



Michigan Department of Health & Human Services



Public Input Forum

Michigan Works! – Anchor Room

Benton Harbor, MI December 9th, 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
- MI Health Link Ombudsman
- 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



Goals

MI Health Link Goals and Enrollment Information

Allison Repp

Integrated Programs Contract Management

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 – just ended
 - MI Health Link is still an available option for you
 - Consider all of your options
 - contact Michigan Medicare/Medicaid Assistance Program (MMAP) 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

MI Health Link Ombudsman

Alison Hirschel
MI Health Link Ombudsman

MI Health Link Ombudsman

We are open for business!

Call: 1-800-746-MHLO (1-800-746-6456)

between 8 a.m. – 5 p.m. M-F

Email: HELP@mhlo.org or visit

Website: MHLO.org

MI Health Link Ombudsman

The MHLO provides:

- Free, confidential information and assistance
- Help with any issue related to enrollment, access to services, care coordination, eligibility for benefits, quality of services, or beneficiary rights.
- Referrals to other social services and legal agencies for additional help

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

- 3 things you would like **to change** about MI Health Link

*feedback was grouped into themes and is posted on the MI Health Link site as Activity feedback list from 12/9/15 Forum.

Themes:

- Ensuring Providers are a part of the Health Plan network and functioning in MI Health Link
- Enrollment issues
 - Enrollment, disenrollment and Opting out
 - Communication and authorization
- Communication and connection with Care Coordinator

Activity Feedback

- 3 things you would like **to change** about MI Health Link

*feedback was grouped into themes and is posted on the MI Health Link site as Activity feedback list from 12/9/15 Forum.

Themes:

- Coordination across LTC, SUD, BH, & health plan in person-centered planning Enrollment issues
- Payment issues
 - Better understanding for providers
- Complication of communications to participants

Activity Feedback

- 3 things you would like to change about MI Health Link

*feedback was grouped into themes and is posted on the MI Health Link site as Activity feedback list from 12/9/15 Forum.

Themes:

- Lack of advertising
- Better access to care coordination
- Better communication from their coordinator
- More & knowledge of providers who participate
- Easier connection to behavioral health

Activity Feedback

- 3 things that you like about MI Health Link

*feedback was grouped into themes and is posted on the MI Health Link site as Activity feedback list from 12/9/15 Forum.

Themes:

- Person centered
- Centralized point of contact and care coordination
- Increased access to home and community based services
- Access to vision and dental

Activity Feedback

- 3 things that you like about MI Health Link

*feedback was grouped into themes and is posted on the MI Health Link site as Activity feedback list from 12/9/15 Forum.

Themes:

- No co-pays in network
- No three day stay for Medicare qualified nursing home admission
- Centralized point of contact and care coordination
- Increased access to home/community based services
- Access to vision and dental

Customer Experience

Actual Customer Experiences reported to MI
Health Link Health Plans

Allison Repp

Lida Momeni

Integrated Care Contract Management

Customer Experience



Customer Experience



Customer Experience



Benefits

- One Care Coordinator for **ALL** Services
- Person-Centered Planning
- Network of Providers including vision, dental and behavioral health
- 24/7 hour Nurse Hotline
- No co-pays for pharmacy or in-network Services
- Transportation assistance
- Durable medical equipment

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

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
- www.mhlo.org

Resources

www.michigan.gov/mihealthlink

The screenshot shows the MDHHS website header with the logo and a search bar. Below the header is a navigation menu with categories: Assistance Programs, Adult & Children's Services, Safety & Injury Prevention, Keeping Michigan Healthy, Doing Business with MDHHS, and Inside MDHHS. The main content area is titled 'Doing Business with MDHHS' and includes a breadcrumb trail: MDHHS / DOING BUSINESS WITH MDHHS / HEALTH CARE PROVIDERS / MI HEALTH LINK. The page features a sidebar with a list of links, a main heading 'What is MI Health Link?', a paragraph describing the program, a logo for MI Health Link with the tagline 'Linking Medicare and Medicaid for you', a paragraph about eligibility, a 'Spotlight' section with a list of resources, and a 'Questions' section with a list of common inquiries. At the bottom, there is a circular graphic with the text 'MiHealthLink' and icons representing various services.

MDHHS
Michigan Department of Health & Human Services

Search

Assistance Programs | Adult & Children's Services | Safety & Injury Prevention | Keeping Michigan Healthy | Doing Business with MDHHS | Inside MDHHS

Doing Business with MDHHS

MDHHS / DOING BUSINESS WITH MDHHS / HEALTH CARE PROVIDERS / MI HEALTH LINK

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 Graduate Programs
Office of Nursing Policy
State Loan Repayment Program
Lab Services
Departmental Forms
Community Mental Health Services
Certificate of Need
Substance Abuse Providers
Civil Monetary Penalty (CMP) Grant Program

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** - December 9th Public Forum in Benton Harbor
- NEW** - Advocate's Guide
- Health Plan Websites and Phone Numbers
- Important Phone Numbers
- Informational Video about MI Health Link

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 behalf to Michigan ENROLLS?
- Do my Medicaid services change if I have Medicare and Medicaid and I do not enroll in MI Health Link?
- Why did I get a cancellation letter from my Medicare Part D Drug Coverage Plan?

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