



STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

RICK SNYDER
GOVERNOR

NICK LYON
DIRECTOR

October 23, 2015

The Honorable Jim Marleau, Chair
Senate Appropriations Subcommittee on DHHS
Michigan State Senate
Lansing, Michigan 48933

The Honorable Rob VerHeulen, Chair
House Appropriations Subcommittee on DHHS
Michigan House of Representatives
Lansing, Michigan 48933

Dear Senator Marleau and Representative VerHeulen:

Section 751 of 2014 Public Act No. 252 requires the Michigan Department of Health and Human Services (MDHHS) to report the following information:

Sec. 751. (2) 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.*

MDHHS is still in the planning stages for this call center. An implementation work group is exploring additional options for this call center due to certain federal regulations which restrict the department's ability to contract for these services. The department intends to engage in further negotiations with federal officials to try to resolve these issues. As this call center is not operational, there is no data for the fourth quarter of Fiscal Year 2015.

If you have questions regarding this, please contact Terrence M. Beurer, Deputy Director, Field Operations Administration, at (517) 335-3570.

Sincerely,

Nick Lyon

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c: Senate and House Appropriations Subcommittee on DHHS
State Budget Office
Senate and House Fiscal Agencies
Senate and House Policy Offices