

CSHCS LHD Email Communication

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Dear LHD Colleagues,

This is a reminder that all CSHCS clients have the right to appeal a decision made by MDHHS regarding eligibility, benefits, and covered services. If a client or their family calls the LHD with questions about an MDHHS decision, they should be provided information regarding the appeals process. LHD representatives may assist families with completing and submitting the Request for Department Review (DCH-0892) form. Please see Section 25. Legal Matters, 25.1 Appeals of the CSHCS Guidance Manual for additional information on this process.

LHD representatives should assist the family in understanding the information included in the denial notification. It is not appropriate to share notes from the CSHCS database or DMP with clients. **The name of the individual(s) who reviewed the medical report and/or made the decision should never be shared with families.** If the LHD believes a re-review of a decision is needed prior to the family requesting an appeal, the LHD representative should initiate the process of connecting with an OMA physician through their Analyst.

If there are additional questions, please contact Terra Depew at depewt@michigan.gov.