

# **myHealthButton/myHealthPortal (myHB/myHP) Guide for LHD's**

The State of Michigan is excited to offer the myHealthButton and the myHealthPortal applications for current members enrolled in Michigan Medicaid, Healthy Michigan Plan and/or Children's Special Health Care Services (CSHCS). The myHealthButton is a mobile application that can be used from a smartphone and the myHealthPortal is an online application that can be used from any device with internet access.

These application provide members instant access to information about their health care benefits and services. All members are encouraged to use the applications on a regular basis to take advantage of the new features.

- View Healthcare Benefit information, such as Services Covered and Co-Pays
- Copy of the mihealth Card
- Provider Search
- CSHCS Qualifying Diagnosis and Authorized Providers
- CSHCS Payment Agreement Notification and Online Payments
- Other Insurance Information
- Health Risk Assessments
- Health Tools and Health Tracker Information

## Online IRPA Submission

1. LHD staff will not be able to view client information in myHB/myHP.
2. If the correspondence families receive from CSHCS includes both Mom & Dad in the address line, they will need to register as Mom & Dad with, the & sign. Registration must be exactly as shown on their correspondence.
3. Once clients/families register for one, they have access to both the myHB/myHP. For registration issues, please refer the families to the appropriate myHB/myHP User Guide. <https://michiganhealthit.org/wp-content/uploads/myHB-Registration-Brochure.pdf>
4. CSHCS Financial Review Letter or Financial and Medical Review Letter must have been generated by the system and sent to the client/family. Families are unable to submit an IRPA online if CSHCS coverage has lapsed.
5. If Medicaid was gained after the Financial Review Letter was sent to the client/family (in the CSHCS system under Enrollment tab– Review Details – Financial, has MA populated) the client/family will not be able to see or submit an IRPA online in myHB/myHP.
6. If family submitted their paper IRPA and the IRPA was pended in the CSHCS system, client/family will not be able to submit an IRPA online in myHB/myHP.
7. Amount for Line 10 of the IRPA is auto-populated according to what the client/family enters on lines 8 and 9 of the online IRPA form.
- 8. When a client turns 18, parents will no longer be able to access the 18 yr olds information. Client will need to register and set up their own account.**
9. Once the family has submitted their IRPA online or CSHCS has received their paper IRPA under Enrollment, Review Details, Financial and Review Status information is populated, the option to submit an IRPA online is disabled.

Families having difficulties [locating the IRPA form in myHB/myHP](#) may contact their LHD.

LHD's will be looking at the CSHCS system to see if:

1. Has a Financial Review or Financial and Medical Review letter been mailed? Review Letter date must be populated.
2. Has an IRPA already been received? Financial Review Status must be blank.
3. Has active Medicaid been posted? Financial Code must be blank.
4. Has coverage lapsed? Unable to submit IRPA online for lapsed coverage.
5. Has the client recently turned 18? Parents unable to see adult client information.
6. If all of the above have been met, and the family still has issues seeing the online IRPA form the families should contact the Beneficiary Helpline at 800-642-3195. It is not the responsibility of the LHD to assist families in navigating the myHB/myHP. This information is provided to you in case you receive a call from a family on why there are unable to submit an online IRPA.

Children's Special Health Care Services

Previously Viewed

Search > Results > Review Details

Recipient ID Search

Overview Details Medical **Enrollment** Payment Agreement Insurance DMS Alerts

Enrollment Details | **Review Details**

Review Details 05-01- to 04-30-

Letters [browse all](#)

EnrollmentSpecificCloseout

New Letter

DOB: Age: Sex:

Future Family Size Future Family Income

Financial

Review Date 04-30-2016 Financial Code Determination Date IRPA Received Date Review Status Review Letter 01-02-2016

[Check CHAMPS Financial Eligibility](#)

Close Out Letter N/A

Client/family will click on Healthcare Coverage – Benefits

**myHealthPortal**  
Michigan Department of Health and Human Services

Search...  **Dashboard** Configure

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

- Dashboard
- Demographics
- My Health Wallet >
- Find a Doctor
- Healthcare Coverage ▾
  - Benefits ←
  - Cost Share
- Communications >
- Authorizations
- Claims
- Letters
- Health Risk Assessment
- Resources
- Take a Tour
- FAQ

**Calendar Events**  **News**  **Favorite Doctors**

No records found.

No records found.

No records found.

Our records show that you have not completed your Health Risk Assessment. Please complete your Health Risk Assessment as soon as possible. [Start Health Risk Assessment](#) 1/1 < >

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**Under the Benefits Plan Name, client/family will click on view details link for Children’s Special Health Care Services.**

- My Profile | Switch User
- Dashboard
- Demographics
- My Health Wallet >
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- Healthcare Coverage ▾
- Benefits**
- Cost Share
- Communications >
- Authorizations
- Claims
- Letters
- Health Risk Assessment
- Resources
- Take a Tour
- FAQ
- Contact Us

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

Start 02/01/ [calendar icon] End 04/30/ [calendar icon] Range ▾

Search

\* = Required Fields

Benefits Plan Name	Start Date	End Date	Details
Children's Special Health Care Services	04/01/	03/31/	<a href="#">Click to view details</a>

Showing 1 - 1 out of 1

⚠ Eligibility is determined on a month to month basis.



If client/family have met the parameters listed on page 3 above, they should see the Income Review/Payment Agreement button.

myHealthPortal  
Michigan Department of Health and Human Services

Search...

My Profile | Switch User

Dashboard  
Demographics  
My Health Wallet >  
Find a Doctor  
Healthcare Coverage >  
**Benefits**  
Communications >  
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Benefits »  
Children's Special Health Care Services

Income Review / Payment Agreement << Back

Qualifying Diagnosis | Authorized Providers | Payment Agreements

Search by Date Range \* (MM/DD/YYYY) Start 12/01/2014 End 11/30/2015 Range Search

▲ 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.

Qualifying Diagnosis	Diagnosis Code	Start Date	End Date
	H6520	10/01/	11/30/
	Q774	10/01/	11/30/
	38110	12/01/	09/30/
	7564	12/01/	09/30/

The IRPA in myHB/myHP is the same as the print version.

Clients/families can view the IRPA submitted via myHP by clicking on Letters on the left menu.

myHealthPortal  
Michigan Department of Health and Human Services

Search...

My Profile | Switch User

Dashboard  
Demographics  
My Health Wallet >  
Find a Doctor  
Healthcare Coverage >  
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Children's Special Health Care Services

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Qualifying Diagnosis | Authorized Providers | Payment Agreements

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	38110	12/01/	09/30/
	7564	12/01/	09/30/

Showing 1 - 4 out of 4

LHD'S can view the submitted IRPA from the Enrollment tab – Review Details – Financial section. Click on the IRPA Document link to view the submitted IRPA.



Previously Viewed

Search > Results > Review Details

Recipient ID

- Overview
- Details
- Medical
- Enrollment**
- Payment Agreement
- Insurance
- DMS
- Alerts

Enrollment Details | **Review Details** |

Review Details 05-01- to 04-30-

Letters [browse all](#)

DOB:   
 Sex:

Age:

Future Family Size

Future Family Income

[Close Out Letter](#)  
N/A

### Financial

Review Date  
04-30-2016

Financial Code

Determination Date

IRPA Received Date

02-19-2016

Review Status

Payment Agree Signed

Review Letter

01-02-2016

[Check CHAMPS Financial Eligibility](#)

[IRPA Document](#)



If an IRPA comes in VIA myHB/myHP and is correct, the payment agreement is automatically created by the system. The analyst is not notified. Therefore, we can't send the IRPA to the LHD, but the LHD can see the IRPA document on the client record as shown above.