

Healthy Michigan Call Center Quarterly Report #4

(FY2016 Appropriation Bill - Public Act 84 of 2015)

October 21, 2016

Sec. 1506 *The department shall submit to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office a quarterly report on the implementation status of the Healthy Michigan call center that includes all of the following information:*

(a) Call volume during the prior quarter.

(b) Percentage of calls resolved through the Healthy Michigan plan call center.

(c) Percentage of calls transferred to a local department office or other office for resolution.

(d) Number of Medicaid applications completed by the Healthy Michigan call center staff and submitted on behalf of clients.



Michigan Department of
Health & Human Services

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MDHHS continues to explore options for a public assistance call center in light of the department merger, and the focus on person-centric service delivery and access through Integrated Service Delivery (ISD). MDHHS' goal is to improve service delivery through workforce innovation and modernization of technology systems with the goal of an improved customer experience. A critical innovation of ISD transformation is robust self-service opportunities, of which a call center may be an option for customers to obtain support.

MDHHS was planning a small scale pilot to test a tiered call center in two counties during summer 2016. However, the anticipated pilot has been delayed due to continued privacy concerns by the United States Department of Agriculture, Food and Nutrition Services. Because the call center is not yet operational, there is no data to report for the fourth quarter of Fiscal Year 2016.

Although the Fiscal Year 2017 budget reduced the call center funding by 40% to \$11.4 million, the department plans to implement a scaled back version and/or call center pilot sometime during Fiscal Year 2017. The pilot will serve some programs and functions currently administered in Bridges and will be made available for one region. The results of the pilot will be used to create the plan for implementing additional functions for additional programs. MDHHS will continue to keep the Legislature updated as call center development progresses.