

Customer Support Section (CSS) Updates

2015 Regional Meetings

By The Numbers

- ▶ CSS handles large volumes of paper & electronic documents every day
 - FY14
 - General Office Assistants (GOA) – over 78,000 documents
 - Department Technicians (Techs) – over 45,000 client records
 - Analysts – nearly 79,600 client records
 - FY15 – (through April)
 - GOA – nearly 53,750 documents
 - Techs – nearly 20,920 client records
 - Analysts – over 37,200 client records

CSS Staff

- ▶ CSS is comprised of:
 - 10 Analysts
 - 5 Techs (currently 2 vacancies)
 - 3 GOAs
 - 1 Secretary
 - 3 Managers – 2 analysts are working out of class as unit managers due to current vacancies

Payment Agreements

- ▶ Siblings on CSHCS require one payment agreement
- ▶ The family will receive one set of coupons
- ▶ The payments will show on both (or all) sibling's case records.
- ▶ You can reprint the Client Eligibility Notice (CEN) and coupons as well as other letters.

Notice of Action (NOA)

- ▶ What does your analyst need to add a provider?
 - Client ID
 - Provider name
 - Provider NPI
 - Date of service
 - Specific diagnosis code or condition

Providers and NPIs

- ▶ All providers must be Michigan–Medicaid enrolled before they can be added
- ▶ Having an NPI number does not mean they are Michigan–Medicaid enrolled
- ▶ Here is the NPI Registry website:
(<http://www.npinumberlookup.org/getResults.php>)

Did You Know?

- ▶ You can print the Client Eligibility Notice (CEN), payment agreement letter and coupons
- ▶ Adding providers to a previous enrollment period does not generate a CEN
- ▶ Providers are not added when a client is in a health plan

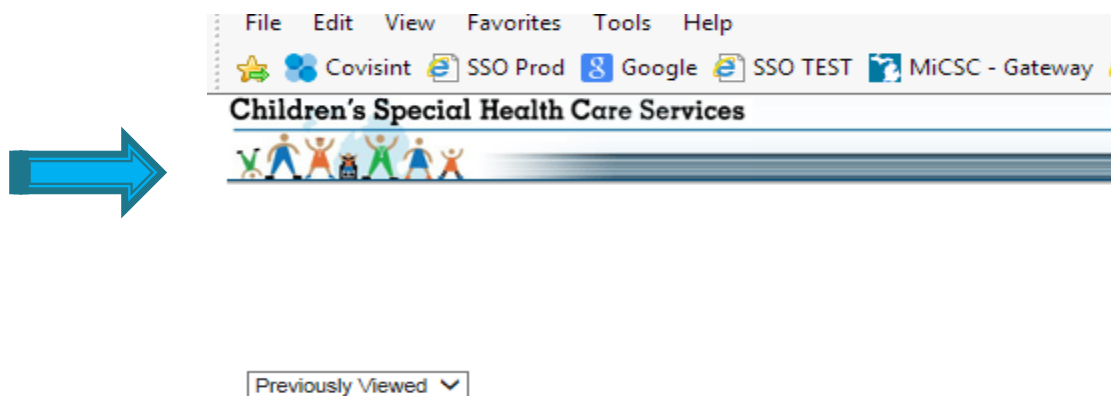
Did You Know?

- ▶ LHD forms are located under LHD Forms Download in the database
 - Applications
 - IRPA
 - IRPA Amendments
 - Current Payment Agreement Guide
 - Transportation
 - Diagnostic Evaluation
 - Financial Worksheets

- REMINDER: Don't give families an application until they have been found medically eligible.


Did You Know?

- ▶ You can open a second instance of the CSHCS system by holding down the control (Ctrl) key and clicking on the CSHCS logo in the upper left corner?



Did You Know?

- You can personalize your overview screen by using the select preference feature. Click on the small wrench icon then click the items you want viewable then indicate the order they should appear on your screen.

Insurance	DMS	Alerts
 Fin Review Med Review Max Enr End MHP Open PA Died		
06-30-2015	06-30-2017	06-30-2016 Yes 0 No

Modify Preferences

Order	Preference
6	<input type="checkbox"/> Adult Client
1	<input checked="" type="checkbox"/> Deceased
4	<input type="checkbox"/> Emergency MA
3	<input checked="" type="checkbox"/> Fin Review
2	<input type="checkbox"/> HIP
5	<input checked="" type="checkbox"/> MHP
	<input checked="" type="checkbox"/> Max Enroll End
	<input checked="" type="checkbox"/> Med Review
	<input checked="" type="checkbox"/> Open PA Count
	<input type="checkbox"/> Siblings
	<input type="checkbox"/> TEP

Landing Page:

Overview

Submit

Cancel

Let's Talk Reports

- ▶ There are several reports in the database designed to help you with renewal questions.
 - The Temporary Eligibility Period (TEP) report
 - Clients Renewed report
 - Clients Not Renewed report
 - 3rd Month report
- ▶ These reports identify:
 - what is needed for renewal
 - which diagnoses renewed and which didn't
 - which providers renewed and which didn't

New LHD Reports

▶ Lost Health Plan

- Shows the start and end dates of a client's health plan enrollment.

▶ Lost Medicaid

- Shows the start and end dates of a client's Medicaid eligibility.

New LHD Reports

► Lost Health Plan

Lost Health Plan

Lost Health Plan

County

Please select a County (by County name or County code)



Select All

Health Plan Ended From:

► 03-01-2015

To:

03-31-2015

Export to Excel? ☐

Submit

Cancel

Sample Lost Health Plan Report

System Name: LostHealthPlan
Version: 1.0

Michigan Department of Community Health
Children's Special Health Care Services
HEALTH PLAN ENDED

Page 1 of 1
Date Produced:04/21/2015

Recipient ID	Last Name	First Name	County	Provider ID	Provider	Health Plan Start Date	Health Plan End Date
			44	1182073	HEALTHPLUS MICHILD	08-01-2014	08-31-2014

Lost Medicaid Report

► Lost Medicaid Report

Lost Medicaid

Lost Medicaid

County

Please select a County (by County name or County code)



Select All

Medicaid Ended From:

03-01-2015 x

To:

03-31-2015

Export to Excel? ☐

Submit

Cancel

Sample Lost Medicaid Report

System Name: LostMedicaid
Version: 1.0

Michigan Department of Community Health
Children's Special Health Care Services
LOST MEDICAID

Page 1 of 1
Date Produced:04/21/2015

Recipient ID	Last Name	First Name	County	Medicaid Start Date	Medicaid End Date
			61	02-01-2013	07-31-2014
			39	03-01-2013	08-31-2014
			88	02-01-2013	09-30-2014

Upcoming Technology Initiatives

- ▶ Accessing CSHCS
- ▶ Document Management Portal (DMP)
- ▶ myHealthButton & myHealthPortal
- ▶ eMeds

Database Security Application (DSA)

- ▶ A new initiative
- ▶ Designed to provide additional security to MDHHS various electronic systems
- ▶ Users will need to justify access to requested systems
- ▶ Implementation date unknown at this time

DMP



CSHCS ▾

Document Management Portal

Monday, , 2014

[Return to CHAMPS](#)

[Search Documents](#) | [Document Upload](#) | [Messages](#) | [FAX Cover Sheet](#) |

Documents Search

Document Type :	<input type="text" value="Select"/>	Document Title :	<input type="text" value=""/>
County Code :	<input type="text"/>	Status :	<input type="text" value="Select"/>
Beneficiary First Name :	<input type="text"/>	Beneficiary Last Name :	<input type="text"/>
Sender Name :	<input type="text"/>	Sender Phone :	<input type="text"/>
Beneficiary Date Of Birth :	<input type="text"/>	Beneficiary ID :	<input type="text"/>
Document Name :	<input type="text"/>		
NPI :	<input type="text"/>	CHAMPS Provider Id :	<input type="text"/>
Loaded On :	<input type="text"/>	Include History :	<input type="checkbox"/>
<input type="button" value="Search"/> <input type="button" value="Clear"/>			

DMP

Document Upload - Windows Internet Explorer

File Edit View Favorites Tools Help

CSHCS

Document Management Portal
Monday, December 15, 2014

Return to CHAMPS


Search Documents | Document Upload | Messages | FAX Cover Sheet |

Document Upload

Instructions

- All fields marked with an asterisk (*) are required.
- Allowable file extensions for uploading: .pdf, .doc, .docx, .xls, .xlsx, .jpg, .jpeg, .tif, and .tiff.
- A maximum of 5 NPI numbers can be entered. Separate each NPI with a semicolon (e.g. 1234567890;1987654321).
- A maximum of 5 CHAMPS ProviderID numbers can be entered. Separate each CHAMPS ProviderID with a semicolon (e.g. 1234567;1987654).
- (**) NPI OR Provider ID is required.

Beneficiary First Name : * Beneficiary Last Name : *

Beneficiary Date of Birth : *  Beneficiary ID :

NPI : Champs ProviderID :

Sender Name : Sender Phone :

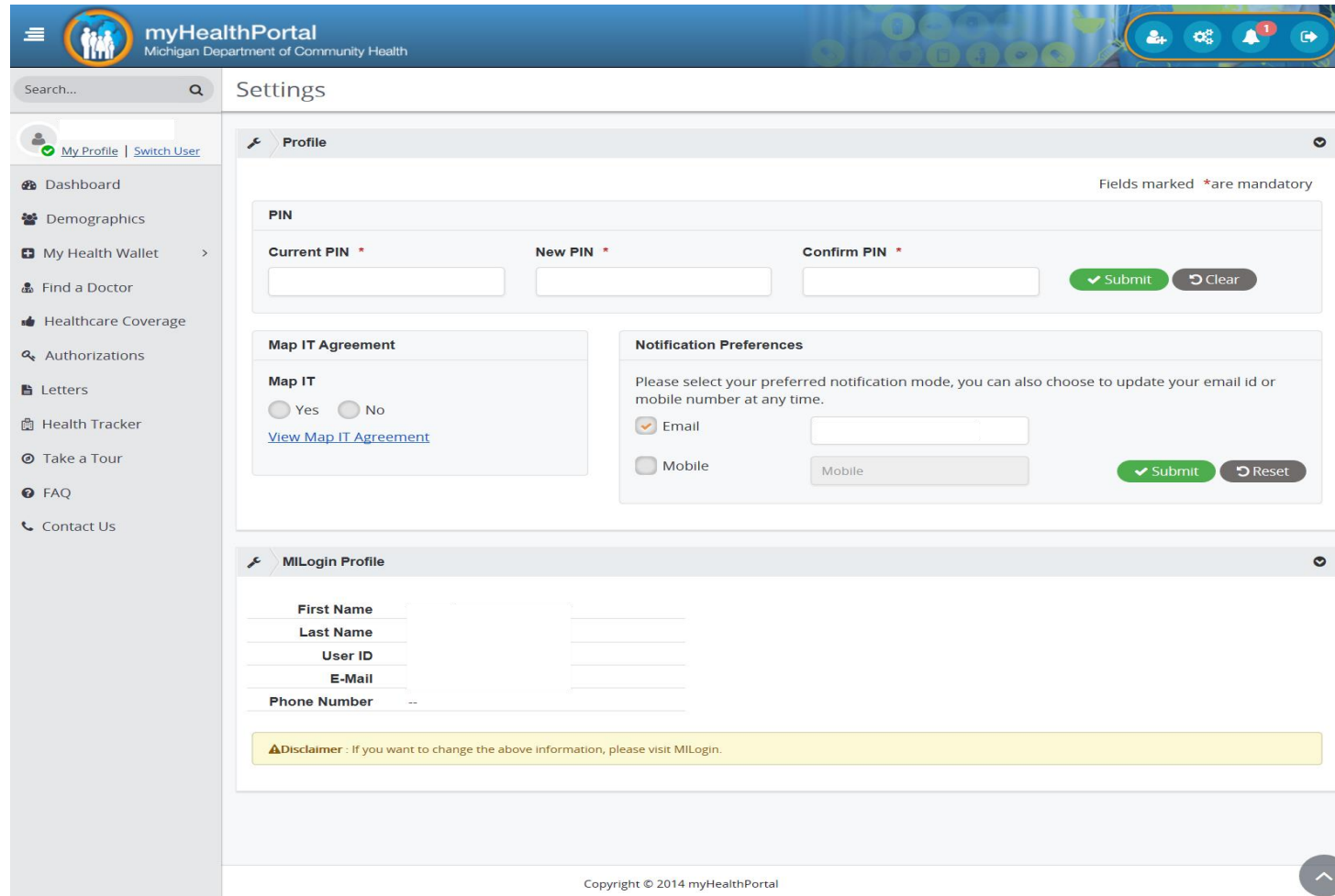
County Code : No of documents to upload :

Document Type*	Document Title*	Document Name	Client Address	Responsible Party First Name	Responsible Party Last Name	Message*
<input type="text" value="Select"/>	<input type="text" value="Select"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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myHealthPortal (Portal)

► My Profile Page



The screenshot displays the 'myHealthPortal' interface for the Michigan Department of Community Health. The top navigation bar includes a search bar, a 'Settings' tab, and a user profile icon. A left sidebar lists various services: Dashboard, Demographics, My Health Wallet, Find a Doctor, Healthcare Coverage, Authorizations, Letters, Health Tracker, Take a Tour, FAQ, and Contact Us. The main content area is titled 'Settings' and contains two sections: 'Profile' and 'MILogin Profile'. The 'Profile' section includes a 'PIN' update form with fields for 'Current PIN', 'New PIN', and 'Confirm PIN', along with 'Submit' and 'Clear' buttons. Below this is a 'Map IT Agreement' section with 'Yes' and 'No' radio buttons and a 'View Map IT Agreement' link. To the right is a 'Notification Preferences' section with instructions to select a preferred notification mode, radio buttons for 'Email' and 'Mobile', input fields for email and mobile numbers, and 'Submit' and 'Reset' buttons. The 'MILogin Profile' section features input fields for 'First Name', 'Last Name', 'User ID', 'E-Mail', and 'Phone Number'. A yellow disclaimer box at the bottom of this section states: 'Disclaimer: If you want to change the above information, please visit MILogin.' The footer of the page includes the copyright notice 'Copyright © 2014 myHealthPortal' and a small upward arrow icon.

myHealthPortal
Michigan Department of Community Health

Search...

Settings

My Profile | Switch User

Dashboard

Demographics

My Health Wallet

Find a Doctor

Healthcare Coverage

Authorizations

Letters

Health Tracker

Take a Tour

FAQ

Contact Us

Profile

Fields marked *are mandatory

PIN

Current PIN * New PIN * Confirm PIN *

Submit Clear

Map IT Agreement

Map IT

Yes No

[View Map IT Agreement](#)

Notification Preferences

Please select your preferred notification mode, you can also choose to update your email id or mobile number at any time.

Email Mobile

Submit Reset

MILogin Profile

First Name

Last Name

User ID

E-Mail

Phone Number

Disclaimer: If you want to change the above information, please visit MILogin.

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Portal

► Dashboard

The screenshot displays the myHealthPortal dashboard for the Michigan Department of Community Health. The interface includes a top navigation bar with the portal logo, a search bar, and a 'Configure' button. A left sidebar contains a 'My Profile' link and a menu with options like 'Dashboard', 'Demographics', 'My Health Wallet', 'Find a Doctor', 'Healthcare Coverage', 'Authorizations', 'Letters', 'Health Tracker', 'Take a Tour', 'FAQ', and 'Contact Us'. The main content area is divided into three columns: 'Calendar Events' showing a 'Follow-Up Visit' on June 30, 2015, with a 'More Events' button; 'News' featuring several health-related articles with links; and 'My Health Tracker' which includes tabs for 'Healthy Behaviors' and 'Healthy Measures', and a list of tracking items: Activity, Water Intake, Fruits and Vegetables, Smoking, and Alcohol. The footer indicates the copyright is © 2014 myHealthPortal.

myHealthPortal
Michigan Department of Community Health

Search... Dashboard Configure

My Profile | Switch User

Dashboard

- Demographics
- My Health Wallet
- Find a Doctor
- Healthcare Coverage
- Authorizations
- Letters
- Health Tracker
- Take a Tour
- FAQ
- Contact Us

Calendar Events

2015 Jun 30 **Follow-Up Visit** 12:30 PM - 03:00 PM

More Events

Favorite Doctors

Markia Jones

News

- [Current Healthy Living Feature Topic](#)
- [Autism: Why Act Early? | CDC Features](#)
- [Preventing Chronic Disease | Does Per...](#)
- [Health Observances - Women's Health...](#)
- [Basics | Diabetes | CDC](#)
- [Los antibióticos no son siempre la solu...](#)
- [Where to Write for Vital Records - Calif...](#)

My Health Tracker


Healthy Behaviors Healthy Measures

- Activity
- Water Intake
- Fruits and Vegetables
- Smoking
- Alcohol





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► Demographics



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Demographics



My Profile | [Switch User](#)

Dashboard

Demographics

My Health Wallet

Find a Doctor

Healthcare Coverage

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Letters

Health Tracker

Take a Tour

FAQ

Contact Us



Gender

Date of Birth

Age

Written Language --

Spoken Language --

Ethnicity

County of Residence

Race

Telephone --

mihealth Card ID

MiChild Case Number --

Primary Email --

Address Source Children Special Health Care Services

Type	Address Holder Name	Address
Mailing address for Child	<input type="text"/>	<input type="text"/>
Responsible Party Address	<input type="text"/>	<input type="text"/>

Disclaimer: If there is any discrepancy in the above details, [please click here](#) to Edit/Change the above information.

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► My Health Wallet – Other Insurance

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Michigan Department of Community Health

Search...

Other Insurances [Add Other Insurance](#)

Search by Date Range * (MM/DD/YYYY) Start 03/23/2015 End 04/22/2015 Range [Search](#)

[My Profile](#) | [Switch User](#)

- Dashboard
- Demographics
- My Health Wallet
 - mihealth Card
 - Other Insurances**
- Find a Doctor
- Healthcare Coverage
- Authorizations
- Letters
- Health Tracker
- Take a Tour
- FAQ
- Contact Us

Other Insurances Requested Changes

Other Insurance List

Payer Name	Start Date	End Date	Details
BCBSM	10/01/2014	12/31/2999	Details
BCBSM	10/01/2014	12/31/2999	Details


Showing 1 - 2 out of 2





Beneficiary Helpline : 1-800-642-3195 , TTY : 1-866-501-5656

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► My Health Wallet – Other Insurance Details



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Search...

Other Insurances

Add Other Insurance



My Profile | Switch User

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My Health Wallet

mihealth Card

Other Insurances

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Search by Date Range *
(MM/DD/YYYY)

Start
03/23/2015

End
04/22/2015

Range v

Search

Other Insurances

Requested Changes

Other Insurance List

Payer Name v	Start Date v	End Date v	Details
BCBSM	10/01/2014	12/31/2999	Details

Other Insurance Details

Payer Name
Policy #

BCBSM

mihealth Card ID
Policy Holder
First Name
Start Date

Group #
Policy Holder
Last Name
End Date

Service Covered	Service Eligible
Medical	Yes
Pharmacy	Yes
Dental	Yes
Vision	Yes
LTC	No
Mental Health	No

Update Insurance

End/Remove Insurance

BCBSM	10/01/2014	12/31/2999	Details
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Showing 1 - 2 out of 2

1

Beneficiary Helpline : 1-800-642-3195 , TTY : 1-866-501-5656

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► Healthcare Coverage

The screenshot displays the myHealthPortal interface for the Michigan Department of Community Health. The top navigation bar includes the portal logo, a search bar, and user profile links. A left sidebar lists various services: Dashboard, Demographics, My Health Wallet, Find a Doctor, Healthcare Coverage (selected), Authorizations, Letters, Health Tracker, Take a Tour, FAQ, and Contact Us. The main content area is titled 'Healthcare Coverage' and features a search filter for 'Search by Date Range' with start and end date inputs (01/01/2015 to 12/31/2015) and a search button. Below this, a table lists the active healthcare coverage plan.

Benefits Plan Name	Start Date	End Date	Details
Children's Special Health Care Services	05/01/2014	09/30/2015	Details

Showing 1 - 1 out of 1

⚠ Eligibility is determined on a month to month basis.

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► CSHCS – Qualifying Diagnoses

The screenshot shows the myHealthPortal interface. The top navigation bar includes the myHealthPortal logo and the Michigan Department of Community Health. The main header displays 'Healthcare Coverage » Children's Special Health Care Services'. The left sidebar contains a menu with options: Dashboard, Demographics, My Health Wallet, Find a Doctor, Healthcare Coverage (selected), Authorizations, Letters, Health Tracker, Take a Tour, FAQ, and Contact Us. The main content area is titled 'Qualifying Diagnosis' and includes a search bar with a date range filter. Below the search bar, a yellow warning box states: 'CSHCS helps pay for medical care and treatment related to [redacted] CSHCS-eligible medical conditions listed below. CSHCS does not cover primary care or visits to the primary care physician (PCP). If [redacted] has another insurance, it must be used in a way that will get the most from the insurance benefit such as using in-network providers, getting prior approval, etc. CSHCS cannot pay if the other insurance is not fully used first. For Medicaid or MICHild health plan members, all medical services must be coordinated through the health plan.' Below the warning box, a table lists qualifying diagnoses with their codes and date ranges.

Qualifying Diagnosis	Diagnosis Code	Start Date	End Date
Myoneural Disorders, Unspecified	3589	05/01/2014	09/30/2015
Other Respiratory Abnormalities	78609	05/01/2014	09/30/2015
Unspecified Hypertensive Heart Disease Without Heart Failure	40290	05/01/2014	09/30/2015

Showing 1 - 3 out of 3

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► CSHCS – Authorized Providers

The screenshot shows the myHealthPortal interface for the Michigan Department of Community Health. The user is logged in as a user named [redacted]. The main navigation menu on the left includes Dashboard, Demographics, My Health Wallet, Find a Doctor, Healthcare Coverage (selected), Authorizations, Letters, Health Tracker, Take a Tour, FAQ, and Contact Us. The main content area is titled 'Healthcare Coverage » Children's Special Health Care Services'. It features three tabs: 'Qualifying Diagnosis', 'Authorized Providers' (selected), and 'Payment Agreements'. A yellow warning box states: 'For Medicaid or MICHild health plan members, all medical services and providers must be coordinated through the health plan. If [redacted] is not in a health plan, contact the CSHCS office in your local health department to report a change in providers. CSHCS-authorized providers are listed below.' Below this, a table lists authorized providers with columns for Provider, Diagnosis Description, Diagnosis Code, Start Date, End Date, and Details. The table shows four entries, all with a Start Date of 05/01/2014 and an End Date of 09/30/2015. The first entry is 'Myoneural disorders, unspecified' with code 3589. The second is 'Unspecified hypertensive heart disease without heart failure' with code 40290. The third is 'Other respiratory abnormalities' with code 78609. The fourth is 'Myoneural disorders, unspecified' with code 3589. A pagination bar at the bottom indicates 'Showing 1 - 4 out of 4'.

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Michigan Department of Community Health

Search...

Healthcare Coverage » Children's Special Health Care Services [« Back](#)

[My Profile](#) | [Switch User](#)

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[My Health Wallet](#)

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[FAQ](#)

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Qualifying Diagnosis **Authorized Providers** Payment Agreements

For Medicaid or MICHild health plan members, all medical services and providers must be coordinated through the health plan. If [redacted] is not in a health plan, contact the CSHCS office in your local health department to report a change in providers. CSHCS-authorized providers are listed below.

Provider	Diagnosis Description	Diagnosis Code	Start Date	End Date	Details
	Myoneural disorders, unspecified	3589	05/01/2014	04/01/2015	Details
	Unspecified hypertensive heart disease without heart failure	40290	05/01/2014	09/30/2015	Details
	Other respiratory abnormalities	78609	05/01/2014	09/30/2015	Details
	Myoneural disorders, unspecified	3589	05/01/2014	09/30/2015	Details

Showing 1 - 4 out of 4

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► CSHCS – Payment Agreement

The screenshot displays the myHealthPortal interface for the Michigan Department of Community Health. The header includes the portal logo and navigation icons. The main content area is titled "Healthcare Coverage » Children's Special Health Care Services". A sidebar on the left lists various services, with "Healthcare Coverage" currently selected. The "Payment Agreements" tab is active, showing a table with one entry. The table columns are Agreement Period, Suffix, Contract Total, Balance, and Details. The entry shows an agreement period from 05/01/2013 to 04/30/2014, a suffix of R, a contract total of \$192.00, and a balance of \$192.00. A "Details" link is provided for the entry. The interface also includes a search bar, a user profile section, and a navigation menu.

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Healthcare Coverage » Children's Special Health Care Services [« Back](#)

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Qualifying Diagnosis Authorized Providers **Payment Agreements**

☒ Open ☐ Closed ☐ All

Agreement Period	Suffix	Contract Total	Balance	Details
05/01/2013 to 04/30/2014	R	\$192.00	\$192.00	Details

Showing 1 - 1 out of 1

1

Portal

► CSHCS – Open Payment Agreements

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Michigan Department of Community Health

Healthcare Coverage » Children's Special Health Care Services

Search...

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Qualifying Diagnosis Authorized Providers **Payment Agreements**

☒ Open ☐ Closed ☐ All

Agreement Period	Suffix	Contract Total	Balance	Details
05/01/2013 to 04/30/2014	R	\$192.00	\$192.00	Details

Payment Agreement Details

Agreement Period	05/01/2013 to 04/30/2014	Suffix	R	Contract Total	\$192.00
Monthly Payment	\$16.00	Balance	\$192.00		

Online payments may take up to 24 hours to be reflected in the current balance.

⚠ If paying by check or money order, please remit your coupon and payment to the address on your coupon.
If you have questions, please contact CSHCS at 1-800-359-3722, cschsc@mi.gov, MI CSHCS Website

Payment History

Date Received	Amount
No records matching the search criteria were found.	

[Pay Online through CSHCS Payment Site](#)

Showing 1 - 1 out of 1

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► CSHCS – Closed Payment Agreement

The screenshot shows the myHealthPortal interface for the Michigan Department of Community Health. The user is logged in and viewing the 'Healthcare Coverage' section, specifically the 'Payment Agreements' tab. The interface includes a search bar, a navigation menu on the left, and a main content area with a table of payment agreements.

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Michigan Department of Community Health

Search... Healthcare Coverage » Children's Special Health Care Services « Back

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Qualifying Diagnosis Authorized Providers **Payment Agreements**

☐ Open ☒ Closed ☐ All

Agreement Period	Suffix	Contract Total	Balance	Details
05/01/2012 to 04/30/2013	Q	\$192.00	\$0.00	Details
05/01/2011 to 04/30/2012	P	\$192.00	\$0.00	Details
05/01/2010 to 04/30/2011	O	\$120.00	\$0.00	Details

Showing 1 - 3 out of 3

1

Portal

► CSHCS – All Payment Agreements

The screenshot displays the myHealthPortal interface for the Michigan Department of Community Health. The user is logged in as 'My Profile' and is viewing the 'Healthcare Coverage' section, specifically the 'Payment Agreements' tab. The interface includes a search bar, a navigation menu on the left, and a table of payment agreements. The table has columns for Agreement Period, Suffix, Contract Total, Balance, and Details. There are four rows of data, each with a 'Details' link. A filter section above the table allows selecting between 'Open', 'Closed', and 'All' agreements, with 'All' currently selected. A pagination bar at the bottom indicates 'Showing 1 - 4 out of 4' results.

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Michigan Department of Community Health

Search...

Healthcare Coverage » Children's Special Health Care Services [« Back](#)

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Healthcare Coverage

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Qualifying Diagnosis Authorized Providers **Payment Agreements**

☐ Open ☐ Closed ☒ All

Agreement Period	Suffix	Contract Total	Balance	Details
05/01/2013 to 04/30/2014	R	\$192.00	\$192.00	Details
05/01/2012 to 04/30/2013	Q	\$192.00	\$0.00	Details
05/01/2011 to 04/30/2012	P	\$192.00	\$0.00	Details
05/01/2010 to 04/30/2011	O	\$120.00	\$0.00	Details

Showing 1 - 4 out of 4 [1](#)

Portal

► CSHCS – Prior Authorizations

myHealthPortal
Michigan Department of Community Health

Search...

Authorizations

[My Profile](#) | [Switch User](#)

- Dashboard
- Demographics
- My Health Wallet
- Find a Doctor
- Healthcare Coverage
- Authorizations**
- Letters
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- Contact Us

Search Authorizations

Please search with at least one of the following criteria (Service dates, Status, Provider name, Service, Tracking number)

Authorization Request (Optional)

Start: 02/21/2015 End: 04/22/2015 Range

Status (Optional)

Select

Provider Name (Optional)

Service (Optional)

Select

Authorization Tracking Number (Optional)

Search Clear

Authorization List

Auth #	Request Date	Start Date	End Date	Service	Requesting Provider	Service Provider	Status	Details
No records could be found that match your search criteria. Please broaden your search criteria and try again								

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► Letters

The screenshot displays the myHealthPortal interface. The top header includes the myHealthPortal logo and the Michigan Department of Community Health. A search bar is present, and a sidebar on the left lists various services: Dashboard, Demographics, My Health Wallet, Find a Doctor, Healthcare Coverage, Authorizations, Letters (highlighted), Health Tracker, Take a Tour, FAQ, and Contact Us. The main content area is titled 'Letters' and features a search filter for 'Search by Date Range * (MM/DD/YYYY)' with input fields for 'Start' (04/01/2015) and 'End' (04/30/2015), along with a 'Range' dropdown and a 'Search' button. Below the search filter is a 'Letters List' table with columns for 'Date', 'Type of Letter', and 'Attachment'. A message in a red box states: 'No records could be found that match your search criteria.'

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► Frequently Asked Questions

The screenshot shows the myHealthPortal interface. The header includes the myHealthPortal logo and the Michigan Department of Community Health. A search bar is present. The left sidebar contains navigation links: Dashboard, Demographics, My Health Wallet, Find a Doctor, Healthcare Coverage, Authorizations, Letters, Health Tracker, Take a Tour, FAQ (highlighted), and Contact Us. The main content area is titled 'Frequently asked questions' and lists five questions with expandable answers.

01 Can I use myHealthPortal to apply for Medicaid?
You cannot apply for Medicaid through myHealthPortal. It is a web application that enables the current Medicaid and CSHCS beneficiaries to access their health information. To know more about the features offered by myHealthPortal click "Take a Tour" hyperlink on the left side of the member's page.

02 Can I view my family member's (son/daughter/parent/etc) information?
As long as you are legally responsible for the care of another person, you may view that person's information. You can add your family through the "Add Member" option on the member's screen.

03 I don't see all my benefits showing up on Healthcare coverage screen. Why?
By default the application displays the benefits active in the current month. To view member benefits from the past or in the future, please change the date filter and search again.

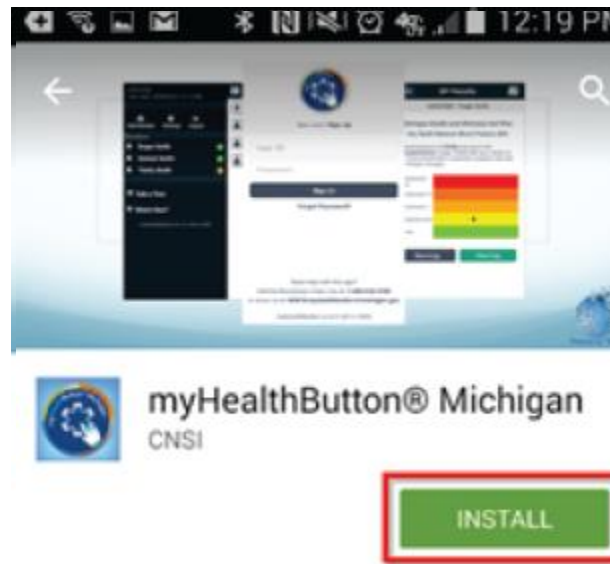
04 The Other Insurance listed in the application is incorrect. How do I get it fixed?
Currently, you must call the Beneficiary Help Line, at 1-800-642-3195, to make any changes to your information.

05 Why don't I receive any emails?
Please check that the desired email has been updated in the "Settings" page of myHealthPortal application. Please note that the email id entered in myHealthPortal can be different than the one entered in MILogin.

Copyright © 2014 myHealthPortal


myHealthButton (Button)

- ▶ Available for iPhone and Android



Button

► Registration



New here? **Sign Up**

Sign In



Forgot Password?

Need help with this app?
Call the Beneficiary Help Line at: **1-800-642-3195**
or email us at: **MDCH-myhealthbutton@michigan.gov**

myHealthButton v4.0 © 2014 CNSI

Button

► Sign Up

Back	Sign Up
Relationship to Member	Select 
Member First Name	
Member Last Name	
Member DOB	
Are you registering for MICHild?	Select 
ZIP Code	
Member mihealth Card #	
Continue	

Button

► HealthCare

Back
Benefits

Search by Date:

Children Special Health Care Services
Start Date: 08/01/2013
End Date : 07/31/2014

Healthy Kids Dental
Start Date: 10/01/2012
End Date : 10/31/2019

Prepaid Inpatient Health Plan
Start Date: 10/01/2009
End Date : 12/31/2999

Childrens Special Health Care Services -
Managed Care
Start Date: 01/01/2013
End Date : 07/31/2014

Back
CSHCS

Qualifying Diagnosis

Authorized Providers

Payment Agreements

IRPA

Button

► Qualifying Diagnosis & Authorized Providers

[Back](#) **Qualifying Diagnosis**

Chronic respiratory disease arising in the perinatal period
Diagnosis Code: 25001
Start Date: 09/01/2013
End Date: 08/31/2014

Malocclusion, unspecified
Diagnosis Code: 5244
Start Date: 09/01/2013
End Date: 08/31/2014


[Back](#) **Authorized Providers**

Chronic respiratory disease arising in the perinatal period
Diagnosis Code: 25001
Start Date: 09/01/2013
End Date: 08/31/2014

Chronic respiratory disease arising in the perinatal period
Diagnosis Code: 25001
Start Date: 09/01/2013
End Date: 08/31/2014

Button

► Authorized Provider Details

Back	Authorized Provider Details
	CSHCS CLIENT ELIGIBILITY As of: 04/02/2014 Authorized From: 09/01/2013 Authorized To: 08/31/2014
NAME	NANCY DODGE
DIAGNOSIS CODE	25001
DIAGNOSIS DESCRIPTION	Chronic respiratory disease arising in the perinatal period
SPECIALTY	Medical
STATE	In State Authorized Providers
ADDRESS	2104 JOLLY RD STE 220, OKEMOS, MI, 48864

Back	Authorized Provider Details
NAME	NANCY DODGE
DIAGNOSIS CODE	25001
DIAGNOSIS DESCRIPTION	Chronic respiratory disease arising in the perinatal period
SPECIALTY	Medical
STATE	In State Authorized Providers
ADDRESS	2104 JOLLY RD STE 220, OKEMOS, MI, 48864
TELEPHONE	(810) 342-1000
FAX	(517) 321-1730

Button

► Payment Agreements

[Back](#) **Payment Agreements**

Open

Closed

All

Date: 04/01/2011 to 03/31/2012
Suffix: P
Contract Total: \$192.00
Balance: \$128.00

>

Date: 04/01/2013 to 03/31/2014
Suffix: P
Contract Total: \$192.00
Balance: \$128.00

>

Button

► Payment Agreement Details

[Back](#) **Payment Agreement Details**

reflected in the current balance.

[Pay Online through CSHCS Payment Site](#)

If paying by check or money order, please remit your coupon and payment to the address on your coupon. If you have questions, please contact CSHCS at 1-800-359-3722, cshcsfc@mi.gov, or the MI CSHCS Website.

Payment History

Date Received	Amount
09-11-2011	\$16.00
07-28-2011	\$16.00
06-30-2011	\$16.00
05-25-2011	\$16.00

Button

- ▶ Other Insurance
- ▶ Add/Remove/Edit other insurance information

The screenshot shows a mobile application interface for managing insurance. At the top, there is a dark blue header with a 'Back' button and the title 'Other Insurances'. Below the header is a light blue bar. A dark blue button labeled 'Add Other Insurance' is positioned below the bar. Underneath is a search filter section with a dropdown menu set to 'Last 30 Days' and a magnifying glass icon. Below this is a row of two buttons: 'Other Insurances' (highlighted with a red box) and 'Requested Changes'. The main content area lists three insurance types, each with a title, start/end dates, and a right-pointing arrow:

- MEDICARE-ENROLLED IN PART B**
Start Date: 03/01/1980
End Date: 12/31/2999
- MEDICARE-ENROLLED IN MEDICARE PART D**
Start Date: 01/01/2013
End Date: 12/31/2999
- MEDICARE-ENROLLED IN PART A**
Start Date: 03/01/1980
End Date: 12/31/2999

Button

► Online IRPA

- Coming in late June



Back **IRPA**

Instructions for Completion (MSA-0738)

The Income Review/Payment Agreement (MSA-0738) is used to determine if a payment agreement is required of the family to receive coverage by the Children's Special Health Care Services (CSHCS) program.

SECTION 1 - Client Information (Adult Client or Minor Child) and Household Information ▼

2. Enter the clients county of residence.
3. Enter the clients social security number.
4. Enter the clients home address.
5. Enter the clients date of birth.
6. List other immediate family members in the household with CSHCS coverage.
7. Check all that apply to the client.

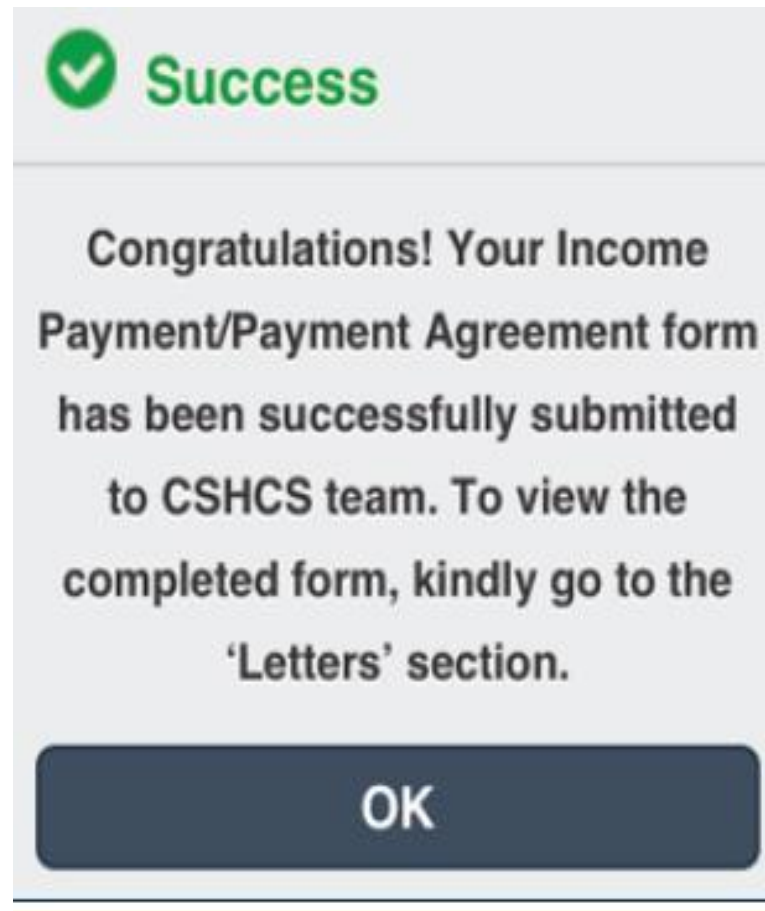
SECTION 2 - Income Information ▼

(Note: Contact your local health department's CSHCS office to complete this section due to no federal tax form, change in family size, loss of income, or other similar circumstance.)

Next

Button

- ▶ Completed IRPA



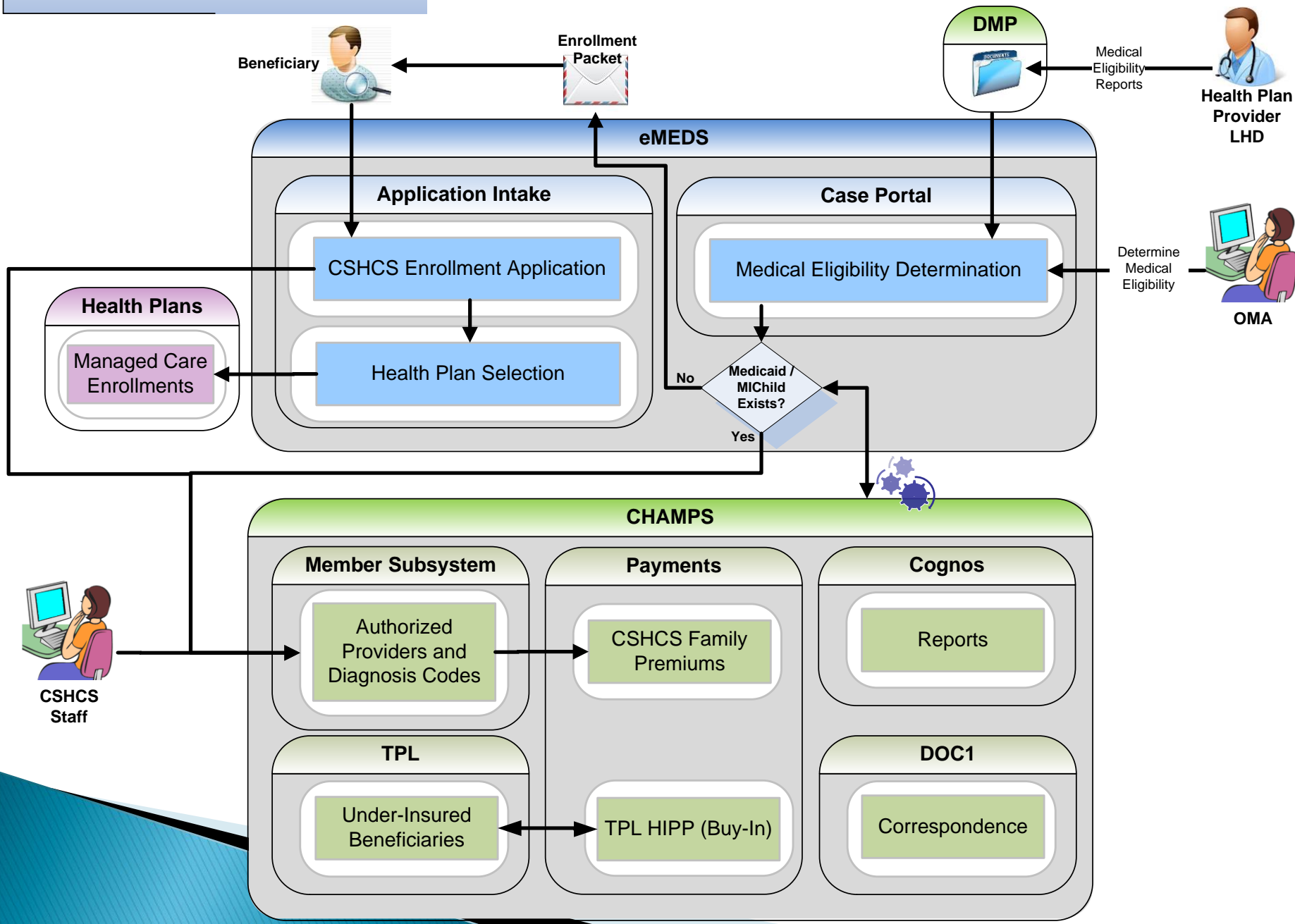
eMeds

► Medicaid Modernization

► Objective:

- Improve Service Delivery to Families:
 - Coordination of Benefits
 - Access to Care
 - Align Services by Person, Not by Program
- Provide Relief to State Workers
- Streamline Processes to Improve...
 - Data Integrity & Governance
 - Efficiency
- Leverage the State's Investment in Existing Systems

CSHCS Phase II



Questions?