



Ombudsman Program

The **MI Health Link Ombudsman (MHLO)** is a new program that serves as an advocate and problem-solver for beneficiaries enrolled in MI Health Link. The Ombudsman is run by an independent, not-for-profit organization, and we are not connected to any health plan. Our services are available to you for free and we keep your information confidential.

We can:

- **Answer your questions about MI Health Link**
- **Help solve problems with care, services, and benefits**
- **Connect you to other resources**
- **Assist with grievances and appeals**



Call Us Toll Free at **1-888-746-6456**

(for TTY service call 711)

Monday – Friday 8 am to 5 pm

Or email us at **help@MHLO.org**

For more information visit www.MHLO.org

Where to Find Help

I want to know more about MI Health Link

Visit the MI Health Link website at www.michigan.gov/MIHealthLink

I have a question that I can't find an answer to

Call the Michigan Medicare/Medicaid Assistance Program toll free at **1-800-803-7174**
(8 am to 5 pm Monday - Friday)

I need to enroll or disenroll from MI Health Link

Call Michigan ENROLLS toll free at **1-800-975-7630**
TTY 1-888-263-5897
(8 am to 7 pm Monday - Friday)

I need to talk about Medicare health plan options

Call the Michigan Medicare/Medicaid Assistance Program toll free at **1-800-803-7174**
(8 am to 5 pm Monday - Friday)

I don't know how to contact my Care Coordinator

Call the health plan customer service number on the back of your insurance card.

I need help resolving a problem with my care or coverage

Call the health plan customer service number on the back of your insurance card.

I want to appeal a decision made by my plan or provider

Follow the instructions in the letter you get from your health plan.
If you need additional help or have questions, contact the MHLO.

For additional assistance, call the MI Health Link Ombudsman toll free at **1-888-746-6456** (for TTY service call 711)

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