessica Yauch, Contract Administration Jessica.yauch@sparrow.org 1200 E. Michigan Avenue Lansing, MI 48909 517-364-6209</p> <p>Apnea, Cleft Lip/Palate/Facial and Myelodysplasia/Spina Bifida</p>
<p>Helen DeVos Children's Hospital Harmony Van Valkenberg, Director Harmony.vanvalkenberg@spectrumhealth.org 100 Michigan Street NE, MC-38 Grand Rapids, MI 49503 616-486-2049</p> <p>Cleft Lip/Palate/Facial, Cystic Fibrosis, Hematology/Oncology, Hemophilia, Lead Toxicity, Sickle Cell Disease</p>	<p>Hurley Children's Clinic Annett Napier, Service Line Administrator 1 Hurley Plaza Flint, MI 48503 810-262-6113</p> <p>Bill McGregor – Contracts Phone 810-262-9905</p> <p>Apnea, Cleft Lip/Palate/Facial, Cystic Fibrosis and Hemophilia</p>	<p>Marquette General-A Duke Lifepoint Hospital Elaine Taylor, RN – Clinic Manager 906-225-3141 580 W. College Avenue Marquette, MI 49855 General Info: 906-225-4777 Fax: 906-225-4830</p> <p>Cardiology, Cleft Lip/Palate/Facial, Hematology/Oncology, Hemophilia, Multiple Handicap/Chronic Disease, Neurology, Neuromuscular/Spina Bifida, Diabetes & Genetics</p>
<p>Mary Free Bed Hospital Connie Brown-Olds, Clinic Manager 235 Wealthy Street SE Grand Rapids, MI 49503 616-356-1900 Fax: 616-493-9639</p> <p>Randy DeNeff, Financial Officer Randy.deneff@maryfreebed.com 616-242-0300</p> <p>Amputee/Limb Deficiency, Multiple Handicap/Chronic Disease and Myelodysplasia/Spina Bifida</p>	<p>Oakwood Center for Exceptional Families Susan Young, M.D., Clinic Director Tammy Morris, Clinic Program Manager 18501 Rotunda Drive Dearborn, MI 48124 313-996-1969 Fax: 313-996-1965</p> <p>Apnea and Multiple Handicap/Chronic Disease Send copy of contract to Gregory Witbeck</p>	<p>William Beaumont Hospital Gretchen Hofmann, Practice Manager 3577 West 13 Mile Road Suite 206 Royal Oak, MI 48073 248-898-0181 Fax: 248-551-7561</p> <p>Jacqueline Kirejczyk, Contract and Enrollment 248-577-3445</p> <p>Cleft Lip/Palate/Facial</p>
<p>Michigan State University Pediatrics and Human Development Lisa Dilernia, Clinic Manager 1355 Bogue Street B240 Life Sciences East Lansing, MI 48824-1317 517-353-5042 Lisa.Dilernia@hc.msu.edu</p> <p>Karen Ross – Contracts 517-353-8887 Julie Lowman – Finance 517-355-7255</p> <p>Chronic Illness, Cystic Fibrosis, Diabetes, Endocrinology, Genetics, Hematology, Hemophilia, Immunology/ Rheumatology and Pulmonary/Severe Asthma, Medical Home Model</p>	<p>University of MI Medical Center Ilene G. Phillips, Associate Director 1500 East Medical Center Drive Ann Arbor, MI 48109-0244 734-764-2092 Hosp. Pager – X8606</p> <p>AIDS, Cleft Lip/Palate/Facial, Chronic Illness, Diabetes, Gastroenterology/Nutritional Deficiencies, Hematology/Oncology, Hemophilia, Metabolic Disease and Pulmonary/Severe Asthma, Weight Management</p>	

CSHCS Local Advisory Council (CLAC)

This committee was formed in 2003 by the CSHCS Director. It is comprised solely of staff members from local health departments. The members represent various geographic areas of the state, as well as rural, urban, small and large. This committee meets every other month via teleconference.

<p>Chris Buczek (Region 4) Kent County Health Department 616-632-7055 Chris.buczek@kentcountymi.gov</p>	<p>Mary Martinchek (Regions 2 & 3) Northwest Michigan Community Health 231-347-5634 m.martinchek@nwhealth.org</p>
<p>Michelle Burgher (Region 5) Midland County Health Department 989-832-6629 mburgher@co.midland.mi.us</p>	<p>Bonnie Mellema (Regions 2, 3 & 4) District Health Department #10 231-876-3812 bmellema@dhd10.org</p>
<p>Janine Chittenden (Region 4) Ottawa County Health Department 616-393-4436 jchittenden@miottawa.org</p>	<p>Valarie Newton (Regions 8 & 9) Branch-Hillsdale-St. Joe Community Health Agency 517-279-9561 newtonv@bhsj.org</p>
<p>Melanie Dunsmore (Region 6) St. Clair County Health Department 810-987-6102 mdunsmore@hd.stclaircounty.org</p>	<p>Sandy Nicholas (Region 8) Van Buren/Cass Dist. Health Department 269-621-3143 ext.1347 sandyn@vbcasshd.org</p>
<p>Becky Johnson-Himes (Regions 3 & 5) Central MI DHD 231-832-5532 ext. 8512 bjohnson@cmdhd.org</p>	<p>Peggy Taylor (Region 9) Jackson County Health Department 517-788-4422 ptaylor@co.jackson.mi.us</p>
<p>Bridget Huss (Region 9) Monroe County Health Department 734-240-7831 Bridget_Huss@monroemi.org</p>	<p>Region 1 Vacant</p>
<p>Region 7 Vacant</p>	<p>Crystal Hepburn, RN (Region 10) City of Detroit, c/o DMC 3950 Beaubien Street, Suite 63 Detroit MI 48201 313-832-9391 chepburn@dmc.org</p>

AW